**Blossom’s Grooming Salon**

**POLICY AGREEMENT**

**PET(S) AND GROOMER SAFETY**

Your pet(s) safety and health is first at Blossom’s Grooming Salon. We require a current copy of your pet(s) vaccination records. This policy is strictly enforced. If no proof is provided, we will have to confirm vaccination with your Veterinarian BEFORE you leave your pet(s) at our facility. If it is necessary for the safety of the pet(s) and the groomer, muzzles, elastic collars, slings, straps etc. will be humanely used and are acceptable. Please be aware that if your pet(s) does not respond to the groomer and will not remain still during the grooming procedure, accidents can happen such as nicks from clippers or scissors or toenail trimmers. For the pet(s) to properly respond to the groom it is essential that the pet(s) be alone with the groomer and clients will not assist in the grooming unless requested to do so. Customer assumes all liabilities, financial and otherwise, for the behavior and health of their pet(s).In consideration of the services rendered by Blossom’s Grooming Salon, Customer waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against Blossom’s relating to the care, control, health, and/or safety of Customer's pet(s) arising during services performed by Blossom’s Grooming Salon.

**PET(S) HEALTH CONDITIONS**

Allergies and Sensitivities: Please advise us of any allergies, sensitivities, or pre-existing medical conditions so we can avoid aggravating these situations. Please let us know of any prior grooming history you or your dog may not have found satisfactory. Blossom’s Grooming Salon understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being of the pet(s), we will not continue with any grooming procedure that will cause pain, discomfort to the pet(s) or harm to the groomer. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian. Blossom’s Grooming Salon/the groomer will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of the pet(s). The terms, special services or handling shall include but are not limited to veterinary emergency services in the event that the client is not available. Client authorizes the groomer to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.

**FLEA INFESTATION/SALON SANITATION**

If fleas are found on your pet, Blossom’s Grooming Salon will administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer’s discretion and at the client’s expense. Pet Parent will also be informed and instructed on how to eradicate fleas in the home afterwards.

**MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS**

Allowing a pets coat to get matted is not only very UNCOMFORTABLE, but DANGEROUS for your pet’s health. If a dog is lightly matted the groomer will de-mat the pet (if possible) at $5 per 15 minutes in addition to the regular grooming fee OR the pet will receive a “shave down” to remove the mats for an additional $10 fee on top of regular grooming price. In extreme matting circumstances the groomer has no option except to shave the pet down for an additional $15 on the normal grooming price. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow.The Pet Parent is aware that neglect of their pet's coat can be cause for problems after grooming such as clipper/brush irritation. Shaving of your pet may dramatically change your pet’s appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. Blossom’s Grooming Salon/ the groomer is not responsible for any preexisting skin conditions found during the groom.

**PAYMENT**

The Pet Parent understand that payment for grooming services is due at the time the services are rendered unless prior arrangements have been made. The Pet Parent understands there is a $30 non-sufficient funds/returned check charge and the Pet Parent will be placed on a cash only basis thereafter. If the Pet Parents has accrued charges from cancellation/late fees/ or no shows all services must be paid for by card at time of scheduling.

**CANCELLATIONS**

A courtesy reminder email or text will be sent prior to your appointment time. A current email address or cell phone number is required. Blossom’s Grooming Salon must be notified at least 2 hours prior to the scheduled appointment of any cancellations or changes. A late cancellation fee of $10 will be added per pet if cancelled less than two hours before groom or $5 if they reschedule for a later date less than 2 hours from appointment time.

**LATE or "NO SHOWS"**

If the Pet Parent is more than half an hour late for a scheduled appointment, fees and rescheduling will be administered at the discretion of the Owner or Manager on Staff.

If the Pet can be groomed despite the late arrival, only a $3 late fee will be added. If the Pet cannot be groomed due to the late arrival, will be charged the $15 cancellation fee and rescheduled to a later date, payment for next appointment will be due at time of scheduling. No-Shows will be charged $15 per pet and added to the account to be paid on the next appointment. If the Pet Parent does not call or has to be called to cancel after appointment start time, a No-Show Fee of $15 per pet will be added. After 3 No-Shows the Client will be removed from our database and placed on a Do Not Book status. Calling to cancel your appointment is extremely important when building a relationship with your professional groomer. Groomers are not paid hourly, but by appointment so not arriving for your scheduled time not only drastically readjusts their daily schedule but their pay. Please be respectful of this. However, extreme circumstances are understandable such as family emergencies or accidents. Please reach out ASAP if these arise and we will do our best to help you reschedule your appointment for the next best available date for you.

**COMPLETION TIME**

Every effort will be made to keep our scheduled grooms running smoothly. A typical pet(s) groom can be completed in 3 to 5 hours from the time of your appointment. If your pet(s) has behavior issues or skin and coat problems you may be looking at a longer period of time. If you need your pet(s) returned by a certain time please let us know prior to the groom. We are happy to work with you as much as possible, but repeated calls to check on the readiness of your pet(s) only causes further delay. We provide a small waiting area for those clients paying for “Straight Through” service. For the comfort and security of your pet(s), it is not recommended that you come in too early while we are still grooming your dog.

**REFUSAL OF SERVICE / AGGRESSIVE DOGS**

Blossom’s Grooming Salon has the right to refuse service for the following reasons:

 Too large or too heavy to handle by maximum two of our groomers.

 Pets too aggressive to control safely on the grooming table, drying table, or bathing tub

 Pets too sick, or with severe chronic conditions

 Pets that exhibit extreme dog aggression or people aggression

We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet’s best interest or your pet displays aggressive behavior. Customer understands that Blossom’s Grooming Salon has the right to refuse service to Customer's pet(s) at any time for any reason. Customer also understands that all aggressive bites will be reported to the local authorities as required by law. The client may be charged the price of the groom.

**PUPPIES**

We want your puppy's first few visits to be as pleasant as possible and will make every effort to do so by starting with the simplest haircuts. Your puppy should enjoy grooming and, to encourage this, a puppy's first haircut is not guaranteed. Tearless shampoo will be used for your puppy's safety. The Customer understands that consistent grooming in puppies is key to basic health of the puppy. Blossom’s Grooming Salon will never recommend shaving a puppy younger than 6 months, but in extreme circumstances shave downs must occur for the health of the puppy. The Pet Parent understands that in this event, the pets hair may possibly be permanently damaged due to the shave down.

**OLDER DOGS**

We will use extra care and patience for older pet(s); however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet(s). If, in our judgment, brushing or clipping is determined to cause too much stress to the pet(s), we will modify or terminate the haircut. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying, or clipping phases. Any grooming which takes place on an elderly or frail pet(s)/s is conducted at the Pet Parents risk.

Thank you for choosing Blossom’s Grooming

JANUARY 1, 2019.