



Lollipaws Grooming Services
Client grooming agreement.

Document updated: 20 september 2021.

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VACCINES: For the safety of pets and employees alike, we require proof of an up-to-date rabies vaccination from your vet. If your pet cannot have a rabies shot for health reasons, we require a note from your vet that excuses them from the vaccination. We also require that all rounds of the DHLPP-Parvo vaccination be completed before a puppy's first groom. Copies of vaccinations and vet notes can be brought in person at the time of your first appointment or e-mailed to the salon by your vet before your first appointment.

(Exempt from rabies vac requirement: puppies 6 months and younger.)

AGGRESSIVE OR DANGEROUS PETS: Owner MUST inform Lollipaws Grooming if your pet(s) bite (s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzle may be used if is necessary. Lollipaws Grooming reserves the right to refuse/stop services for such pet (s) at any time before or during the grooming process. ADDITIONAL FEE WILL BE APPLIED.

HEALTH OR MEDICAL PROBLEMS & SENIOR PETS: Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems and can expose hidden medical problems or aggravate a current one during or after groom. In the best interest of your pet this contract/agreement will give Lollipaws Grooming permission to obtain immediate Veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first. It is agreed that all expenses for veterinary cost will be covered by the pet's owner upon signing this contract or agreement. ADDITIONAL FEE WIL BE APPLIED.

MAT REMOVAL: Pets with matted coats need extra attention during their grooming session. Mats can be exceedingly difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risk of nick cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavily matting can also trap moisture and urine near the pet's skin allowing mold fungus or bacteria grow, causing skin irritation that existed prior to the grooming process. After effects of mats removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasive and failure of the hair re-grown. This contract allows the groomer to de-matt and/or shave your pet as deemed necessary. THERE IS AN EXTRA CHARGE FOR DE-MATTING.

ACCIDENTS: There is always the possibility an accident could occur. Grooming equipment is sharp, even though we extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quacking of nails, eye injuries etc... In most cases this can happen when a pet is wiggling or moving around. Every difficult effort will be made to ensure your pet is groomed as safely as possible.

PARASITES: If you suspect your pet has fleas or ticks, prompt and through action on YOUR part is needed. If fleas or ticks are found during the grooming process, your pet will be treated with products to kill the parasites for additional charge. Ticks found will be removed for additional charge.

UNALTERED PETS: We will gladly groom an unaltered male or female pet; however, we will not accept females in heat for sanitary reasons.

CEASE SERVICE: If a service cannot be completed on a pet for any reason, the client will still be charged for any completed services performed. Example: A pet becomes sick during the haircut and must be sent home, but was washed, dried, brushed, and had its nails trimmed. The client will be charged for a basic bath service but not a full groom.

LENGHT OF APPOINMET: Completion times of services generally depend on the type of service rendered as well as the breed and size of a client's pet. Small dog grooming appointments can take from 2-3 hours. A large dog will be from 3-4 hours. Bath services range anywhere from 1-3-hour appointments. Multi-pet appointments will add 1-3 hours to the length of your pets' appointment. Your groomer will give you a best estimate at the start of your appointment. Completion times are not a guarantee, only an estimate. Your groomer will call or text to confirm a pickup time. Coming in before your confirmed pick-up time may end up in an uncompleted groom if your pet becomes too excited to finish safely.

LATE AND DROP OFF: We're all human. Sometimes we remember an appointment last minute or get stuck in unforeseen traffic. We know it can happen. However, dropping off a pet later than its scheduled appointment time means that a groomer may have to rush through a pet's groom to finish before the next scheduled appointment arrives. Hurrying a groom can lead to lack luster haircuts, or worse, injury to your pet. Because of this, we employ an extremely strict late policy. A pet that comes in more than 10 minutes late may be subject to a \$10 fee but sometimes, the appointment may have to be rescheduled all together. If you think you may be late to your appointment, please call and speak with your groomer to make sure you don't experience unplanned charges or the cancellation of your appointment. Thank you for understanding.

EARLY DROP OFF AND LATE PICK UPS: If a pet is dropped off early or picked up late, this increases the number of pets in our care. We strive to always maintain a calm and safe grooming environment and overcrowding can cause excess stress to some pets. More pets also mean it is harder to monitor all the pets in our care for their happiness and safety. Fewer pets in the salon equates to more attention for your pup. If a pet is dropped off more than 30 minutes before their appointment time or left longer than 30 minutes after their pickup time, a \$10 fee per dog will be added to their groom. Pets picked up or dropped off more than 1 hour outside of their appointment may be subject to a \$20 fee per dog. Our salon opens at 9AM. Pets cannot be dropped off earlier than opening hours.

PICKING UP AFTER HOURS: Our salon closes promptly at 5 o'clock and our last appointments for the day usually finish a few minutes before. We try our best to contact our clients 20 minutes before their pet will be ready to be picked up. If a pet is quoted a pickup time before 5 o'clock and a client does not pick up before closing, a fee of \$1 per minute after closing will be applied to the pet's groom. We respect our groomers' time, and we expect our clients to do the same.

For the safety of our clients and their pets, we cannot allow pet parents to accompany their pet during the groom or assist with the groom in any way.

LOLLIPAWS GROOMING reserves the right to refuse service for any dog for any reason.

Note: Groomers are not veterinarians. We cannot diagnose health issues, but we can alert to a possible health issue arising. Trim and Proper is not responsible for the cost of unnecessary vet visits due to a groomer's suggestion of possible health issues.

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