

## SMARTER THAN YOUR DOG STYD!

### Grooming Policy Agreement

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

I, the undersigned customer, do hereby entrust my pet(s) to STYD Grooming Salon for the purpose of grooming my pet(s).

#### **Pet(s) and Grooming Safety**

Words “you and your” refers to the Owner. Conversely, “We and our” refers to STYD. Owner and STYD may collectively be referred to as the “parties”, and singularly as a “party.”

Vaccinations: We require a current copy of your pet(s) vaccination records. **As a company we require your pet to be completely up to date on all vaccinations.** This policy is strictly enforced.

**Aggressive or Dangerous Pet(s):** Owners MUST inform STYD staff if your pet(s) does not tolerate grooming procedures, bites, has bitten or is aggressive towards people or dogs. For the safety of your pet(s) and/or groomer, a muzzle, elastic collar, slings, straps, etc. will be humanely used and are acceptable. **Additional fees may apply to services provided for aggressive/dangerous pets.**

**Health/Medical Conditions and Senior Pets:** Grooming procedures can sometimes be stressful, especially for newly adopted/rescue pet(s), senior pet(s) or pet(s) with health conditions, and can expose hidden medical problems/concerns or aggravate current conditions during or even after grooming. These may include, but is not limited to, **neurological conditions**, prior surgeries, heart conditions, hip or joint problems, warts, moles, tumors, ear infections, mites or other skin problems. Please advise us of any allergies, sensitivities, or pre-existing medical conditions so we can try our best to avoid aggravating these conditions. Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations. Pets with health concerns may only be groomed for cleanliness and comfort, which may restrict haircut/package options.

**Fleas and Ticks:** If you suspect your pet has fleas and/or ticks, prompt and thorough action on YOUR part is needed. All pets who are serviced through our salon must receive flea/tick treatment in the instance we discover such parasites, to maintain a sanitary and safe environment for all of our clients. Flea and tick treatment will result in an additional fee unless you already purchased our special Flea/Tick Package. If a tick has been found on your pet, we strongly recommend your pet be tested for lyme disease. STYD will not be held responsible for

reactions from manufacturer-recommended usage of said products. Additionally, the client is also aware that any such parasite treatments are not guaranteed to be one hundred percent effective. As the flea and tick shampoo package is not a preventative method and DOES NOT prevent parasites from jumping back onto the pet. We will alert you to the presence of fleas and ticks.

**Accidents:** There is always the possibility an accident could occur. Grooming equipment is kept very sharp for quality cuts, even though we use extreme caution and care in all situations, possible accidents could occur including, but not limited to, cuts, nicks, scratches, razor burn/irritation, and bruising. Please keep in mind we are working on moving clients with a mind and agenda of their own, so accidents can not always be prevented, despite our greatest safety procedures/policies and equipment. Veterinarian bills will not be covered for any minor injury. STYD is not held liable for any injury that is a result of poor coat condition or a pre-existing condition. We make every effort to ensure your pet's grooming is pleasant and safe, however, if your pet becomes ill or is hurt and the services of a veterinarian are required, you hereby give STYD permission to obtain treatment if you are not available to do so and in addition, you agree to pay such expenses.

**Matted/Neglected Coat:** Please keep in mind excessive de-matting is a painful, time-consuming, and costly procedure. Pets with matted coats require extra attention during their grooming session. Mats left in the pet's coat only grow tighter/larger and can strangle the pet's skin, bruise areas, cause secondary skin issues/infections, or even eventually tear it open. Mats can be very painful and difficult to remove and may require the pet to be shaved. The groomer will de-mat the pet (if humanly possible) at \$1 per minute in addition to the regular grooming fee OR in the case that you purchase the Special DE-matting Package, \$1 will only apply after the 45 minute brush out included in this package. A matted pet shave down fee may apply to any matted pet that must be shaved to remove their mats. Unless stated prior to the grooming procedure, your pet may be shaved based on the severity of the pet's coat/skin condition and your groomer's discretion. When necessary, removing a heavily matted coat includes risk of a dramatic change in your pet's appearance, brief behavioral changes, hyper pigmentation, hotspots, nicks, cuts, bruising, swelling, abrasions due to warts, moles or skin folds trapped/hidden in the mats. After effects of mat removal can cause all of the above and result in your pet(s) having self-inflicted wounds. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, causing skin irritations that existed PRIOR to grooming process. Close shaved pets are also prone to sunburn and should either have sunscreen applied daily or be kept out of excessive sun until the hair grows out. I agree to the possible charges and shaving for excessive matting for my pet(s). Pet Owner's Initials \_\_\_\_\_

**Double Coated Shave Downs:** Shaving a heavily/double coated dog for any reason other than to solve/maintain a medical condition, or to remove severe matting, is highly discouraged.

Some dogs that fall into this category are, but not limited to: Huskies, Malamutes, Golden Retrievers, Australian Shepherds, German Shepherds, Labrador Retrievers, Bernese Mountain Dogs, Great Pyrenees, and Pomeranians.

**Your Pet's First Grooming:** The first grooming experience for your puppy (or any age dog new to the grooming process) requires patience and understanding. More time may be necessary to work with these pets. We DO NOT provide any services for any pets under the age of 8 weeks old, and require their first set of puppy vaccinations administered. The first couple of grooming appointments are mainly training and desensitization while completing the basics. This will allow your puppy/new dog to get used to the sound of clippers, the different dryers, and the overall process and routine of bathing, brushing, clipping and groom handling. Typically the first groom will include a sanitary/face/feet/nail trimming, with a bath, external anal gland expression, ear grooming for any pets less than 6 months that have not had any previous grooming exposure/experience. We gradually add steps to the grooming process as the pet becomes comfortable and cooperative for grooming services. This method helps minimize potential stress, and negative experience factors, which result in a happy well behaved grooming patient and more options for pet parents down the road. Owners can help their puppies/new dogs become comfortable with grooming/service handling by regularly massaging/handling their pet's feet/ears/muzzle, brushing daily-bi daily, brushing their teeth at home, and using hair dryers at home around and lightly on their pet. NOTE: your puppy/new dog should enjoy grooming and to encourage this a puppy/new dog's first haircut is not guaranteed for completion depending on the stress level of your pet.

**Medications and Tranquilizers:** Your veterinarian or trainer may suggest a stress reducing agent be given prior to grooming or bathing depending on your pet's behavior anxiety. We REQUIRE that all medications be given at home prior to bringing your pet in for grooming services. We request that all medications prescribed for the purpose of reducing stress during the grooming process be given as prescribed by your veterinarian, and a copy of that prescription be faxed, emailed and/or hard copy be given to us for our records. STYD reserves the right to refuse/stop services for any pet that demonstrates any symptoms listed: showing critical signs of stress or health complications, inability to walk or stand independently, difficulty breathing and/or too sedated to stay awake (not limited to symptoms listed).

### **Payment and Appointment Policies**

**Cancellations/No Shows/Late Policies and Fees:** We require notification of cancellation 24 hours prior to your scheduled appointment to avoid cancellation fees. Last minute cancellations and no-shows are subject to a \$40 per pet scheduled. We understand there may be emergency situations and we will work with you to the best of our abilities when those situations arise, but not on a continued basis. We do offer a discounted last minute cancellation fee of \$25 for pet health based reasons, but this as well is not on a continued basis. Note no-shows/ last minute

cancellations during holiday/rush weeks will result in a \$60 fee. Services may be terminated and billed for repeated cancellations without 24 hours notice. If you decide you do not want one of our STYD salon employees to groom your dog after you have arrived, you may be subject to a last minute cancellation fee. Clients who are late and do not contact us are at risk of losing their appointment without notice and may be subject to a late fee of \$15 per pet or last minute cancellation/no show fee of \$40 per pet.

**Pick-up and Drop-off:** Dogs will be given an ESTIMATED time of completion upon drop-off. Please understand that this is an estimation and for many reasons beyond our control, circumstances may arise where grooming may be done early or may take longer than initially quoted. You will be called when your pet is ready for pick-up. Dogs must be picked up within 45 minutes after you have been called for pick-up, unless you have pre-arranged boarding or daycare transition after your grooming service. If your dog is not picked up within the hour of being called, you will be charged a \$30 per hour holding fee. Due to available salon kennel space we cannot accept clients any sooner than 15 minutes before their scheduled appointment unless they have pre-arranged daycare or boarding accommodations. PLEASE NOTE: all groom/bath pet owners must stop by the grooming salon prior to leaving their dog in boarding or daycare to review haircut and package options/preferences.

**Groom/Bath Completion Time:** Every effort will be made to keep our scheduled grooms running smoothly. A typical pet groom can be completed in 1-3 hours from the time of your appointment. If your pet has behavior/health issues or skin/coat conditions it may take longer to complete the groom. If you need your pet returned by a certain time please keep that in mind when booking your appointment and please kindly remind us of your time restrictions during check in. We are happy to work with you as much as possible, but can only work on so much of a time restraint safely.

**Abandoned Pet:** No pet may be abandoned at STYD. If a pet is left without any contact, instruction, or notification from the owner or guardian, and without any indication of the ability, willingness, or plans to retrieve the pet, then after three (3) days of the scheduled appointment, STYD, becomes the legal owner and guardian of the pet and will rehome or surrender the pet. If the pet owner responds/contacts STYD within 3 days and arranges pick-up, they may come pick up the pet(s) after paying for all of the services provided for their pet(s) including, but not limited to: grooming, board, food and services.

**Payment Information:** Payment is due at the time of service, NO EXCEPTIONS. Owner shall be liable to STYD for all unpaid charges. All charges are non-refundable. Checks returned as NSF will be subject to a late fee of \$30 to cover bank fees and no further service will be provided to this client's pet until payment has been made. Your quoted price is subject to change upon completion of the groom based on the coat condition and temperament of the pet(s). A 50% deposit is required to hold all reservations during the listed holiday/rush dates.

Owner/Guardian agrees to pay the rate(s) for grooming prior to the pet leaving STYD. In the event sums are owed to STYD, Owner/Guardian agrees that all costs of collection, including court costs and attorney fees shall be the responsibility of the Owner/Guardian of the pet. Payments accepted: cash, check, Visa, Mastercard and Discover.

**Additional Services:** Anal glands may be expressed externally as a walk-in service for \$12 or is included in every bath or groom scheduled service. This is not something that we can check and charge if needed. This charge will be applied for the process itself. All internal anal gland expression must be performed by your veterinarian. Nail grinding or clipping, painting and ear cleaning/plucking are also available as a walk in service. Teeth brushing is offered and this is not a deep teeth cleaning and is ONLY used as prevention for tooth decay with additional brushing at home. These services are offered from 9 am until 5 pm. A complete list of walk-in services and prices are listed on our website.

**Video/DVD/Electronic Device Recording:** The Owner/Guardian agrees and consents to video/DVD recording, photography, taping and/or reproduction of any other manner of the likeness and /or activities of the Pet(s) and authorizes and allows STYD to make unlimited use of said reproduction: i.e. website, advertising, photography, social media, brochure, marketing manuals or materials, etc. It is fully understood and acknowledged that there will be no compensation in any form, including monetary, of said use, now or in the future. If you DO NOT want video or photos taken, you must let an STYD associate know prior to starting your groom appointment.

**Release Form:** The client affirms they are the rightful, legal owner or caregiver to the pet for which services are rendered. The client understands and agrees to the above terms for the grooming and maintenance of their pet(s). STYD is not responsible for any and all damages, loss or claim including, but not limited to, death, injury, or shock. The client authorizes STYD to act as their agent in the event emergency veterinarian services, care-taking, and/or transportation is necessary and agrees to pay all costs. Hold Harmless agreement; by signing this contract the client agrees to hold STYD, its owners, operators, and employees, harmless from any damage, loss, or claim arising from any condition of the undersigned pet(s), either known or unknown to STYD. It is understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is also understood this clause applies to any and all pet(s) groomed, attending daycare or boarding. The client has read and accepted these policies for the groom today and for any and all future grooming appointments.

I, the undersigned, hereby agree to and acknowledge that all the information I provided in this application is accurate and complete, to the absolute best of my knowledge and I acknowledge that I have read, understand and accepted the terms stated above. I further understand that by

signing this form, I am acknowledging ownership of or accepting guardianship and there by consenting to financial responsibility for the pet named on this application.

Owner/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

Pet Name: \_\_\_\_\_ Breed: \_\_\_\_\_