

# Grooming Policies

Please review these policies before making an appointment.

Please note that these policies are subject to change and may require you to sign a new form.

## Cancellation Notices:

**Because we work by appointment, we require the cancellation of appointments 24 hours prior to your appointment time, so that we have the opportunity to offer your reserved time to another client on our waiting list. Failure to do so may result in a \$25 cancellation fee. (Per pet) If you arrive more than 15 minutes late, we reserve the right to refuse services / cancel your appointment and a \$25 cancellation fee may apply. (Per pet)**

Due to the nature of our business, if you make an appointment that you do not cancel and don't show up for, a no-show fee of \$50 may apply (per pet). In addition to the fee, we will require a non-refundable/ non-transferable prepayment of any future appointments (including your no-show fee) at the time of scheduling your next appointment.

Any recurring appointments or future bookings will be also canceled in the event of a no-call/no-show.

## Health, Medical Problems and Senior Pets:

Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Owners must notify Dragonfly Dog Grooming for any known medical conditions. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet, this contract/agreement will give

Dragonfly Dog Grooming permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to the nearest veterinarian. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

### **Flea and Tick:**

We are a flea-free facility. Please let us know upfront if your pet has fleas as we will immediately treat the fleas upon entering the facility. If your pet has fleas, we will automatically use a Capstar and flea shampoo at your expense to prevent infestation of our shop. If you do not let us know about your pet having fleas before your appointment, we will contact you the moment we notice fleas. We may require a flea cleaning fee of \$30 to eliminate fleas from our facility if you do not let us know beforehand. If you know that your pet has fleas before their appointment, you can come in to get Capstar before their appointment. Monthly flea treatment is necessary to prevent fleas for your pet. If you have a flea treatment and your pet is still having fleas, we are not responsible for your flea infestation. Any tick removal will require a small additional fee of \$2.50.

### **Early Drop and Late Pick up:**

If you have something to do, we ask that you inform us that you need to drop off early or pick up late. If your pet needs to stay with us for longer than 6 hours, we may charge a daycare fee of \$25. We will try to give you our closest approximation for pick up at drop off. If you do not pick up before our closing time at 5:30 p.m., unless specified otherwise, there will be a late fee added to your total. (\$1.00/min). If we do not hear from you by 6:00 p.m., your pet will be kenneled and cared for overnight. A \$150 fee will apply per pet. After 24 hours of no contact, your pet will be considered abandoned and state protocol will be followed.

## **Poor Coat Condition and Mat Removal:**

Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter and can strangle the pet's skin, or eventually tear it open. Dragonfly Dog Grooming does not wish to cause serious or undue stress to your pet and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts, or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments; all clients of Dragonfly Dog Grooming are required to stay on an agreed-upon schedule going no longer than 12 weeks between grooming appointments. Dragonfly Dog Grooming reserves the right to refuse service to those clients who do not keep a regular grooming schedule. reinstatement/ overdue fee of \$20 will apply upon scheduling your next appointment, plus any extra charge for any pets that require de-matting or a shave down.

## **Grooming Satisfaction:**

The owners and employees of Dragonfly Dog Grooming make their best effort to interpret the grooming instructions given. All grooming is guaranteed for 24 hours. Anything that is brought to our attention, within reason, will be fixed free of charge. After 24 hours, any work done will be charged an additional groom price.

## **Vaccinations:**

Proof of updated rabies vaccination is required by Georgia state law. For all grooming services, we require proof of updated rabies vaccination, distemper, and Bordetella from the vet. If your veterinarian has opted your pet out of receiving the vaccination due to health issues, please provide a letter by them stating so. Other vaccines that prevent infectious diseases to be spread among pets are strongly recommended but not required at our facility.

## **Aggressive Dogs:**

Owners must inform Dragonfly Dog Grooming if your pet(s) bite, has bitten, or is aggressive to people, other pets, a specific grooming procedure, or requires medication for grooming. Muzzles may be used if necessary. Muzzling will not harm your pet and protects both pet and groomer. My Dragonfly Dog Grooming reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process. Owners may be charged full price for grooming and called to come to pick up their pet. Groomers' hands are their livelihood, which means Aggressive Dogs will be charged an extra handling fee in addition to the full grooming price.

## **Accidents:**

Accidents happen. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If your pet is injured while in the care of Dragonfly Dog Grooming, we will notify you immediately. If you insist on coming in before the grooming is complete, we have the right to end the grooming session, even if the groom is not complete and the full grooming price will be charged. In the event that your pet is injured during the grooming process, they will be immediately taken to the nearest available veterinarian for treatment. As the owner of the pet, you will be responsible for all charges incurred that

was not due from an accident that happened from our Dragonfly Dog Grooming groomer.

### **Females in Heat:**

Female dogs that have not been spayed and are in heat at the time of their appointment may be charged an additional \$15 fee.

### **Payment:**

We reserve the right to photograph/video your pet for use in promotional material. You can choose to opt out of the new client form. Photographs of pet visits to the salon may be used in web and print publications. If you do not want your pet's photos used, sign or initial on the policy form.

### **Hold Harmless:**

By signing this contract, you (or your Agent) agree to hold Dragonfly Dog Grooming, its owner, operators, employees, officers, and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Dragonfly Dog Grooming. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

### **Right to Refuse Services:**

Dragonfly Dog Grooming has the right to refuse service to anyone who repeatedly brings in neglected pets or is verbally or physically abusive to anyone on the premises. This includes their own pets.

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Pet Name/Names:** \_\_\_\_\_