

Natalie's Grooming Contract

Please initial ALL lines and sign at the bottom, acknowledging that you have read, understand, and agree to this contract

_____ YOUR PET IS TO BE ON LEASH OR IN A CARRIER WHEN ENTERING THE BUILDING. We can provide a lead if necessary. PLEASE do not carry your pet inside and then put them on the floor without a leash. We do have dog-aggressive dogs that enter our facility and safety is our top priority.

_____ Drop offs for grooming are 7:30-9:30am on the day of your appointment. Please contact us if you are running late.

_____ Pick up times are not generally before 2pm, although we will text if your dog is ready before the time given. If pick up time is an issue, or you need to pick up sooner than 2pm, please contact us before the day of your appointment to see if we can accommodate. We ask for parents who are not working to please pick up soon after receiving the text. Grooming dogs must be picked up by 5:45pm to allow for sanitation and preparation for the next day.

_____ Please walk your pet in the grass to the RIGHT (when facing) of the building before entering. We try to keep distractions through the windows down to a minimum while grooming.

_____ Appointments not cancelled or rescheduled 48hrs before the appointment date may be required to pay in advance in order to book again.

_____ No shows will be required to pay full amount for the missed appointment before booking again.

_____ Please be aware if you opt to change to a lesser grooming service the day of your appointment, other than what was booked, you will be charged for the service that your dog was booked for. Our schedule allows for a certain amount of each service per day.

_____ We typically schedule regular appointments 3 months in advance. Please be aware if you have to reschedule an appointment last minute, there may not be availability until your pet's next scheduled appointment.

_____ As a courtesy, all grooming dogs are taken outside two times while in our care. If your dog has diarrhea and/or vomiting while here for any grooming services, depending on severity, you may be asked to pick up early and clean up and/or re-bathing charges may apply.

_____ Size appropriate Capstar will be administered if any fleas are found present during the grooming process, which is an additional charge. This is non-negotiable for your pet to be in our facility.

_____ If we suspect your pet's anal glands are impacted, you will be referred to your vet. We do not do glands internally.

_____ If we suspect an ear infection, your pet's ears will not be cleaned out and you will be referred to your vet. Ears are not cleaned so that your vet is able to get a culture.

_____ Basic dematting and/or removal of undercoat impaction is charged according to the time spent and severity.

If your pet is severely matted, we offer that you are able to take the dog home to comb the matting out or we can go as short as needed to get under the mats. We will not put your pet through the pain of severe and/or full body dematting. We will inform you if it will be an upcharge of over \$20 per dog. We offer maintenance grooms for in-between haircuts, to help prevent matting.

_____ We charge an "Extra Care" charge for uncooperative and/or elderly dogs that take two people to safely complete their grooming service.

_____ Our mission is to make your pet as comfortable as possible, while trying to hit your goal of the haircut you want. However, we will not put vanity above the physical and mental health of your pet.

_____ We accept cash, checks, and credit cards. There is a \$5 convenience charge on any card payments.

Print

Sign

Date