



General

- The grooming process can induce stress and/or may expose pre-existing health/skin conditions for which The Spawted Dog LLC cannot be held liable and will be at the owner's risk and expense. Therefore, to ensure the highest level of safety of your pet, please inform your groomer of any and all details to your pet's health, restrictions, precautions and/or any negative behaviors. This includes senior dogs, overweight dogs, or dogs with medical problems such as arthritis, hip dysplasia, or other medical issues that may require special assistance. This will help us be prepared.
- You must inform The Spawted Dog LLC prior to grooming if your dog has ever bitten or displayed aggression. Failure to disclose this information may result in refusal of services.
- The pet's rabies vaccine must be up to date (as required by law), OR has been recently tittered OR has a medical waiver due to an autoimmune disease/ age.
- We will never share, sell or distribute your personal info to anyone.

Cancellation, Late and No Show Appointments

- The Spawted Dog LLC has a 24-hour cancellation policy. Cancellations can be made via telephone or text. Our salon operates on a schedule that ensures each of our furry clients has an adequate amount of time for his/her special treatment as well as time to prep for the next appointment.
- We reserve the right to charge the FULL service fee due to the loss of revenue caused by a "no-show". A "no-show" is defined when the client schedules a reservation but did not contact The

Spawted Dog LLC to cancel or reschedule at least 24 hours in advance.

- In the event of inclement weather, a family emergency or any other uncontrollable circumstance, The Spawted Dog LLC has the discretion to waive the “no show” fee within the 24 hour period as a courtesy.
- Tipping the groomer is at your discretion.
- Your groomer has been trained on how to deal with fearful, sick and overly stressed pets. The groomer has the right to refuse grooming any pet that may be a threat to itself or any person.
- Your pet’s health and safety is our first priority.

Medical

- You must advise us of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions.
- You are responsible for all pet vaccinations and assume all risks and consequences that might result if your pet is not fully vaccinated. We require your pet to have the Rabies vaccination and strongly recommend your pet to be vaccinated against distemper, hepatitis, parainfluenza adenovirus type 2, parvovirus, corona, leptospirosis, and Bordetella prior to being groomed.
- If your pet has fleas, a flea bath is required, and you will be charged \$40.00 in addition to the service fee.
- In the event of an emergency, in your absence, you authorize The Spawted Dog LLC to utilize a veterinarian closest to our facility.
- Should your pet need medical attention which was no fault of our own, we will utilize a veterinarian to treat the pet as necessary at your expense and any necessary aftercare visits thereafter.
- We ask that pets are on leash or in a secure carrier at all times when entering our facility for services.
- We ask that you walk your pet outside prior to entering so it enables them to relieve themselves as it can be a few hours until they are picked up.

Pricing

- Prior to your appointment, we will confirm the services and price.
- Starting prices are for pets:

- That are used to being professionally groomed on a regular schedule (a MINIMUM of once per season, 4 times per year depending on breed)
- Whose coats are fairly maintained between professional grooms (kept tangle, knot & matt free by regular brushing or combing)
- Rates are based on the pet's breed, age, thickness and condition of the coat, behavior and duration of the groom. You can reasonably expect to pay more than the starting price for:
 - Matted and/or overgrown coats
 - Pets who need special handling due to manageability or behavioral issues during grooming
 - Timid, anxious or nervous pets, which require frequent breaks & may need special handling
 - Overweight pets or oversized for the breed standard
- New clients will be quoted a starting price but we can not guarantee an actual price until the service is completed. Nail cutting and ear cleaning are part of the service unless the process is too stressful for the pet or too dangerous for the groomer.
- Payment can be cash.
- Prices are subject to change anytime but we will notify you in advance.
- If The Spawted Dog LLC is unable to complete a groom due to behavioral problems or aggression you will be charged services completed.
- Payment is to be made in full at the time of service.

Photography

- Your pet may be photographed before, during or after the groom. Photographs may be used on The Spawted Dog LLC website, social media accounts and/ or other printed materials.

Pick-up

- You will be notified approximately 15-30 minutes prior to the pet being ready for pick up time. We then expect the pet to be picked up within 15 minutes of that time frame.
- Should the duration exceed a courtesy 15 minute window, The Spawted Dog LLC has the right to impose a late pick up fee of \$5.00 per 15 minutes afterwards unless the late pickup is pre-authorized by the groomer.

Groom Feedback

- You will be given feedback after every groom. The Spawted Dog LLC is more than happy to disclose any details of your pet's groom or advise you about how best to care for your pet's coat. If you have any queries or need further clarification, please contact The Spawted Dog at hello@spawdeddog.com and we will respond via email or telephone.
- If you are dissatisfied with any aspect of your pet's groom please let The Spawted Dog LLC know before you leave. Reasonable requests to alter the trim will be addressed immediately or changes noted for the next groom.

RELEASE

I am the owner/caregiver of this/these pet(s), and I have read and understood the foregoing cautions, printed above. I realize that pet grooming may cause injury or allergic or other reactions to my pet(s), but I desire to have The Spawted Dog LLC perform the grooming. Therefore, I consent to and authorize the grooming of my pet(s) and I release The Spawted Dog LLC and its employees, or other representatives, from any responsibility or liability arising out of the performance of those services. I also agree to allow The Spawted Dog LLC to use pictures of my pet.

I have read and accept this release for today's groom and bathing services and for all future grooming and bathing services appointments.