

*Bettering the lives of people,
by bettering the lives of their pets.*



QUICK REFERENCE

Before your appointment, here are the most important things to know:

- ✓ Please arrive on time. Appointments more than 10 minutes late will be rescheduled.
- ✓ We operate as a one-on-one grooming salon. Pets must be picked up within 30 minutes of completion.
- ✓ Additional charges may apply for:
 - Matting
 - Excessive undercoat
 - Special handling
 - Extra grooming time
- ✓ All dogs must be current on their Rabies vaccination unless medically exempt.
- ✓ Senior pets and pets with medical conditions will be groomed according to their comfort and safety needs.
- ✓ If you have concerns about your groom, please contact us within 24 hours so we can make it right.
- ✓ Respectful communication is expected from all clients.



APPOINTMENTS & ARRIVAL

APPOINTMENT TIMES

- All services are by appointment. We schedule one family per groomer at a time.
- If you are more than 10 minutes late, your appointment may need to be rescheduled.
- If you arrive early, please wait outside until your scheduled appointment time unless instructed otherwise.

DROP OFF

- Owners are not permitted to stay during grooming services.
- For short services such as nail trims, please wait outside or in your vehicle.



PICK UP POLICY

- Kindred Spirits Pet Care operates as a one-on-one grooming facility and has limited kennel space.
- Pets must be picked up within 30 minutes of notification that their groom is complete.
- A \$20 late pick-up fee may be charged after 30 minutes.



COAT CARE POLICIES

MATTED PETS

- Matting can be painful and may cause skin irritation, sores, bruising, ear hematomas, and other health issues.
- Matting will be removed using the safest and most humane method possible, including clipping short when necessary.
- Additional fees may apply for matting removal.
- Kindred Spirits Pet Care is not responsible for conditions caused by matting or revealed during the removal process.

DOUBLE-COATED DOGS

- Breeds such as Australian Shepherds, Pomeranians, Huskies, and similar breeds may experience coat damage when clipped short.
- We generally recommend maintaining a longer coat whenever possible.
- If clipping is requested, Kindred Spirits Pet Care is not responsible for coat texture changes, color changes, poor regrowth, or other coat-related issues.

PAGE 1 OF 2



HEALTH & SAFETY

For the safety of all pets and staff, we may refuse service to pets showing signs of contagious illness.

Examples include:

- 🐾 Vomiting
- 🐾 Diarrhea
- 🐾 Persistent coughing
- 🐾 Nasal discharge
- 🐾 Fleas, lice, or mites
- 🐾 Suspected contagious skin conditions



VACCINATION REQUIREMENTS

- All dogs must be current on their Rabies vaccination.
- Veterinary documentation is required. Rabies tags alone do not provide the necessary information.
- If your pet is medically exempt, please provide a letter from your veterinarian.
- We do not require the Bordetella (Kennel Cough) vaccine.



INJURIES & EMERGENCY CARE

- Grooming involves inherent risks, especially for senior pets, pets with medical conditions, and pets with behavioral challenges.
- If a medical emergency occurs and we cannot reach you, Kindred Spirits Pet Care may seek veterinary treatment on your pet's behalf.
- Owners are responsible for veterinary costs unless the emergency resulted from negligence on our part.
- Any concerns regarding injury or illness related to a grooming appointment must be reported within 24 hours.



PET COMFORT & SERVICE QUALITY

SENIOR PETS

- Senior pets may require additional breaks, shorter grooming sessions, or modified services.
- Your pet's comfort and safety will always take priority over appearance.
- Services may be adjusted or discontinued if continuing would compromise your pet's well-being.

QUALITY GUARANTEE

- We stand behind our work.
- If you are not satisfied with your pet's groom, please contact us within 24 hours so we can schedule a complimentary touch-up.
- Refunds are not offered for completed grooming services.



CLIENT RESPONSIBILITIES



MISSED APPOINTMENTS

- We understand that life happens.
- We currently do not charge cancellation or no-show fees.
- Repeated no-shows or last-minute cancellations may result in prepayment requirements or dismissal as a client.



PHOTOGRAPHY

- Photos may be taken before, during, or after grooming services for documentation, training, or promotional purposes.
- Personal information will never be shared without permission.
- Clients may request that photographs of their pet not be used for promotional purposes.



CLIENT BEHAVIOR

- We strive to create a positive experience for both pets and people.
- Rude, threatening, aggressive, or inappropriate behavior toward staff will not be tolerated and may result in refusal of service or dismissal as a client.



LEASHED PETS & PARKING

- Please keep pets on a leash or under strict voice control while on the premises.
- Please park in the driveway or pull safely off the roadway whenever possible.
- Our street is narrow—thank you for helping keep it safe for everyone!



POLICY ACKNOWLEDGMENT

We believe clear communication helps create the best possible experience for both pets and their people.



All clients will be asked to review and electronically sign these policies through our client management software before their first appointment. Updated policies may be presented for review and acknowledgment as needed.

If you have any questions about our policies, services, or recommendations, please don't hesitate to ask. We're always happy to help.



Thank you for trusting Kindred Spirits Pet Care with your pet's care. We look forward to serving you and your furry family members.



*We appreciate you and your trust in our care.
Bettering the lives of people, by bettering the lives of their pets.*



PAGE 2 OF 2