



CUSTOMER PROFILE

Owner's Name: _____ Contact Number: _____

Pet's Name: _____ Age: _____ Type: Canine Feline

Gender: Male Female Neutered Spayed Temperament: Friendly Timid Aggressive

Breed: _____ Color: _____

Groomer Section:

Receiving Groomer: _____ Date: _____

Please check (✓) the required option for the services your pet is going to experience:

GROOMING OFFERS

✓	Full Grooming Package	✓	Half Grooming Package	✓	Shower Only
	Bathing / Nail Clipping Paw Pad Trim / Eye Cleaning Ear Hair Removal / Haircut Belly Trim / Tooth Brushing		Shower / Nail Clipping Ear Cleaning / Tooth Brushing		Bathing / Drying

ADDITIONAL SERVICES

✓	Services	Prices (AED)
	Toothbrushing	45 AED
	Paw Pad Trim	45 AED
	Anal Gland Expression	100 AED
	De-Matting Session (per hour)	115 AED

FOR FULL GROOMING PACKAGE ONLY, PLEASE SPECIFY MORE DETAILS FOR THE HAIRCUT:

Face	
Body	
Legs	
Tail	
Belly	

Signed and Approved By: _____

BELOW IS THE ADVISABLE VACCINATION FOR YOUR PETS:

DOGS	CATS
DHPPI Vaccine due at the age of 2 months (Annually)	Tricat Vaccine due at the age of 2 months (Annually)
Rabies Vaccine due at the age of 3 months (Annually)	
Kennel Cough Vaccine due at the age of 2 months (Every 6 months)	Rabies Vaccine due at the age of 3 months (Annually)

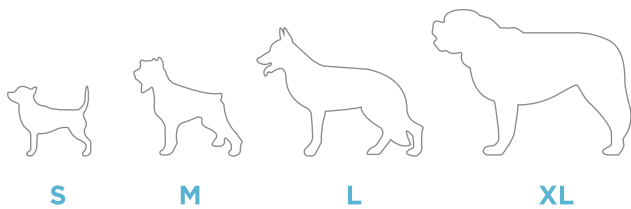
SIZE CHART

✓	Size Chart For Dogs	
	1 - 10 KG	Small
	11 - 20 KG	Medium
	21 - 34 KG	Large
	35 KG Above	Extra Large

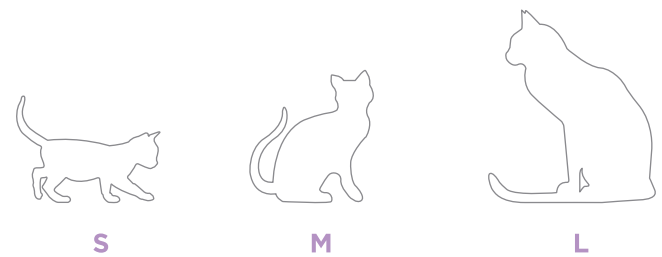
✓	Fixed Size For All Cats	
	0.8 - 2.6 KG	Small
	2.7 - 4.5 KG	Medium
	4.6 - 5.5 KG	Large

SIZE GUIDE

Canine

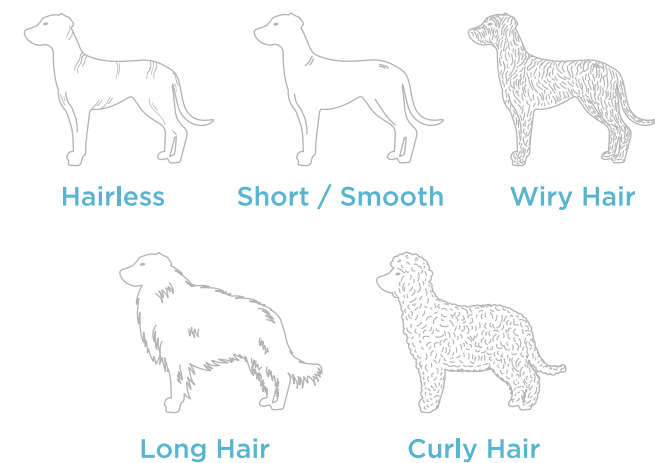


Feline



TYPES OF FUR AND COAT GUIDE

Canine



Feline



GROOMING SERVICES



خدمات صالون الحيوانات

نوع الحلاقة Type of Grooming	صغير Small	متوسط Medium	كبير Large	كبير جداً Extra Large +30kg
خدمة تنظيف وحلاقة كاملة Full Grooming Services	240 AED	330 AED	400 AED	480 AED
خدمة تنظيف بدون حلاقة Half Grooming Services	150 AED	190 AED	230 AED	330 AED

خدمة التنظيف والحلاقة للقطط - 250 درهم في حالة الاضطرار إلى تخدير القط، يتوجب دفع رسوم إضافية بمبلغ 150 درهم.

Full Grooming Service for Cat - 250 AED in case there is a need of sedation, additional of 150 AED is to be charged.

GROOMING SERVICES INCLUDES

يتضمن الصالون الخدمات التالية

Full Grooming Services	خدمة تنظيف وحلاقة كاملة
<ul style="list-style-type: none"> • Bathing • Nail Clipping • Ear Cleaning, Ear Hair Removal • Haircut of your choice • Belly Trim 	<ul style="list-style-type: none"> • استحمام • تقليم الأظافر • تنظيف الأذن، قص شعر الأذن • قصة شعر على حسب الرغبة • قص شعر البطن
Half Grooming Services	خدمة تنظيف بدون حلاقة
<ul style="list-style-type: none"> • Bathing • Ear Cleaning • Nail Clipping 	<ul style="list-style-type: none"> • استحمام • تنظيف الأذن • تقليم الأظافر

BATHING



الاستحمام

Small (Dog / Cat)	حجم صغير (قط / كلب)	120 AED
Medium	حجم متوسط	140 AED
Large	حجم كبير	160 AED
Extra Large (Dog) +30 kg	كبير جداً (كلب)	200 AED



Itch Control	علاج الهرش (الحكة)	185 AED
Fleas & Ticks	القراد والبراغيث	210 AED
Ringworm	قوباء حلقيه	220 AED

خدمات إضافية Additional Services	صغير Small	متوسط Medium	كبير Large
رسوم إضافية لفك عقد الشعر Extra Charges for Matted Hair	70 AED	95 AED	115 AED
تمشيط و قص شعر الأقدام Brushing & Paw Trimming	115 AED	170 AED	180 AED
تقليم الأظافر Nail Clipping	45 AED	45 AED	45 AED
تنظيف الإذن / إزالة شعر الإذن Ear Cleaning / Ear Hair Removal	35 AED	35 AED	35 AED
تنظيف العينين Eye Cleaning	25 AED	25 AED	25 AED
إزالة البراغيث Ticks Removal	100 AED	100 AED	100 AED
إزالة الفرو الزائد Furminating Session	60 AED	95 AED	130 AED

الشروط والقوانين

- متطلبات التطعيم: لقاح DHPPiL (سنوياً)، لقاح السعار (سنوياً)، لقاح السعال للكلاب (6 أشهر)، فحص الجارديا (6 أشهر)، فحص الصحي عام (3 أشهر)، عقار طارد الديدان (3 أشهر)، علاج البراغيث والقراد (شهر واحد).
- يلزم إجراء فحص صحي لحيوانك الأليف في عيادتنا كل 3 أشهر. يحق للعيادة بعدم قبول الحيوانات الأليفة إذا رفض العميل بإجراء الفحص الطبي من قبل أطبائنا البيطريين.
- للحجز يرجى الاتصال بنا أو مراسلتنا عبر البريد الإلكتروني لضمان توافر الخدمات المراد إقامتها لحيوانك الأليف.
- كل كلب/قط يتفاعل بشكل مختلف مع البيئات الجديدة. يرجى العلم بأن فندق كلاود9 يتحمل المسؤولية عن أي مشكلة سلوكية، والتي قد تنشأ أثناء إقامة حيوانك الأليف في منشأنا.
- يجب على الزبائن تسوية الدفع بالكامل عند تسجيل الوصول.
- تطبق القيمة المضافة (VAT) البالغة 5%.

Terms & Conditions

- Vaccination requirements: DHPPiL (yearly); Rabies Vaccine (yearly); Kennel Cough Vaccine (6 months); Giardia Test (6 months); Health Check (3 months); Deworming Treatment: (3 months); Flea and Tick Treatment (1 month).
- It is mandatory for your pet to have a health check done at our clinic every 3 months. We reserve the right not to accept the pet/s if a client refuses to have the health check done by our veterinarian.
- For reservation, kindly call us or email us to ensure availability.
- Every dog/cat reacts differently to new environments. Please be informed that Cloud9 Pet Hotel & Care will not be held responsible for any behavioural problem, which may arise during your pet/s stay.
- Full payment must be settled upon check-in.
- Prices are subject to 5% VAT.

Terms and Conditions

Legal Terms:

First Party: Pet Owner Or Legal Guardian
Second Party: Cloud9 Pet Hotel & Care and employees of Cloud9 Pet Hotel & Care
Facility: Cloud9 Pet Hotel & Care

1. The first party is responsible for providing the second party clear instructions of the desired service required. Upon receiving the pet, the first party must inform the second party of any noticeable flaws of the service in order for it to be rectified.
2. The first party understands the risk involved with pet grooming and minor injuries may occur. The first party will be financially responsible for any medical expenses occurred in case of such injuries. Tethering with non-tightening loops is safe and helps the pet from slipping and falling.
3. There will be an additional charge of AED 20.00 per hour if the pet is not collected before the business closing hours. **Business Hours: Monday to Sunday: 8am to 9pm.**
4. Cloud9 Pet Hotel & Care has my permission to ensure my pet's well-being is at its best interest. This entitles the second party to proceed with medical care if required in the case of an emergency. The first party will be financially responsible for any costs incurred by such a service. The second party will notify the first party if any such incidents do occur.
5. The first party will not be entitled to hold the second party responsible for any health or stress related issues which may arise during or after the pet's visit to the facility.
6. Cloud9 Grooming Salon & Cloud9 Pet Hotel & Care will not be held responsible for clipper burn, minor skin irritation resulting from neither grooming nor will we be held responsible for any stress related incidences.
7. I agree to pay the full amount for the grooming in advance and I am aware that there is a non-refund policy.
8. The first party agrees to inform the second party of any aggressive behavior of the pet. The second party has the right to refuse a service if the pet deems to be a hazard for the facility and its employees. The first party understand and agree that it will be held solely liable for any harm, injury, or property damage caused by their pet.
9. In case the groomer notices the pet being ill, they will inform the owner and continue the grooming session once the pet is healthy.
10. In case a pet passes away in the facility during or after the visit; the first party will not hold the second party liable for such death.
11. In case the pet is not collected within 48 hours from the facility without the first party informing the second party in a formal manner of the reason of late collection, the second party reserves the right to file a legal case and surrender the pet to a shelter after 48 hours.
12. Please note that all grooming instructions have to be specified in writing in this form and that Cloud9 Pet Hotel and Care nor its employees will not be held responsible if the client is unsatisfied with the service. Please note that we will not follow verbal instructions unless specified in writing.

By signing this form, the first party agrees and complies to ALL terms and conditions stated. I, the first party, agree and comply by all the terms & conditions stated above.

Owner's/Legal Guardian's Full Name: _____

Owner's/Legal Guardian's Signature: _____ Date: _____

In case sedation for my pet is required, I authorize Cloud9 Pet Hotel & Care to sedate my pet at my expense and I am aware of the risks involved of pet sedation. The fee for pet sedation ranges from 150 AED to 300 AED.

Owner's/Legal Guardian's Full Name: _____

Owner's/Legal Guardian's Signature: _____ Date: _____

Receiving Nurse: _____ Signature: _____ Date: _____