

# Shop Policies

Effective July 1st, 2023



## Vaccination Records

Proof of an up-to-date rabies vaccination is required to be on file (PACFA, Broomfield County law). Starting July 1st, 2023, every client will be asked to provide a record of their pet's most recent rabies license, including the vet, rescue, and/or shelter's name, and administration and expiration dates. It is the client's responsibility to provide this updated information after each subsequent vaccination. In the case that your pet has a medical condition that prohibits them from receiving this vaccination, we will also accept a waiver signed by your pet's veterinarian.

## Fleas and Ticks

Animals with one or two live fleas will be given a mandatory flea bath with a \$20-\$25 charge based on the size of the pet. In the case that there are three or more live fleas, the pet will be given a mandatory flea bath with a \$20-25 charge based on pet size, as well as an additional \$25 decontamination clean-up fee, and the appointment will be discontinued immediately.

Animals with one or two live ticks will have the tick(s) removed and the pet owner will be notified. In the case that there are three or more live ticks, an additional \$15 clean-up fee will be added, as well as an additional \$5 for each additional tick found. Depending on the severity of the tick infestation, the groomer may determine it is best to discontinue the appointment and advise veterinarian intervention.

## Matting and Pelting

In the event that a pet is matted, we will do what is safest and most humane. Matting is painful, damaging, and threatening to an animal's health and wellbeing, and depending on how severe, can greatly increase the risks involved during the grooming process. To remove matting, we need to carefully shave under the matting in the space available above the skin. This process can be uncomfortable and/or painful for the pet and may result in skin irritation, redness, nicks, cuts, and bruising caused by the hair pulling tightly on the skin. Heavy matting may also conceal pre-existing conditions and/or injuries that may be discovered during the grooming process. In the case that a pet's matting is so severe we cannot safely continue the groom, we reserve the right to terminate the service and refer the client to a facility that can better handle the circumstances. We will do our best to minimize discomfort to the pet, however, we are not responsible for any injuries and/or medical issues that are a direct result of the condition of the pet's coat.

## Health and Behavior

It is essential that any health or behavioral issues/changes are disclosed prior to your visit, as they could affect the grooming process. The pet owner will be held liable for any bites that require medical attention/treatment, as well as any property damage caused by the pet. If the service is unsafe to continue, we reserve the right to end/refuse the service at any time. Any harm caused by the pet to any person, animal, or property will be the pet owner's responsibility.

## Personal and Prescribed Items

If a client brings in a medicated/prescribed shampoo, a preferred bathing product or treats from home to use for their pet specifically, a release form will need to be filled out to then keep on record.

## Safety and Handling

The Dirty Dog Grooming takes every precaution to ensure a safe environment for the pets in our care. However, accidents do happen, and in the case of such an accident, the client agrees to absolve The Dirty Dog Grooming and all of its staff from any and all responsibility involving injury, escape, damage, or disease while within The Dirty Dog Grooming facility and premises.

**Injuries & Medical Emergencies**

In the event of a medical emergency, we will immediately contact the client and continue with the best course of action, depending on the severity of the situation, and if the client has formally opted in or out of 'Emergency Pet Care Authorization' via the provided form.

In the event that a client is not able to be reached, but has opted in for Emergency Pet Care Authorization, The Dirty Dog will act as an agent for the care of the pet, and pursue all/any life-saving measures that are necessary to ensure the safety of the animal.

In the event that a client is not able to be reached, and has opted out of Emergency Pet Care Authorization, The Dirty Dog will do everything within our means to keep the pet medically stable until the client is contacted.

All vet expenses will be the financial responsibility of the client, unless injury is the direct result of negligence of an employee. The Dirty Dog Grooming will not be held responsible for any sickness and/or injury caused by the pet to itself while in the facility, or any accidental death of a pet due to a pre-existing health condition and/or natural disaster.

**Pricing**

The quoted price of a service is a base price for the pet according to established service prices or an average price for pets of similar size and coat type. We reserve the right to charge extra fees for behavior, special handling, bites, coat condition, de-matting, severe matting, skunk treatments, and/or flea and tick treatments.

**Late Pick-Up Fee (formerly 'Boarding Fee')**

Pets are required to be picked up within an hour after their appointment has been finished. If your pet is not picked up within that first hour, a \$5 kennel fee (per hour, per pet) will be added. If you've previously communicated to us an approved pick-up time that exceeds one hour and your pet has still not been picked up by that time, the same \$5 kennel fee (per hour, per pet) will be added.

**'No-Shows' and Late Cancellations**

When a client books an appointment with us, we specifically reserve and tailor that time to meet that pet's individual needs. 'No-shows' and late cancellations directly affect the schedules and compensation of our groomers. Thus, more than 48 hours of notification for cancellations is required and greatly appreciated.

If a client has not arrived 15 or more minutes past the start of their pet's scheduled appointment, the client's profile will receive a 'no-show' mark, and a 50% non-refundable 'no-show' fee will be owed. This fee must be paid in full before the client will be able to rebook for any scheduled services again.

If a client cancels their pet's appointment less than 48 hours (not including Sundays and holidays) before it is scheduled to take place, the client's profile will also receive a 'no-show' mark, and a 50% non-refundable 'late cancellation' fee will be owed. This fee must be paid in full before the client will be able to rebook for any scheduled services again.

If a new client cancels their first appointment with us, we will ask for an estimated 50% non-refundable deposit to put toward the next rescheduled appointment. This prepaid deposit will be subtracted from the service total when the rescheduled appointment is completed, and the client will be responsible for the remaining service costs.

---

*I have read this form, and agree to adhere to all policies issued by The Dirty Dog Grooming.*

Pet Name(s): \_\_\_\_\_ Pet Breed(s): \_\_\_\_\_

Owner name (print): \_\_\_\_\_

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_