

Grateful Dogs Grooming Policies

Please read, initial and sign

Date: _____ **Customer Name:** _____ **Pet's Name:** _____

Grateful Dogs Grooming is committed to customer satisfaction by providing professional grooming services in a safe, healthy, and caring environment for your pet. Pets come first at Grateful Dogs, and the relationships we have with our customers matter. If you are ever dissatisfied with your grooming service, please notify us within 48 hours of your appointment and Grateful Dogs will do whatever is reasonably possible to remedy it for you.

1. Please give us 24-hour notice if you are unable to make your next grooming appointment. A missed grooming appointment will result in a \$25 service charge per dog. After three missed appointments you will no longer be able to schedule grooming appointments here at Grateful Dogs. _____ (initial)
2. It is important that you arrive to your grooming appointment on time. If you are going to be late, please call to ensure that your groomer can still accommodate you that day. If you arrive more than 15 minutes late to your grooming appointment without calling first, you will have to reschedule your appointment. _____ (initial)
3. Unfortunately, fleas are very common in our state, regardless of the season. If your groomer determines that your dog has fleas, he/she is required to give your dog a flea bath to reduce the spread of fleas here at Grateful Dogs. By initialing this section, you authorize Grateful Dogs to provide your dog with a flea bath, without prior notification, at the additional cost of \$5, which will be added to the original groom price you were quoted. _____ (initial)
4. Personal checks returned due to non-sufficient funds will be charged a \$25 service fee. _____ (initial)
5. Grateful Dogs Grooming closes at 5:30 pm Monday -Friday and 5:00 pm on Saturdays. If you are late picking up your dog a \$20 service fee will be added to your grooming cost. _____ (initial)
6. Dogs can be squirmy, and grooming tools are sharp. Although our groomers are extremely cautious, sometimes a dog can get nicked during the grooming process. Most of the time, these nicks are benign and do not need veterinarian assistance. However, sometimes a nick can turn into a cut that does need attention from a vet. The majority of time our groomers are aware that they have nicked a dog. However, in rare cases, especially if a dog has not bled or has not shown any sign that they were injured, their groomer will not know.

If a groomer is aware that they nicked or cut a dog, it is Grateful Dogs policy to inform you and to determine if your dog needs veterinarian assistance. In order for Grateful Dogs to assist you with any veterinarian costs, your dog must be seen by one of our vets at South Bay Veterinarian Clinic. If you go to another vet, Grateful Dogs will not be held responsible for any charges incurred. Please note that the owner of Grateful Dogs must be aware of the situation and that he must make the appointment himself at South Bay Veterinarian Clinic. If an appointment is made without Grateful Dogs knowledge or consent, whether it be at South Bay, or another vet clinic, Grateful Dogs will not be held responsible for any charges incurred. _____ (initial)

7. If your dog is non-aggressive and has been spayed/neutered, he or she may be able to explore the grooming room in a cage-free social setting. If your dog playing on the floor in the Grateful Dogs grooming room is acceptable to you, please circle **YES**, otherwise, circle **NO**, and your dog will be kenneled. Please note that many factors are taken into consideration each day for Grateful Dogs to decide whether dogs can play on the floor in the grooming room. Circling yes isn't a guarantee that your dog will not be kenneled at the time of pick up.

Customer Signature: _____

We reserve the right to refuse service to anyone. We reserve the right to refuse service to a dog that may present a risk to themselves or our staff.