

Service Agreement

At The Royal Four Legged Spa, your pet holds a special place in our hearts. We are dedicated to ensuring a grooming experience that is safe, stress-free, and thoroughly enjoyable. Our staff reserves the right to refuse service if we believe your pet is overly stressed, aggressive, or infested with fleas/ticks. Grooming may expose pre-existing health/skin conditions for which The Royal Four Legged Spa cannot be held liable. By accepting our services, you agree to the following policies we have set in place to help protect your dog and our staff.

Please carefully review the following policies and procedures.

1. Payment policy:

- The Royal Four Legged Spa accepts cash, checks, and cards (via Square). Checks returned NSF will incur a fee of **\$40**, plus any associated bank fees.
- To streamline our payment process and ensure timely service, all customers are required to keep a valid card on file. Payment is due at the time of service. In the event that payment is not received promptly, the card on file will be charged for the amount due.
- **Late fees of \$5.00 per day** will be added to unpaid invoices after 24 hours. Please be aware that no further services will be provided until the outstanding balance is settled.

2. Pricing

- Pricing varies for each dog and is determined by the breed, size, and coat condition of your pet. Additional charges apply for de-matting, de-shedding, excessive hair, bad behavior, and flea treatments due to the additional time it takes.
- Before we begin we will assess your pet and inform you if any extra charges incur. If fees are determined to be added after your pet has been groomed, we will inform you that next time the charges will be added. (e.g. special handling fees)

3. Cancellations/No-Shows/ Tardy

- The Royal Four legged Spa requires at least **48 hours notice** for all service cancellations and reschedules. This includes if you wish to forgo or change any booked services during your appointment. Failure to do so will require **50%of services** to be paid before rebooking your appointment.
- We understand that sometimes being late is unavoidable. However, depending on the circumstances, we may be forced to shorten or reschedule your service. A **50% deposit** will be required if we are forced to reschedule due to tardiness.

- More than two **NO SHOWS** will result in a **75% non-refundable deposit** being required in order to schedule any further appointments.
- We reserve the right to, and will charge the **FULL (100%) grooming fee** due to the loss of revenue caused by a "**no-show**". Please make every effort to call and cancel or reschedule at least 48-hours before appointment to avoid a no-show payment.

By signing Service Agreement, you consent to Card on File being charged 100% of no-show appointment.

6. Vaccination Policy

- For the safety of all pets in our care, we require proof of rabies vaccination. While other vaccinations are highly recommended for your pet's overall health, we acknowledge that only proof of rabies is mandatory.
- Acceptable forms of proof include either the official papers provided by a licensed veterinarian or verbal confirmation directly from your vet.
- *Tags alone will not be accepted as valid proof of rabies vaccination.*

7. Dematting

- The Royal Four Legged spa is a humanity over vanity grooming establishment and will always do what is in the pet's best interest.
- Pets with matted coats need extra care and attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which in turn may cause a variety of skin issues, which may include parasite infestation, hot spots, excessive itching, etc. De-matting a pet's coat is a time-consuming process requiring special conditioners, tools, skill, and patience. There is an extra charge of **\$1.50** per minute for de-matting. If a pet is too severely matted, the mats may be removed by shaving, but only as a last resort. We will contact you before shaving your pet. Removing a heavily matted coat can include the risk of nicks, cuts, or abrasions due to warts, moles, or skin folds trapped in the mats. After-effects of mat removal procedures can include clipper irritation, self-inflicted irritation (licking or chewing), abrasion, and failure of the hair to regrow naturally. In some cases, pets may also exhibit brief behavioral changes. *Prevention is the best defense against matting by scheduling regular grooming sessions every 4–8 weeks.*
- The client understands that they are responsible for the condition of their pet's coat and will not hold The Royal Four Legged Spa responsible in the event of adverse effects of mat removal. We will make every effort to minimize any reactions.

8. Specialized Services

A. Handstrip Policy

Hand stripping is a specialized grooming technique used on breeds with wire or coarse coats. Due to how specialized this service is at The Royal Four Legged Spa we require all hand strip clients to rebook and stay on a schedule determined by the groomer to keep a fixed rate. Straying from the schedule will result in an hourly rate.

Please note for breeds who require **FLATWORK** (ex. West Highland Terrier, Wire Fox Terrier etc.), *our staff will only strip FLATWORK if the owner is maintaining at home weekly in between sessions or if the owner comes every week to be done by our staff.*

B. Cat Policy

At The Royal Four Legged Spa we strive to keep all our pets safe and healthy. Cats in particular are much more sensitive, we will do our best to schedule all our feline friends at non peak days and time. We ask that you please arrive to your appointment with your cat in an appropriate travel carrier. Please note that any cats that have a heart or respiratory condition will be turned away. *If your cats(s) show any signs of stress we have the right to discontinue all services.*

9. Ear Plucking

- Rest assured, if we notice anything out of the ordinary in the anal gland area during grooming, we will bring it to your attention promptly.
- It's crucial to note that plucking the ears, while beneficial in some cases, may lead to irritation, opening the follicles and potentially allowing yeast and bacteria to thrive. This could result in issues that were not present initially. While we offer ear plucking as a service, we highly recommend seeking recommendations from your veterinarian before opting for this service.
- Please be informed that we will not pluck an already compromised ear. If we observe any signs of pre-existing issues, we will promptly refer you to your veterinarian for further examination and guidance.

10. Senior Pets / Pets with Pre-existing Conditions

- Understanding the unique needs of senior pets, we prioritize their well-being during grooming sessions. Due to their reduced stamina and a lower stress threshold, our approach is centered on cleanliness and comfort.
- Please note that, to ensure a positive experience, some services may not be performed.
- For responsible care, it is crucial that owners inform us of any health conditions such as heart murmurs, diabetes, kidney failure, etc., before each grooming session. While we take all precautions to prevent accidents or illnesses, in the unfortunate event

of an accident, the pet owner releases The Royal Four Legged Spa from any liability associated with your pet's age or chronic health.

11. Temperament

- Our utmost priority is the safety of both our team members and your beloved pets. Client must notify The Royal Four Legged Spa of past aggression or temperament issues.
- If your pet is unable to be groomed safely, we reserve the right to refuse or end the service at any time during the grooming process

12. Photography

- At The Royal Four Legged Spa, we love capturing precious moments with our furry friends. Please be informed that photos and/or videos may be taken of your pet before, during, or after their grooming session. These visuals may be used on The Royal Four Legged Spa's Facebook, Instagram, website, or any other marketing or advertising materials.

RELEASE FORM: I understand and agree to the above terms for the grooming and maintenance of my pet(s), and I agree to hold The Royal Four Legged Spa harmless from any damage, loss, or claims arising from any known or unknown pre-existing condition of my pet(s). The terms "special services" or "handling" shall include, but are not limited to, veterinarian services in the event I am not available. I authorize The Royal Four Legged Spa, to act as my agent in the event of emergency veterinarian services, caretaking, and/or transportation being necessary, and I agree to pay all costs. Any/all damages, loss, or claims shall include, but not be limited to, death, injury, or shock. Illness, previous injury, skin or coat conditions, medical conditions, advanced age, or nervousness are examples of pre-existing conditions. If you have any concerns about your dog's groom, please notify us within 24 hours of the appointment. We will discuss rescheduling an appointment at the earliest time available.

I have read and accepted this policy for the groom today and for all future grooming appointments.