

K9TO5 DOGGY DAYCARE GROOMING POLICY



- All grooming's are by appointment only. Please schedule in advance to ensure your pet will be groomed regularly and in adequate time.
- Cancellations must be made 24 hours in advance. If you fail to cancel within 24 hours of your scheduled appointment time, there will be a charge of the cost of your scheduled service to a credit card on file.
- Failure to cancel grooming appointments within 24 hours will result in a "no call no show" strike. After two strikes, you will be required to make a pre-payment for future appointments, if you don't show up after pre-payment, you will lose the credit on file.
- Please arrive five minutes before your scheduled appointment in order to discuss instructions for grooming.
- Please provide adequate grooming instructions to ensure your satisfaction on your pets grooming.
- Not every pet can be done exactly as envisioned. If your pet has matting, it can be bad for their health and cause discomfort. Mats are required to be removed for your pet's comfort and health. Other fees may apply for matt removal.
- Parasites will be removed if found and other fees will apply.
- If your pet has any type of medical issues, please inform the groomer upon drop off.
- Your pet must be picked up within 20 minutes from getting a call from the groomer. If you are unable to do this, you will be charged \$10.00 for the first hour and \$5.00 for every additional hour of wait time up-to \$25/a day of daycare. We are a cage less facility and are not able to separate grooming dogs from the population easily. If you cannot make accommodations, we can do an assessment test and have the dog in for daycare while here for grooming.
- Remember that we are here for the health and best interest of your pet. Not every pet is perfect for grooming, and it can be a stressful experience. We will try to do our best to provide you with what is instructed. However, we must keep safety in mind. Not all pets are able to be groomed without the assistance of medication. Please keep this in mind.

Owner Signature: _____ Date: _____

Owner Printed Name: _____ Dog Name: _____