

Serenity Dog Spa *owned by The Groomer*

Our Policies

1. The Groomer will not groom any dog that is not up-to-date on their vaccinations.

2. Our philosophy is to offer a stress free grooming experience for your dog. We pay special attention to older pets and pets with health issues.

- Your pet's safety and comfort is our first priority.
- We will not perform any grooming procedure that causes pain or a level of stress that we feel is excessive. This includes nail trimming in some situations.
- Senior pets will be groomed for cleanliness and comfort.

3. You the owner shall advise Serenity Dog Spa of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions.

- Examples include but are not limited to, prior or recent surgeries, hip or joint, and ACL issues, warts, moles, ear infections or skin problems.

4. If your pet has behavior problems, please let us know at the time you schedule the appointment. We reserve the right to refuse any animal that is showing aggression such that we deem it unsafe to continue the animal's grooming. If we are unable to complete the grooming you will still be responsible for paying the fee for what grooming time that was reserved.- The Groomer reserves the right to use a muzzle to protect their employees. However, we prefer to use gentle methods to keep them calm and complete the grooming in a manner in which they will learn to trust us and learn to enjoy the grooming experience.

- The owner may be held liable for any bites or scratches that require medical treatment and for any property damage caused by their pet.
- The Groomer reserves the right to refuse service.

5. Appointments

- You will need to arrive as close to the scheduled appointment time as possible. There will be an extra charge for being late for drop off or pick up of your pet. If you are more than 15 minutes late for drop off we may need to reschedule. We will give you an approximate grooming time if requested when you drop off, and we will call you when we are close to completing your pet's grooming. Once we have called you for pick up you are required to pick your pet up as soon as possible. If you are 15 minutes late we will add \$15 to your grooming, and \$1 for each additional minute. Please understand that we are not a doggie day care and when customers do not show up, or pick up on time it creates scheduling conflicts for the rest of our customers as well.

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*Missed appointments are considered a NO SHOW without 48 hours notice, or an actual emergency. If you have 2 NO SHOWS we reserve the right to refuse to book you again, or alternately require you to pay a non-refundable deposit of the estimated grooming price prior to the scheduled appointment.

Please understand we do not get paid if you do not show up, and we have a waiting list of clients that would like the opportunity to fill an opening if we have been given proper notice of cancellation.

6. We require 48 hours notice to change or cancel an appointment.

- We will contact you by text to remind you of your appointment.
- If you do not give us 48 hours notice, we reserve the right to charge the missed appointment fee before the next grooming appointment is booked.

7. Pricing varies for each pet and may change from one grooming to the next because it is determined by breed, size and condition of your pet. We cannot guarantee the grooming price before the job is completed, but we will do our best to provide an estimate.

- Additional charges may apply due to the pet's coat condition or temperament during the groom.

8. With regard to matting

Please understand that matts are very painful for your pet. Pets should be brushed /combed weekly, if not daily at home. All animals shed, some more than others. If mats start to form that you cannot remove, please contact us. That is the time to remove them. Only after all matting is removed will we be able to give your pet a soothing bath with a medicated or oatmeal base to ease any discomfort or skin issues the matting has created. We will never wash a pet with matting without removing all matting first because the mats will only get tighter and more painful. This makes your pet miserable and difficult to work with. Our objective is to keep your pet comfortable and relieve any pain they are experiencing. We will not attempt to brush out matting that is severe as it is inhumane and against our moral values. Animals coming in matted will be shaved down at an hourly charge. **No exceptions.** (If we are unable to finish due to temperament/severity, we will stop and request that you bring it to your vet to be completed under anesthesia.) You are still required to pay for the time we have worked on your pet.

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**Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation, and skin infections. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, molds and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungi or bacteria to grow causing skin irritations that exist prior to the grooming process. The Groomer is not responsible for any pre-existing conditions due to a matted coat.

9. Maintenance Program

-This program is being offered so that a pet owner can maintain the coat of their pet by having them groomed more frequently than the breed standard grooming requirement. This program is being offered at a lesser rate than our base price. The initial groom will be at the base price, from this point the pet owner will be given an agreed upon schedule every 4 weeks for 12 months out. Changes can be made within the week of the original schedule if The Groomer has an opening available. If a pet owner misses the maintenance rotation, then the next groom will be at full price. *Dematting charges will still apply however we will deduct the \$5 off your total grooming price.

10. Payment.

- Payment is due at the completion of the groom.
 - We accept Cash, Checks, all major credit cards and Apple pay, or Venmo-
- Checks shall be made out to: The Groomer**
- There will be a \$50.00 charge for Non- Sufficient Funds.

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RELEASE FORM

I have read and understand Serenity Dog Spa /The Groomer Policies and do agree to the terms of the grooming and maintenance of my pet(s). In consideration of the grooming services provided by The Groomer, I agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian services in the event I am not available. I authorize The Groomer to act as my agent in the event emergency veterinarian services, care-taking and/or transportation is necessary and I agree to pay all costs.

Any/all damages, loss or claim shall include, but not be limited to death, injury or shock. Said pre-existing shall include, but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

-The Groomer may be responsible for costs of injuries that are a direct result of the groomer.

-I authorize The Groomer to seek medical attention immediately if the situation permits.

-If you have concerns about your pet's groom, please notify us within 48 hours of the appointment. We will discuss rescheduling an appointment at the earliest time available.

I have read and accepted this policy for the groom today and for any and all future grooming appointments.

Owner_____

Date_____

Address_____

Town_____

Home Phone_____

Cell Number_____

Email

Address_____

Name (Pet)

_____Age_____Breed_____

*** List medical information, allergies etc.

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Second pet~

Name (Pet)

_____Age_____Breed_____

*** List medical information, allergies etc. _____

Please list any additional information you feel we should add to your client profile below.

Thank you for choosing us to be your pet's professional groomer. We look forward to making you happy and providing the best grooming care for your furry best friend.

Tracy Durkee
Serenity Dog Spa
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