

*The Dog Spa, LLC
418 Scuffletown Road
Simpsonville, SC 29681*

CLIENT GROOMING AGREEMENT

Current Vaccinations

For the safety of all our guests, all dogs must be current on all shots. By signing this contract, owners verify their pets are current on the following:

1. Rabies Vaccination
2. Distemper/Parvo Vaccination within the past year
3. Bordetella (kennel cough) Vaccination within the past 6 months

Fleas and Ticks

If you suspect your pet has fleas or ticks, prompt and thorough action on your part is needed. Flea infestation can lead to tapeworm and other health problems. **If fleas are found during the grooming process on your pet, The Dog Spa, LLC will give your pet an oral tablet called Capstar for an additional charge of \$4.00 added to your grooming bill.** The capstar flea pill will kill the fleas on your pet as well as keeping our facility flea-free. Ticks found will be removed for an additional charge. If ticks are found, we strongly suggest you have your pet tested for Lyme disease. Please remember that parasites are a health hazard to your pet as well as humans.

Aggressive or Dangerous Pets

Owners **MUST** inform The Dog Spa, LLC if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. The Dog Spa, LLC reserves the right to refuse or stop services for your pet at any time before or after the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge. If your pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage. If proof of pets current Rabies Vaccination has not been provided and can not be verified by a Veterinarian, the pet may be impounded by Animal Control for the required Quarantine period.

Health and Medical Problems

Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. The Dog Spa, LLC will make the grooming experience as relaxing as possible for your pet and will watch for any signs of discomfort. **If at any time your pet should need immediate Veterinary treatment during their stay at The Dog Spa, LLC we will do our best to contact you (the owner) first, and then take your pet to the closest Veterinarian for immediate treatment. By signing this agreement, The Dog Spa, LLC has permission to obtain immediate veterinary treatment for your pet if deemed necessary.**

Mat Removal

Pets with matted coats need extra attention during their grooming session. Mats left in a pets coat only grow tighter, and can strangle the pet's skin or eventually tear it open. The Dog Spa, LLC is a stress-free, cruelty-free dog grooming business. We **WILL NOT** continually demat your pet for you. Brushing out tightly matted coats is painful for your pet and can cause brush irritation and very sore skin. It is your responsibility as the owner to brush your pet between each grooming. Heavily matted coats **WILL** be shaved. When necessary, removing a heavily matted coat includes the risk of nicks, cuts or abrasions due to warts, moles and skin folds trapped in the mats. Heavy matting can also trap moisture and urine close to the skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming procedure. The after affects of mat removal can include, skin redness, itchiness, self-inflicted irritation or abrasions. Shaving matted ears will sometimes cause a pet to shake their head continually. Pets that require having their tails shaved also may act strange. The feeling of having a matted tail shaved may cause your pet to sit continually and chase their tail. Usually with time your pet will grow accustomed to their newly shaven tail. Prevention is the best defense against matting by scheduling regular grooming appointments.

Puppy's First Haircut

The first grooming experience for a puppy requires patience and understanding. Puppies should begin their first grooming experience after their last set of shots and given the ok from their Veterinarian. At The Dog Spa, LLC we use the first groom as a get-to-know your pet day. We will make it a great experience and only do a small amount of grooming to let your puppy grow accustomed to the sounds of the clippers. Typically the first groom is only a sanitary trim, eye hair trimmed, pads trimmed, nails trimmed and a bath. We will not perform an all-over body haircut on the first groom. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging their pet's paws as well as brushing and combing their coats.

Accidents

There is always the possibility that an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in ALL situations. Problems that can occur include cuts, nicks, scratches and quicking of nails, etc. In most cases this happens when your pet is wiggling or moving around. When you arrive at The Dog Spa, LLC it is very important for you NOT to yell your pets name or let them see you in case we still have your pet on the grooming table. We make every effort to insure your pet is groomed as safely as possible, but an excited pet can be a dangerous pet to continue to work on. Once your pet knows that you have arrived it is nearly impossible to finish the grooming procedure safely.

Hours of Operation

The Dog Spa, LLC opens at 8 am Monday, Wednesday and Friday.

Our early drop-off days are Tuesday and Thursday, which we open at 7:30am.

All Dogs must be dropped off by 10am sharp. **The Dog Spa, LLC DOES NOT take dogs after 10am.** If you are running late please call to reschedule. All Dogs must be picked up by 5pm. The charge is \$1.00 per minute for every minute you are late. After 30 minutes your pet will be charged an overnight fee of \$40.00. All dogs are required a 4 hour minimum stay and all-day stays are available for those that work during the day and are unable to pick up their pets during their lunch.

No-shows and Cancellations

Kindly give a 24 hour notice if you are unable to keep your appointment. We understand that sometimes there are emergency situations and we will work with you, but not on a continued basis.

Returned Check Policy

Checks that are returned are charged a \$30.00 SERVICE FEE. Future appointments must be paid in cash.

Hold Harmless Agreement

By signing this contract you (or your agent) agree to hold The Dog Spa, LLC its owners, operators, employees, officers and directors harmless from any damages or claims arising from any condition of the undersigned pet, either known or unknown to The Dog Spa, LLC.

It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contract or releases.

I have read and agree to the policies of The Dog Spa, LLC grooming salon for my pet(s). A copy is available upon request for your records

Signature_____ Date_____

Pet's name_____Breed_____

* This form will automatically apply to any and all additional pets by above pet owner