



## Waggy Baths L.L.C Pet Policy Agreement

Client name: \_\_\_\_\_ Pet's name: \_\_\_\_\_ Treats Okay? Yes No  
Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Pets Birthday: \_\_\_\_\_  
Home Address: \_\_\_\_\_  
Veterinarian: \_\_\_\_\_

**Moles or Warts:** If you pup has any moles or warts around the body or face, please inform Waggy Baths L.L.C and write it below so we can be cautious during the grooming process.



\_\_\_\_\_

**Current Vaccinations/Veterinarian Information:** *By signing this contract, owners verify their pets are current on a Rabies vaccine. Proof of Vaccination shall be provided upon request.*

**Satisfaction Guarantee:** Our groomer will go over what will be done and discuss options and additional services that might be needed. We pride ourselves in the quality of our styling; sometimes, corrections need to be made and we will welcome pet parents back for a quick fix within the 24-hour window. Your dog must be in "just groomed" condition nevertheless if your dog is past the 24-hour window and the dog is deemed not groomable without a bath you will be subject to a full grooming charge.

**Personal Property:** Waggy

Baths LLC is not responsible for any lost or stolen items of your pets while they are at our spa. Pet parents have the option to leave or take your pets leash, collar, and accessories. Please remove flea and tick collars before drop-off.

**Aggressive Pets:** If your pet(s) bite, has bitten, or is aggressive to people, other pets or specific grooming procedures you must notify the groomer. Muzzles may be used if necessary. Muzzling will not harm your pet but will protect both the pet and the groomer. Waggy Baths L.L.C reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge a handling fee for aggressive dogs in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for all related medical bills, recovery costs, loss of income and equipment damage.

**Bathing requirements:** All pets are required to be bathed as part of the grooming process. This is not only for the benefit of your pet, but also to not damage the groomer's equipment. Each pet is bathed with an all-natural tearless shampoo, followed up with a special shampoo specific for your dog's coat.

**Allergic Reactions:** We take great care in selecting the products that we use so please notify us of any known allergies prior to your pup's appointment. You are welcome to provide any prescribed wash that we can use instead for your pup's bath. If your dog experiences an allergic reaction after their

appointment with us, please let us know and we will update their file. **For pets with allergies, skin issues, or other sensitivities, we do offer a medicated soak or oatmeal bath, for an additional fee** WAGGY BATHS LLC is not responsible for any medical expenses due to allergic reactions.

**Ear Care and Ear Hair Removal:** All pets will have their ears cleaned with a mild ear cleaner. If your pet has an ear infection, we will let you know so you may consult your veterinarian. Ear hair removal can be based on your preference and your vet's advice. Ear hair removal is typically a standard part of the grooming process, if you choose to not have your pet's ear hair removed, please let us know.

**Toenail Trimming:** All nails will be trimmed and dremeled during each grooming appointment. We always do our best to trim the nails as short as possible, without hurting your pet. Should your pet show any signs of aggression during the nail trimming process, we will muzzle your pet for the safety of the groomer and the pet during the nail trimming only. We do not like to use muzzles and will try everything possible to avoid muzzling your pet. If your pet is showing signs of stress or aggression, we may not be able to dremel the nails.

**Health/Medical Problems or Senior Dog:** Grooming procedures can sometimes be stressful especially for a senior dog or dogs with health problems. Because of this, grooming can expose hidden medical problems as well as aggravate a current one whether it be during or after the groom. Because senior dogs and dogs with health problems have a greater risk of injury, these dogs will be groomed for cleanliness and comfort as Waggy Baths L.L.C will not compromise any dog's health and/or wellbeing to achieve "the perfect groom". The dog owner will advise Waggy Baths L.L.C of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions. These conditions may include, but are not limited to prior surgeries, hip and/or joint issues, warts, moles, heart problems, ear infections or skin problems. The owner will also inform Waggy Baths L.L.C of new conditions as they arise. Waggy Baths L.L.C will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming. Waggy Baths L.L.C has permission to groom their senior dog and has discussed all (past and present) health problems.

**Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter and can strangle the pet's skin and eventually tear it open. Waggy Baths LLC will not cause serious or undue stress to your pet by de matting them. Mats can be very difficult to remove and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, producing skin irritations that existed prior to the grooming process. After- effects of mat removal procedures can include itchiness, skin redness, bruising, self-inflicted irritations or abrasions and failure of the hair to grow and in some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 6-8 weeks, and routine at home brushing. If your pet needs to be shaved to remove matting, by reading this and booking your appointment, you acknowledge that you agree to this procedure, and any risk. There is an extra charge for de-matting if it takes longer than the 15-minute brushing that is included in each pets grooming package. SHAVE DOWNS DUE TO SEVERE MATTING WILL BE AN EXTRA \$10-\$20, FEE WILL VARY DUE TO SEVERITY AND DOG SIZE AND TEMPERAMENT.

**Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp; even though we use extreme caution and care in all situations, problems could occur. Injuries such as but not limited to cuts, nicks, scratches, quacking of nails, or other bodily harm could occur during the grooming process. Pet owners will not hold Waggy Baths L.L.C and or employees liable for all responsibilities for any injuries associated with the grooming process. In case of an emergency Waggy Baths L.L.C will transport your pet to a veterinarian.

**Parasites:** If you suspect your pet has fleas or ticks, you must notify the groomer, flea infestation can lead to tapeworm and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme disease or other tick-borne illnesses. Please note that parasites are a health hazard to your pet as well as humans.

**We understand that traffic and emergencies may interfere with the best plans, however, to provide the best possible environment for the pups in our care and our staff; we have the following Late and No-Show Policies:**

**HOLDING FEE:** We always ask the client how much time in advance is needed for pickup. We schedule according to appointments and too many dogs in the salon at a time is a safety hazard.

If the dog is not picked up within 1 hour of completing the service, we charge a 20\$ holding fee at pickup.

**LAST MINUTE CANCELLATION:** After the SECOND Last-Minute Cancellation, we will request a \$25 scheduling fee for your next appointment. This \$25 will apply to the cost of your grooming service. However, the deposit is non-returnable if you cancel again within 24 hours, or if the scheduled appointment results in a No Call No Show

**NO CALL NO SHOW:**After the SECOND No Call No Show, we will charge a \$25 missed appointment fee before allowing for rescheduling for a new appointment. Continued missed appointments may result in us not taking future appointments for your pet.

**SATURDAYS AND HOLIDAYS:** No-Call No-Shows and Last-Minute Cancellations will have a 35\$ fee added to the account.

**CLEAN UP FEE:** Bringing your pup in without walking them will make for an anxious and uncomfortable grooming experience for the dog. We understand dogs have accidents because they get nervous and anxious. We can tell if you haven't walked your dog prior to their appointment. If the accident is Constantly stopping us from working on a pup to clean up, we will give you a warning the first time.

The second time will result in a 15\$ clean-up fee.

#### **PHOTOGRAPHS AND SOCIAL MEDIA**

Client agrees and allows Waggy Baths L.L.C to take pictures/video of pet(s) to be used for pet files, social

media, advertising, and website. All photos taken are property of Waggy Baths L.L.C. Client allows for the use of pet's name on said applications.

**I have read and agree to the policies of Waggy Baths L.L.C for my pet(s). A copy is available upon request for your records.**

**Client Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Note: This form will automatically apply to any additional pets acquired by above pet owner.**