



# K9 Clips and Kennel

Terms and Conditions (updated 2026)

540.344.5565 | 2104 Hardy Rd Vinton, Va 24179

## Facility-Wide Policies

\*To maintain the safety of the pets in our care, reservations for all services are encouraged. When you make a reservation, you will receive confirmation via email. If you do not have a reservation with an email confirmation, we may not be able to admit your dog, depending on our availability.

\*Payment will be made per the price list/ quote and is due in full at pick up.

\*Pet parents understand that the pet shall not leave the facility until all fees are satisfied in full, and an additional charge will be added for such services at \$50 per night.

\*Pet parents must pick up their pet by K9 Clips and Kennel closing time. Pet parents who fail to pick up their pet before the facility closes will be charged a boarding fee of \$50 per night.

\*Your pet is required to be healthy and has not been ill with a communicable condition in the last 30 days.

\*Pet parents agree that the pet has not been exposed to rabies or distemper within the last 30 days before a grooming, daycare, or boarding appointment.

\*We will not accept any pet that is in heat or pregnant.

\*Your pet is **REQUIRED** to have current vaccinations. Per Va State Law, all pets are required to have an updated **RABIES** vaccination before receiving any service, i.e., boarding, daycare, and grooming. K9 Clips and Kennel is authorized to obtain vaccination records for your pet from the vet provided on file.

\*K9 Clips and Kennel **HIGHLY RECOMMENDS** that the Parvo, Distemper, and Bordetella vaccinations also be up to date for the safety of the pet and others. If the pet parent refuses to keep these vaccinations updated, it is not the responsibility of K9 Clips and Kennel if the pet contracts any of these viruses, including but not limited to Kennel Cough.

\*In the event of injury or health concerns, K9 Clips and Kennel is authorized to contact a Vet and authorize the Vet to treat the pet as necessary at the pet parents' expense

\*Pet parents are made aware that boarding, grooming, and daycare pets may intermingle when deemed appropriate by the staff.

\*Pet parents are aware of and agree to the use of pictures that may include their pet to be utilized in social media and/or any other form of advertising released by K9 Clips and Kennel.

\*Pet parent must inform the Staff of any medical or behavioral issues. This enables our staff to provide optimal care while under our supervision.

X \_\_\_\_\_ X \_\_\_\_\_  
Initial Date

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## Grooming Policies

\*Cancellations should be made at least 48 hours in advance to open up appointment space for other pet parents. The fee for less than 48 hours' notice is 50% of the grooming fee. This 50% fee will also be required for no-show/no-call-out appointments.

\*A \$10 fee will be added to the bill total for early drop-offs of scheduled appointment times, as well as late pickups following notification to the pet parent that their pet's service is complete. K9 Clips and Kennel does offer a two-hour grace window for early drop-offs and late pickups.

\*Listed grooming prices are base prices only; these prices may vary depending on the condition of your pet's coat. For a final price, it is recommended that the pet parents speak directly with the groomer before pickup.

\*Grooming performed on an elderly pet or pet with health problems will be at the pet parents' risk.

\*Grooming may expose pre-existing health/skin problems for which K9 Clips and Kennel is not liable.

\*Dematting or thinning out matted hair may cause patchiness and/or hair loss.

\*Shaving a pet's double coat may result in changes of texture and/or hair color.

\*If your pet arrives at the facility with fleas, K9 Clips and Kennel will automatically use a flea shampoo on your pet to rid them of said fleas at the owner's expense.

\*Pet parent understands and agrees that if their pet exhibits unsafe behavior towards other dogs or staff that the pet may be temporarily isolated until it is safe to perform services. If unsafe behaviors continue, it is up to K9 Clips and Kennel's discretion to no longer provide grooming services to said pet.

X \_\_\_\_\_ X \_\_\_\_\_  
Initial Date

## Daycare & Boarding Policies

\*Cancellations for daycare services are encouraged to be made at least 48 hours in advance to open up kennel space for other pet parents. The fee for less than 48 hours is 50% the daycare fee.

\*Boarding reservations are required, and all reservations require a 50% deposit. Deposit is applied to all services rendered. A 72-hour notice is required for the cancellation of boarding services; if notice is not received, the deposit is forfeited.

\*Pet parents acknowledge that weekend boarding hours do not align with weekday hours. The parent must provide the Staff with drop-off and pick-up times for pets. Pet parent understands that if their pet is not picked up during the allotted weekend time slots, they will be charged an additional \$10 for every 15 minutes late.

\*Pets are highly supervised throughout the day; however, pet parents are aware that injuries may happen due to playing with other dogs, i.e., scrapes, cuts, bites, and sprains.

\*A \$30 last-minute booking fee will be added to boarding reservations for less than 24 hours' notice.

\*Pet parents understand and agree that if their pet exhibits unsafe behavior towards other dogs or staff that the pet may be placed temporarily in an isolated kennel and separated from playgroups. If unsafe behavior

continues, it is up to K9 Clips and Kennel's discretion to no longer provide services to said pet or pet parents.

\*Pet parent will be held solely responsible for any and all acts or behavior, including but not limited to aggression, that takes place with a fee added if property of K9 Clips and Kennel's is damaged

X \_\_\_\_\_ X \_\_\_\_\_  
Initial Date

Pet Parent Contact Information

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact Name and Phone: \_\_\_\_\_

Other authorized persons able to pick up pet: \_\_\_\_\_

Veterinary Hospital: \_\_\_\_\_

Pet(s)'s name(s): \_\_\_\_\_  
\_\_\_\_\_

These policies are entered into between K9 Clips and Kennel and \_\_\_\_\_  
First & Last Name

For good and valuable consideration, the receipt and sufficiency of which is now acknowledged, the parties agree to the above policies in their entirety.

X \_\_\_\_\_  
Signature