



Le Doggie Divine Pet Grooming Salon Grooming Service Information and Grooming Agreement Terms

Missed or Cancelled Appointments: Missed appointments are costly to our business and cause inconvenience to staff and other customers who may be trying to get an appointment or are on a cancellation list for that day. As a courtesy we will call and remind you of your appointment. But you alone are responsible for your appointment. We ask for you to give 24 hours notice if you need to reschedule your pet's grooming appointment. Repeated missed appointments will result in a \$25 prepaid fee to be used toward the next appointment. If you fail to show at that appointment the \$25 will not be reimbursed. There is no surcharge for cancellations made more than 24 hours prior to your appointment. During the weeks of Christmas and Thanksgiving a 48-hour cancellation or reschedule notice is asked. Le Doggie Divine Salon reserves the right to refuse service to anyone.

Appointment times – We ask that you please call us if you will be more than 10 minutes late for your appointment. Please keep in mind that if you are late that it may affect your pet's out time. If you have scheduled and in-and-out express grooming and you are late we may not be able to accommodate your request.

Check -in: If you are having someone else drop off your pet to be groomed and you are either a new client or changing anything about your pet's cut we ask that you give them explicit instructions on what you would like. We will follow the instructions of the person dropping off. If no instructions are given we will assume you want what your pet received at their prior groom.

Pick - Up time: When you drop off we will inform you of when the latest time your pet will be done. We will also call you ½ hour prior to your pet being finished. You are welcome to leave your pet longer if it's not past our closing time for that day. If you are more than 15 minutes late for pick up AFTER close without consent from staff an after hours surcharge fee will result of \$10 every 15 minutes

Pre-Grooming Walk- A full bladder and bowel can be very uncomfortable for a pet whilst it is being groomed. Please ensure that your pet has been walked before bringing him or her to the salon.

Price Changes/cut changes – I understand my price may change or extra fees may be incurred if I change any part of my pet's grooming service. This includes but not limited to cut changes, shampoo changes, behavioral changes, overgrowth very dirty coats, de-matting, pre-stripping, and matted coats.

Ear Plucking: Many breeds grow hair in their ears that needs to be removed for better air circulation and help prevent ear infections. Plucking involves pulling the

hair and roots out of the ear canal which can be painful and cause irritation that may result in an ear infection , scratching or head shaking. We do not advise plucking ear hair if your pet does not suffer from ear infections but instead shave in front of the canal. On rare occasions, ears are fully impacted with hair and the groomer may pluck hair from canal. If you do not want your pet's ears plucked, even if impacted, please let us know at check-in. I understand that by plucking ear hair various issues may arise and Le Doggie Divine is not responsible for any said irritation or infections that may occur from said plucking.

Own Shampoo: We are more than happy to use your shampoo. Many store bought or veterinarian shampoos are not formulated to create a proper lather, therefore, not being able to get your pet as clean as we would like possibly resulting in the less than perfect cut that we strive to create. We may use more shampoo than you would at home and are not responsible for how much of it we use.

Risk of Medical Emergencies and Accidents: There is always a risk and possibility that an accident could occur. Grooming equipment is very sharp. Even though we use extreme caution and care grooming all pets, possible problems could occur including, but not limited to, cuts, nicks, scratches, skin irritations, and quicking of the nails. In the majority of cases this can happen when a pet is wiggling, or moving about. If we notice any of the above mentioned we will notify you at checkout

Pet Health and pre-existing conditions: Please inform us of any health problems that your pet may have, particularly, seizures, diabetes, Addison's, arthritis, heart conditions, ear problems, eye problems, allergies, skin conditions, deaf or blindness. If at any time during the grooming process we notice anything you will be notified at check-out. Grooming any dog, especially sick and elderly dogs, will be at the owner's risk. Grooming can sometimes expose hidden medical problems or aggravate a current one during or after the groom.

Groomers reserve the right to refuse to groom a pet if determined that it is too unwell to proceed.

Matted Coats: We at Le Doggie Divine Pet Salon groom humanely. One of our mottos is "Humanity before Vanity". We will not de-mat puppies, elderly, pets with medical issues, aggressive, or pet's with behavioral issues. We will attempt to de-mat certain mats once and only if we feel that the pet will not suffer from pain. We abide by the Animal Welfare Act and it is the owner's duty of care towards their pet to maintain their pet's coat between professional grooming. If owners fail to attend to their pet's coat, then in the interest of the animal. We will shave off a matted coat to prevent unnecessary pain. Our normal grooming charge does not include de-matting. Any de-matting will be charged an extra fee. If a pet has to be shaved down prior to bath an extra fee will be incurred.

Shaving down a matted coat has its risks depending upon the severity of the matting. Matting starts at the base of the coat up against the skin. Some mats can be

broken up or split to prevent a closer blade from having to be used. There are different lengths of blades we can use but it depends on the severity of the matting. Pet Owner must understand the risks involved with having to shave down a matted coat. The risks include but are not limited to: Nicks, Cuts, Scratches, Abrasions, Skin Irritations, Itchy skin, Chewing, Licking, and Behavioral changes.

If a pet is matted, all mats will be removed. If brushing out is possible then extra charges will be added to base grooming fee.

Pet owner understands that de-matting and brushing out mats may result in skin irritation, loss or breakage of area of coat that is being de-matted, brush burn, dermatitis, scratches, skin irritation, nicks and cuts and can be very tedious and stressful to the pet. Le Doggie Divine Pet Salon cannot be responsible for any injury during the de-matting or shaving of a matted coat. If during the grooming process a serious injury should occur or severe medical condition uncovered needing specialized care (including but not limited to ringworm, fungal infection, bacterial infection, mange and maggots), the staff at Le Doggie Divine reserve the right to treat the condition as a medical emergency and all expenses incurred will be charged to the Pet Owner.

If a pet is matted and has to be shaved down prior to bath and extra fee will be added to base grooming cost.

Shaving: Pet Owner understands that grooming a dog with a close blade required for necessary or requested shave down is not without risk and assumes full responsibility for any nicks, cuts, scratches, clipper burn (clipper burn is not the result of a hot clipper, it is a term to describe ANY irritation caused from a clipper blade), etc. that is a result of the shave-down and further understands that a shave-down may uncover or expose pre-existing health/skin problems for which the Pet Owner agrees that Le Doggie Divine, its employees, agents, and volunteers will not be held responsible.

Medical Emergencies or Injuries: In the event of a medical emergency, health concern or injury the Pet owner authorizes Le Doggie Divine Grooming Salon, its employees, agents or volunteers to contact a veterinarian and follow their recommendations including transportation to the veterinary hospital (if needed) for medical treatment. Pet owner understands and agrees that veterinary fees for any illness or injury that occurs to their pet and that it is the fault of their pet that they, the Pet Owner, will be charged and are responsible for any fees incurred. If the injury is the fault of the groomer then the Pet Owner will not be charged for the emergency veterinarian fees. In the case of an emergency needing veterinary care the Pet Owner will be notified as soon as possible by grooming staff.

Aggressive Dogs: Le Doggie Divine reserves the right to refuse to groom excessively aggressive or difficult dogs with behavioral issues. The pet owner must agree to inform us if their dog is known to be aggressive or has ever bitten anyone.

Difficult to Handle: Dogs that are difficult to handle and/or require additional staff to complete the groom may be charged an additional fee.

Grooming elderly, aggressive, severely matted, nervous, scared and or with medical issues are not without increased risk of injury, such as but not limited to, nicks, cuts, scratches, clipper irritation, or other bodily harm as may be caused by using sharp instruments and restraint. Pet Owner agrees to Hold Harmless Le Doggie Divine Pet Salon, it's groomers, agents, employees and volunteers from any and all responsibility for any injuries associated with grooming the above mentioned type pets.

Sedation: Le Doggie Divine will never sedate a pet and, actually, we do not recommend it in certain cases. Should pet owner feel that sedation might be necessary, we ask that Pet Owner make arrangements and discuss with groomers in advance.

Cats: Cats are very difficult to groom and will cost considerably more. Cat skin is very sensitive, thin and easy to cut. Any shave down preformed is with the understanding that cats are at high risk for nicks, cuts, and other skin trauma. By signing the Consent to Groom I give Le Doggie Divine Pet Salon, it's agents, employees and volunteers permission to proceed and I understand the risks and hold Le Doggie Divine Pet Salon, it's agents, employees, and volunteers harmless.

External Parasites – Tics and Fleas: If during your pets groom we discover fleas your pet will automatically be washed in a chemical free de-flea shampoo for an additional fee. This shampoo will only kill any fleas on your pet and will not prevent more fleas from biting, we will either notify you before you come to pick up your pet or at checkout. We advise you to treat your pet with a topical flea preventative such as Frontline to prevent further fleas.

Tic removal and flea problems can be timely depending on how severe the infestation. We therefore reserve the right to add a surcharge to the cost of the groom to cover expenses and time. Pet Owners understand and agree that if external parasites are found on their pet during grooming that measures will be taken to ensure those external parasites will not spread to other pets and the Pet Owner agrees to pay any costs involved

Anal Glands: Anal glands will be emptied externally on every dog. If you do not want your pets anals expressed please let us know at check-in. Certain dogs may scoot or rub their hind end after anals have been expressed. Since we express anals externally we may not be able to fully empty them. If we feel your pet's anals are

impacted or need further emptying we may advise you to see your vet who will express them internally.

Vaccinations: We require proof of rabies vaccination at check-in in either the form of a tag or record from your vet. If you do not have either we can contact your vet for you. If you have an elderly pet or a pet with any medical issues that prevent them from receiving vaccines or if you have personal beliefs regarding vaccines, please call ahead to discuss your situation.

Matted Coats and Pre-Strip charge: Excessively matted coats that have to be pre-stripped to insure pet's skin gets clean or coats that have to be de-matted take extra time and labor and will result in extra fees

Excessive Undercoat charge: Pet's that have excessive undercoat or dead coat that has to be removed takes more time and labor and will result in an extra fee

Haircut change: If you change your pet's cut please be advised that your price may also change. Please ask groomer at check-in if your price will be affected

Excessive cut-down charge: Pet's that have not been groomed in a while may have excessive cut down or sculpting of the cut. Please be advised that if it has been longer then 8 weeks since your last groom certain pets may have an extra fee due to labor and time.

Owner's shampoo: Pet Owners understand that if they bring their own shampoo we are not responsible for how much of it we use, how clean their pet is and the affect it may have upon their pet's grooming. Many veterinarian and store bought shampoos are not formulated for groomers to produce the proper lather needed to get their pet clean enough to our standards.

Payments: All services must be paid for at the pick-up of your pet. We accept cash, Visa, MC, Discover and American Express and checks. There is a \$35 charge for non-sufficient funds.