

# Grooming Policy Agreement

## Welcome

Thank you for choosing our grooming services. Our goal is to provide a **safe, low-stress, and positive grooming experience** for every pet in our care. Grooming involves the use of **sharp tools and specialized equipment**, and while every precaution is taken, certain risks are inherent in the grooming process.

By booking an appointment, you acknowledge and agree to the following policies.

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## Vaccination Requirements

For the health and safety of all pets in our care, **proof of current vaccinations is required prior to or at the time of your pet's appointment**. Required vaccinations include Rabies (required by law for dogs over the appropriate age) and any other vaccinations required by local regulations or recommended by your veterinarian.

Clients must provide **official documentation from a veterinarian** showing that vaccinations are current. Pets will **not be accepted for grooming without proof of vaccination**. If records are not provided before or at check-in, the appointment may be **cancelled or rescheduled**. It is the **pet owner's responsibility** to keep vaccination records up to date.

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## Scheduling & Appointments

Appointments are required for all grooming services. Please **arrive on time for your scheduled appointment**. Late arrivals may result in a shortened groom, a rescheduled appointment, or a late fee. Clients who arrive excessively late may have their appointment cancelled.

Keeping appointments on schedule allows us to give every **pet individual attention** and ensures a calm, low-stress environment for all animals in the salon.

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## Cancellation & No-Show Policy

We require **at least 48 hours notice** to cancel or reschedule an appointment. Failure to provide proper notice may result in a cancellation fee or full service charge for missed appointments. Repeated no-shows or late cancellations may result in refusal of future service.

This policy helps us maintain scheduling consistency and ensures all pets receive timely, safe grooming.

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## Drop-Off & Pick-Up Policy

We operate as a **one-on-one grooming salon**, meaning each pet is groomed individually to provide a calm, personalized experience. Because of this setup, we **do not have space to hold pets for long periods of time** before or after their appointment.

Pets should be dropped off at their scheduled appointment time unless other arrangements have been made in advance. Once grooming is complete, we will contact you to let you know your pet is ready. **Pets must be picked up within 30 minutes of notification** unless prior arrangements have been made.

Late pickups without prior communication may result in additional holding or daycare fees and can affect scheduling for other clients. If you anticipate needing additional time for drop-off or pickup, **please contact us ahead of your appointment** to discuss possible arrangements.

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## Matting Policy

Matting occurs when a pet's coat becomes tangled and tightly knotted. Severe matting can **cause pain, skin irritation, restricted circulation, and hidden skin conditions.**

For the safety and comfort of your pet, **mats will be shaved** if necessary to remove them. Attempting to brush out severe matting can cause unnecessary pain and stress to the pet and may lead to skin injury.

If shaving is required to remove matting, the coat may be **clipped shorter than the owner prefers**, and **additional dematting or shave-down fees may apply**. Shaving may reveal **pre-existing skin conditions such as sores, irritation, hot spots, parasites, or infections**. Our priority is always the **health and comfort** of the pet, and humane removal of matting will take precedence over maintaining coat length or style.

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## Matting Waiver

Pets with matted coats require special attention. Removing a heavily matted coat may **expose skin conditions that were hidden beneath the mats**, including but not limited to irritation, sores, redness, bruising, parasites, or infections.

Because mats pull tightly on the skin, removing them may also result in **minor nicks or clipper irritation, redness or skin sensitivity, itching or discomfort after grooming, or behavioral changes due to relief from matting**.

These conditions may **appear during or after grooming** and are not the result of negligence but rather the result of the matting itself. By agreeing to grooming services, the pet owner acknowledges the risks associated with removing matted coats and **releases the groomer and salon from liability** related to the removal of matting.

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## Flea & Parasite Policy

If fleas or ticks are discovered during grooming, a **flea treatment bath will be administered immediately** for sanitation purposes. This service will be charged to the pet owner.

For the safety of all pets in our care, pets with severe infestations may be refused service. If it is a common occurrence that a pet arrives with fleas, future appointments may be refused until the pet is treated. Owners are strongly encouraged to **treat their pet prior to grooming with Capstar, oral flea treatment, or a similar veterinarian-approved alternative** to prevent infestations and ensure a safe grooming environment.

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## Aggressive or Difficult Pets

Owners must inform us if their pet has a history of **biting, aggression, or severe anxiety** during grooming. If a pet becomes aggressive or cannot be safely groomed, grooming may be stopped immediately, and the full grooming fee may still apply. We reserve the right to **refuse service to aggressive pets** for the safety of staff and animals.

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## Senior or Medically Fragile Pets

Senior pets and pets with medical conditions may require special care. Because grooming can be stressful for elderly pets, grooming may be shortened or modified, and breaks may be necessary. Grooming elderly pets is **performed at the owner's risk**, and the pet's health and safety will always take priority over cosmetic results.

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## Health Conditions

Owners must inform us of **medical conditions, allergies, skin issues, or injuries**. Pets that are sick, injured, or recovering from surgery should not be brought to grooming appointments.

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## Payment Policy

Payment is due at the time services are completed. Accepted forms of payment include **cash, card, or digital payment options**. Returned payments or unpaid balances may incur additional fees.

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## Accidents During Grooming

Grooming involves the use of **sharp tools, clippers, scissors, and grooming equipment**. While every precaution is taken, grooming can involve inherent risks. Pets may move unexpectedly during the grooming process, which can occasionally result in **minor nicks, cuts, or skin irritation**, particularly in sensitive areas such as the ears, face, armpits, tail, or sanitary areas.

Every effort is made to groom your pet safely and carefully. **By agreeing to grooming services, the owner acknowledges that minor grooming-related accidents can occur and releases the groomer and salon from liability for these minor injuries.**

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## Right to Refuse Service

We reserve the right to refuse or discontinue grooming services at any time if we determine it is unsafe or not in the best interest of the pet or our staff. Reasons may include:

- Aggressive or dangerous behavior
- Severe stress or anxiety during grooming
- Health conditions that make grooming unsafe
- Parasites or contagious conditions
- Failure to provide required vaccination documentation
- Pregnant dogs

For the safety of the pet and to avoid unnecessary stress or risk, we do not groom pregnant dogs. If a grooming session must be stopped for safety reasons, the owner may still be responsible for the full or partial cost of the grooming service performed up to that point. **We also reserve the right to refuse future grooming services if necessary.**

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## Owner Agreement

By booking an appointment, you confirm that you have read, understand, and agree to these grooming policies.

**Owner Name:** \_\_\_\_\_

**Pet Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature** (typed name constitutes a legal signature): \_\_\_\_\_