



## The Spa @ Metro Pooch Grooming Service Agreement

Thank you for choosing The Spa @ Metro Pooch for your pet's grooming needs. We pride ourselves on providing the best care for your best friend. Before grooming, please read, and agree to our terms of service.

If your pet has any medical problems (seizures, arthritis, collapsing trachea, etc), please make us aware of them so that we can take the necessary steps to ensure your pet's comfort. Sometimes grooming can expose a pre-existing condition. We cannot diagnose such a condition but may advise you to seek veterinary attention.

If your pet has fleas, we will automatically administer a flea bath. We will notify you if possible. The charge for this service is \$25, this cost covers the shampoo, time, and cleaning necessary to ensure that no fleas are active in the salon. The treatment will kill the fleas on your pet, but after leaving our salon, your pet will not be protected from any fleas that may be present in your home or pet area.

If your pet's coat is extremely matted, it may need to be shaved down. We will only shave your pet with your consent. A matted coat prevents air from reaching your pet's skin and may cause your pet to bite or scratch itself, resulting in irritated skin that does not heal properly. Shaving uncovers these conditions, as well as any other skin problems that may have developed from lack of grooming. Please note that it is difficult to shave down a matted pet without slightly irritating the skin. There will be an extra charge for this service because of the time and additional blades needed.

We will notify you before shaving your dog, if permission to shave down is denied, your pet will not get a bath or haircut and must be picked up as is. There is a greater risk of nicking, scratching, cuts etc, a matted dog during the grooming process. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen reaching in and under the mats. The Metro Pooch will not be held responsible for any injury sustained while grooming a matted dog, including any aftereffects. Our Groomer will be happy to demonstrate some effective brushing techniques for matting prevention.

Regular brushing at home with a brush and/or comb; as well as by keeping your pet on a 4-6-week grooming schedule will help prevent matting.

If you must cancel your appointment, please give us 24-48 hours' notice. We understand that schedules sometimes change, but chronic cancellations may result in a cancellation fee up to 50% of the grooming charge and the inability to book future appointments.

Returned checks will result in a \$25 fee. \*

The Metro Pooch reserves the right to refuse service to customers whose pets may pose a threat to our employees or other pets in our care. This includes any aggressive tendencies, health problems and parasite problems.

Although accidents are very rare, there is a risk when dealing with pets. The Spa at The Metro Pooch will inform you immediately of any incident that occurs or any condition that we notice. Your pet's safety and comfort is our number one priority. It is a requirement that all pets be current on vaccinations prior to

grooming. By signing below, you indicate that you understand and agree to our terms of service; that you understand and agree to release and hold harmless Virbax Properties Inc, DBA The Metro Pooch, its owners, employees and affiliates from and against any and all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward. You further authorize The Metro Pooch to transport your pet to a veterinarian in the event of an emergency and agree that any resulting veterinary bills will be your sole responsibility.

**Use of Muzzle:**

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, The Metro Pooch has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle our pet guests unless your pet needs to be properly fitted for the use of it to perform requested services safely.

**Satisfaction:**

Your satisfaction is important. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick-up your pet from his/her appointment. Once, however, you take your pet home from the appointment, we will only accept return visits for adjustments 24 hours after your appointment. Any adjustments after will be charged a grooming fee of some kind.

Employees of The Metro Pooch may take pictures of your pet, before and after grooming, for our website, advertising and education.

By signing below with your digital signature, you indicate that you understand and agree to our terms of service; that you understand and agree to release and hold harmless Virbax Properties, Inc with a DBA of The Metro Pooch, its owners, employees and affiliates from and against any and all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward.

X

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Signature of Pet(s) Parent