

The Dapper Dog, LLC Policy Agreement



Payment Info

Payment is due at time of service. The Dapper Dog accepts cash, check or card. Checks returned NSF will incur a fee of \$25 in addition to any fee our bank may charge. No further service will be provided until fee is paid.

Cancellation Policy/No Show Fee

On rare occasions, The Dapper Dog may need to cancel an appointment due to equipment failure, weather, illness, etc. Every effort will be made to contact the Client in advance to reschedule.

If Client is unable to keep appointment, The Dapper Dog must be contacted AT LEAST 24 hours in advance. Failure to call 24 hours in advance or failure to have pet available at the scheduled time will result in a charge of \$50, which must be paid in 7 business days. The Dapper Dog will make a courtesy phone call two days ahead of the scheduled appointment to confirm and give ample time to reschedule. First time clients who are not present when the groomer arrives for a scheduled appointment will not be eligible for future appointments.

Appointment Times

An appointment time is an estimated time of arrival. Arrival time will be in a one hour window. As a mobile service, our schedule is subject to interruption and delays, such as, but not limited to; refueling, traffic and appointment time run over on the previous client. If The Dapper Dog feels that they will be more than 15 minutes early or late, we will call ahead.

Key on File Service

The Dapper Dog offers a "Key on File" service. Client will provide The Dapper Dog with a key, garage code, or some other form of access to the home to keep on file. We will arrive for the scheduled grooming appointment time, use the provided form of access to the home to collect the pet and client will leave a form of payment. The Dapper Dog will lock the house during and after the groom and will not be held responsible for damages or theft to Client's home or property while services are being performed.

Matted or Neglected Coat

Client is aware that The Dapper Dog is not responsible for the condition of the dog's coat upon arrival and will not hold The Dapper Dog responsible in the event of adverse effects of mat removal.

Excessive de-matting is a time-consuming and costly procedure that can cause extreme discomfort and can aggravate or cause skin problems (clipper/brush irritation). It is at The Dapper Dog's discretion to determine if it is safe for the dog to be dematted, if it is not in the dog's best interest to de-mat, we will recommend a short shave-down. Shaving the pet may dramatically alter their appearance and may expose pre-existing skin conditions. If Client declines a shave-down on a severely matted dog, The Dapper Dog will discontinue the groom and return the dog to the Client. The Dapper Dog will still require payment in full.

If shaved, pets can be prone to sunburn and may exhibit brief behavioral changes. In certain breeds & coat types the coat may not grow back the same. The after effects of mat removal may vary, but can include itchiness, skin redness and patchy regrowth.

Current Vaccinations

The Dapper Dog requires proof of current rabies vaccination before any grooming services will be performed.

Safety

Client must inform The Dapper Dog prior to appointment if their pet has behavioral issues. If dog begins showing aggression, The Dapper Dog will have to discontinue the groom for the safety of both the pet and

the groomer. Client will still be responsible for full grooming charge. The Dapper Dog will not be able to maintain clients with aggressive or overly stressed pets.

Senior Pets/Pets with Health Concerns

Grooming procedures are sometimes stressful for senior pets, or pets with health concerns. Because these pets have a greater chance of injury, they will be groomed for cleanliness and comfort, in styles that will not exacerbate their stress levels. If the groomer decides that it is unsafe to continue, the pet will be returned to client, with full payment expected.

Pre-Existing Conditions

Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require medical attention. In the best interest of the pet, Client designated The Dapper Dog as agent and understands that if Client is unreachable, then The Dapper Dog may use its discretion and may engage the services of a veterinarian.

Pictures

Client allows The Dapper Dog to take photos of the pet(s). The Dapper Dog may take before and after pictures and use them for their website, social media or any and all advertising purposes at their discretion.

Client affirms that they are the rightful legal owner or caregiver to the pet for which services are being rendered.

I, the undersigned, understand and agree to the above terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold The Dapper Dog, LLC harmless from any and all damage, loss of pet, or loss of personal or real property. I acknowledge that the interpretation of this provision is to be read in the broadest sense possible and that it encompasses any real or perceived negligence of all acts performed within the scope of service by The Dapper Dog, LLC and its agents, employees and representatives.

I authorize the Dapper Dog, LLC and/or an agent thereof to act as my agent in the event of emergency and I agree to pay all costs. This may include veterinary services, boarding, care-taking, and/or transporting. Any/all damage, loss or claim shall include, but are not limited to death, injury or shock. Said pre-existing conditions shall include, but are not be limited to are: Advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or medical conditions.

I, the undersigned, have read, understood and agree to the above terms and my rights and obligations for grooming and maintenance as stated in the agreement for the services of pet grooming through The Dapper Dog, LLC.

Client Name (print) _____ Date _____

Client Signature _____