



Grooming Contract

Welcome to Something to Wag About! We are so excited to have you and your dog joining our loving grooming family. Your pets' comfort and safety is our number one priority when they are in our care. In an attempt to educate and provide the best information regarding our grooming process, we require all our grooming clients to read and sign our grooming contract.

A Holistic Approach

Something to Wag About is a holistic pet grooming salon. This means that we give consideration to the well being of the pet in its entirety. Holistic grooming is more than just a good bath, dry and haircut, we think of your dog as a complex, sensitive, living creature and treat him or her with a level of respect and kindness that will support their mental, psychological and physical well being. A good groom is always expected from professional groomers, but a great groom leaves your pet feeling as good as he or she looks. To provide your dog with the best experience, Something to Wag About takes consideration for the effect of color, lighting, music, essential oils, plants, air circulation, room temperature, candles, and more. Even the tools and products that we purchase are done with consideration to your pets comfort.

Pets First

Safety of animals comes above all else at Something to Wag About. With staff certified in Pet CPR/First Aid, SAFE handling certified through the AKC and Fear Free Certified by Fear Free Pets, we pride ourselves on the care we give to our clients. While dogs are in our care, we aim to give them a fear free experience by not forcing anything on the pet. This includes all aspects of what we do such as nail trims, dematting, ear cleaning, face trimming, doggy daycare, etc. Instead we will aim towards easing their fears with training and trust to help build their confidence. This trust building can sometimes take multiple visits, we aim to build a relationship with you and your pet as well.

Interruptions during grooming services

For the safety of our dog(s) being groomed, as well as the professional groomer, it is asked that you do not interrupt the groomer during the grooming process. If you arrive and your dog is still being groomed, we ask that please refrain from getting your dogs' attention by stepping out of the lobby until the process is finished. Every effort will be made to insure your pet is groomed as safely as possible, but an excited dog can be dangerous to continue to work on. After drop off, please do not stop back into the shop until you have received a call from us that your dog is ready. If you have questions or concerns after drop off, please send us a message. If you insist on talking to your pet or the groomer, we reserve the right to end the grooming session, even if the grooming is not completed and the full grooming price will be charged.

Aggressive or dangerous dogs

Owners must inform Something to Wag about if your dog may bite, have bitten, or show signs of aggression towards people, other pets, or specific grooming services. Something to Wag About reserves the right to discontinue a groom on an aggressive or dangerous dog if the dog or groomers well-being is in danger. If we have to end the grooming process due to aggression, the client will be charged a grooming fee of what we could complete. If an additional groomer is needed to complete your dog, a fee of \$1.00 per minute for the extra hand will be charged.

Matted Coats

Matted coats can cause a variety of skin and health problems. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Sticklers as well as fleas, ticks, maggots and other parasites might be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay on mats. The skin underneath is usually raw and inflamed or bruised. Matted coats will not dry properly and can lead to rotting fur and skin. Ear hematomas can form due to the matting cutting off circulation to the ears. Our groomers are very careful, but the possibility of injury exists due to the lack of proper grooming causing the matting to occur. Removing matting is a very short clip, allowing the skin to breathe again. After coat removal, your dog may show signs of skin irritation, sanitary infections due to feces and urine being trapped against your pets skin, eye infections or other eye issues due to eye "gunk" and moisture being trapped so close to the eyes and delicate skin near the eyes, bruising or sores due to irritation the matting caused or have behavior changes after the groom. If the matting is too severe we reserve the right

to end the groom and charge a grooming fee of what we could complete. We charge \$100 per hour to depelt.

Senior Dogs and Medical Problems

Grooming can be stressful for any dog, especially a dog with medical conditions or a senior dog. This stress can also exaggerate or expose hidden medical problems during or after the groom. Because these dogs have a greater chance of injury, these dogs will be groomed for cleanliness and comfort. In the best interest of your dog this contract gives Something to Wag about permission to obtain veterinary clearance before performing any grooming services on senior or ill pets. We also hold the right to require split grooming appointments to help senior or ill pets stay comfortable during their grooming process. We do not accept dogs with open wounds.

Parasites

Due to the large volume of dogs we see in a day at Something to Wag About, we do not accept dogs with fleas. If you suspect fleas, prompt thorough action on your part will be needed. Flea infestations can lead to tape worm and other health problems. If fleas are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. If fleas are found before your dog is left for their appointment, we reserve the right to refuse their grooming appointment and a service fee will be charged. We require all dogs to be on an active flea and tick preventative.

Use of Muzzles

For the safety of the dog and groomer, we do allow the usage of muzzling and Elizabethan collars as a last resort. Muzzling does not harm your dog and protects both your dog and the groomer. In some cases, muzzling may even calm a stressed dog, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Something to Wag About has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle dogs or use Elizabethan collars unless the dog gives us a reason to. Other methods are used to calm your dog first, muzzling is a last resort. Dogs that require a form of muzzling to help manage them through the grooming process will be charged at a higher rate than the standard grooming rate.

Puppies

The first grooming experience for a puppy can be the most imprinting, it requires patience and understanding. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress while also training your dog to understand that grooming is a part of life. We will provide you with different tips and tricks to take home and practice to help improve your puppy's experience.

Consideration

In order to maintain a sanitary environment, we ask that you allow your dog to relieve themselves before their appointment. If your dog repeatedly relieves themselves in our care, we hold the right to charge a cleaning fee of \$20.

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, possible injuries could occur including cuts, nicks, scratches, quicking of nails, ect. Every effort will be made to ensure your pet is groomed as safely as possible.

No Show and Cancellations

Please let us know within 24 hours of the appointment's scheduled start time if you need to cancel your pet's grooming appointment. To ensure the safety of all pets, we do not accept clients 15 minutes past their appointment time. If you are 15 minutes late to your appointment and or fail to reach us within the 24 hour cancellation window, your appointment will be canceled and payment of our nonrefundable, non-transferable No-Call/No-Show fee of 50% the service fee will be charged. Multiple occurrences can result in pre-payment before appointment is made or dismissal of your right to book appointments with Something to Wag About. We understand emergencies happen and we will work with you, but not on a continued basis. Please be respectful of our time as we are a by appointment facility, and other clients could fill that space if enough notice was given before canceling your appointment.

Grooming Frequency

All grooming clients must be seen again within a maximum time frame of 12 weeks. If your pet is not groomed within that time frame, your account with us will be deactivated, and you'll be removed from our client list. "A pet that is groomed every 3-6 months sees grooming as a punishment, while a pet who is groomed every 4-6 weeks, sees grooming as a part of life"

Late Pick up and Daycare fees

Once your dog's grooming appointment is complete, we ask that you promptly pick up your dog within an hour of our call. If you cannot pick up in that time frame we hold the right to charge a daycare fee of \$15 per dog added on to their grooming price. Prior arrangements can be made for early pick up or drop off but the same fee may still apply. If you would like to have your dog attend our daycare after their grooming appointment, a filed application, shot records, and a meet and greet must be completed prior to their appointment. This is charged at our regular daycare fee of \$28 per pet.

Refunds & Returns

If you have any concerns or need something fixed with your pet's grooming service, please let us know within 48 hours of pickup. We will do our best to fix anything you need within that time frame.

Respect and Kindness:

Please be kind to our groomers and staff. Grooming requires a lot of patience and training, our staff always goes above and beyond to make sure each and every pup has the best experience possible. We kindly ask that you give us the same respect in return. We reserve the right to refer out clients if our personalities do not match.

Dog Owners Signature:

Date:

Dog's name:
