Dog Kidz
Country Daycare & Boarding

Grooming Agreement

Grooming Terms

1. **Vaccinations.** Every pet must be current on rabies, distemper/parvo (DHPP), and bordetella. Proof from a veterinarian must be on file **before** the appointment.
2. **Fleas and ticks.** If fleas or ticks are found, Dog Kidz will give a flea treatment bath at the Owner's expense. Pets with heavy infestations may be sent home.
3. **Health disclosure.** Owner agrees to tell Dog Kidz about any health condition, injury, allergy, skin issue, or medication. Grooming can reveal existing problems such as skin conditions, lumps, or ear infections; Dog Kidz is not responsible for conditions that existed before grooming.
4. **Senior and special-needs pets**. Grooming can be stressful for older, ill, or anxious pets. Owner accepts that these pets carry a higher risk, and Dog Kidz may shorten or stop a service if the pet shows signs of distress.
5. **Matting.** Severely matted coats may need to be shaved short for the pet's comfort and safety. Shaving matted hair can reveal skin irritation, nicks, or redness that the matting hid. A de-matting fee will apply.
6. **Behavior.** Owner must disclose any history of biting or aggression. Dog Kidz may refuse or stop service for a pet that poses a risk to itself or staff, and the Owner will be charged for work completed. A muzzle may be used when needed for safety.
7. **Emergency care.** If a pet becomes ill or injured during grooming, Dog Kidz will try to contact the Owner. If the Owner cannot be reached, Owner authorizes Dog Kidz to take the pet to the nearest available veterinarian or the Owner's listed vet. Owner is responsible for all veterinary costs.
8. **Pickup.** Pets should be picked up within [30] minutes of our call that grooming is done. Pets not picked up by closing time may be boarded overnight at our standard boarding rate.
9. Payment. Payment is due when services are completed. Final price may vary from the quote based on coat condition, size, and behavior.
10. **Satisfaction.** If you are not happy with the groom, tell us within [48] hours and we will make reasonable corrections at no charge.
11. **Photos.** Dog Kidz may take photos of your pet and use them on social media and marketing.

Cancellation and Rescheduling Policy

Grooming appointments reserve a groomer's time that cannot easily be filled on short notice. Cancellation charges are as follows:

48 hours or more before your appointment: full refund of any prepayment or deposit.

Up to 24 hours before your appointment: 50% of the scheduled service price is charged.

12 hours or less before: 100% of the scheduled service price is charged.

No-show (no notice given): 100% of the scheduled service price is charged.

- Late arrival: if you arrive more than 20 minutes late, we may shorten the service or treat the appointment as a same-day cancellation.
- Owner authorizes Dog Kidz to charge any cancellation or no-show fee to the payment method on file.
- Dog Kidz may waive a fee at its discretion, for example in a documented pet emergency or severe weather.

Acknowledgment and Signature

By signing below, I confirm that I am the owner (or authorized agent) of the pet(s) listed, that the information I gave is accurate, and that I have read and agree to this Grooming Service Agreement, including the Cancellation and Rescheduling Policy.

Owner's Signature: _____ **Date:** _____