Publish a Waiver for Customer Booking

Create a signature-only waiver, publish it for the right services, and check that customers can sign during online booking.

Publish a waiver as Required during booking

Start with a service customers can book online. Sign in as a business administrator and go to **Settings / All settings / Customer booking / Waivers & forms**. You can also open Waivers & forms.

1. Select **New template**.
2. Enter an **Internal template name** for staff, a **Customer-facing title**, and the wording in **Form text and instructions**. The customer sees the title and form text.
3. Set **Completion timing** to **Required during booking**.
4. Under **Fields & documents**, select **Required for applicable appointments** and **Require a customer signature and agreement**. Leave the field list empty for a signature-only waiver.
5. Under **Service applicability**, choose **Apply to all grooming services** or select the individual services. Keep **Active for new applicable bookings and appointments** selected.
6. Select **Save draft**, then **Publish new version**. The first live version shows **Published v1**. A draft by itself will never appear in booking.

How a customer signs during booking

With **Required during booking**, the customer signs before finishing the booking. Open the saved booking page in a private browser window. Confirm the pet, select a matching grooming service and continue to **Appointment**. Provide the required contact and address information and select a time or arrival window. Choose **Book Appointment** or **Submit Appointment Request** to start the final check. GroomCaptain shows **Required forms** below **Review and submit** when a matching requirement is outstanding.

For a signature-only waiver, the customer reads the text, enters their **Full legal name**, marks the agreement checkbox, and selects **Agree & Sign**. They can then finish submitting. Test in an isolated account when you need to submit a request and see the actual signing step.

Check an existing signature

The booking flow can reuse a valid signature for the same pet. Test with a fictional pet that has no eligible signature. If the form is still missing, use the missing booking forms checklist. If you want customers to finish the form after booking, require it before the appointment.

If you're choosing which forms to collect and when, see How to Collect Dog Grooming Waivers Online.