

**All Maryland Elite Dog Spa (SALON) clients must sign this agreement yearly before services are rendered.**

**PAYMENTS, PRICING**

- Payment is required at the time of service. We accept Visa, Mastercard, Discover, American Express, Check, and Cash.
- Returned checks will incur a \$35 charge.
- The pricing quoted does NOT include state sales taxes, stylist gratuity, or the online 3.4% + 30 cent/reader pay 2.9 % + 50 cent fee for card payments.
- Pricing is subject to change; we will give notice of price increases when possible.
- Price increases will happen annually.

**SERVICES**

- Our pricing is based on the dog's breed/coat, your pet's weight, and the groom's duration.
- All grooms and baths include nail trimming and grinding (if the dog allows it), ear cleaning, ear plucking (by request), gland expression (by request), bath, dry, brush out, bandana, and cologne.

**PICK-UP AND DROP OFF**

- Our salon offers in-and-out service. The dogs are dropped off at their appointment time, and we send a 15-minute heads-up before they are done.
- The latest pick-up time is 3:45 p.m. Any pick-up after closing hours will be subject to a daycare fee.
- If your dog cannot be crated, you must stay in the lobby or parking lot. We use crates at the salon to guarantee your pet's safety.

**CANCELLATION POLICY**

- 48 hours notice is required to cancel without a fee.
- Less than 48 hours notice will result in a fee of 50% of your total groom price.
- All appointments must be confirmed before the appointment time, or the client will be subject to the appointment being canceled, AND cancellation fees may apply.
- All same-day cancellations are responsible for **50% of the appointment cost**, and clients will not be rebooked after three instances.
- No-call/no-show (no answer/no access) appointments are responsible for **100%** of the **appointment cost** and will not be booked after two instances.
- We follow Anne Arundel County public closures as they pertain to inclement weather.

**WALKS/POTTY BREAKS**

- We do NOT take dogs outside of the salon for potty breaks. Please be sure your pet has gone to the bathroom at least 20-30 minutes before the grooming.

### **VACCINATIONS, HEALTH, SANITATION**

- By agreeing to our policies, you agree to keep your pet's vaccinations current per local and federal laws and can provide paperwork when requested. Bites must be reported for the safety of our groomers and your pet.
- We sanitize thoroughly but can not be liable for infections such as kennel cough, canine influenza, Parvo, etc.
- Dogs with known infectious conditions will not be accepted, and clients will be liable for damages and downtime if they are found to keep an appointment for a dog with an infectious condition.
- If there is a contamination, we will inform all parties that could be at risk immediately.

### **FLEAS AND TICKS**

- All pets must be current on flea and tick preventatives.
- If a pet is found to be infested with fleas during the grooming, a \$75 cleaning fee will be due. Clients will not be rebooked after two instances.
- If a tick is found on the pet, we will note its location and advise the owner.

### **TEMPERAMENT**

- By agreeing to our policies, you agree that, to the best of your knowledge, your pet does not have any behavioral issues such as biting, snapping, growling, scratching, or any form of aggressive behavior toward a human.
- Pet owners are responsible for any damage their pet inflicts on the van, stylist, or equipment.
- Injuries from a dog bite MUST be reported to Animal Control Services. Pet owners are financially responsible for any and all medical bills and treatments if their pet injures the groomer.
- Any aggressive pets will be returned to their owner immediately, and full payment will be due.

### **HEALTH CONDITIONS**

- Pet owners are responsible for providing a healthy and groomable pet. Any known preexisting conditions MUST be disclosed before grooming.
- Grooming can be stressful for any dog, especially a dog with medical conditions or a senior dog. This stress can also exaggerate or expose hidden medical problems during or after the groom. Because these dogs have a greater chance of injury, they will be groomed for cleanliness and comfort.
- Grooming may expose pre-existing health/skin conditions for which Maryland Elite Dog Spa LLC can not be liable.
- Maryland Elite Dog Spa LLC has the right to obtain veterinary clearance before performing any grooming services on senior or ill pets.

### **MATTED PETS**

- Dogs with mats (tangles or knots in the hair) that need to be shaved or dematted present a risk of injury. We are not responsible for injury or irritation caused by matting. We will not detangle severely matted dogs; they will be shaved short, and the owner will be counseled on future coat care.

### **ACCIDENTS**

- There is always the possibility of an accident. Grooming equipment is sharp, and even though we use extreme caution and care in all situations, possible injuries could occur, including cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to ensure your pet is groomed as safely as possible.

### **SOCIAL MEDIA**

- Photos and/or videos may be taken of your pet before, during, or after its grooming session for use on Maryland Elite Dog Spa LLC's social media pages and other marketing purposes.

### **FINAL AGREEMENT**

- *I agree that if I have any issues with my pet's grooming or condition, I must contact Maryland Elite Dog Spa LLC within 24 hours of your pet's service.*
- *I authorize Maryland Elite Dog Spa LLC to act as my agent in the event of an emergency. If veterinary, boarding, or transportation services are required, I agree to pay for them and all expenses incurred.*
- *Maryland Elite Dog Spa LLC reserved the right to refuse services to any pet or client for any reason.*
- *I have read and understood my obligations as written in this agreement for Maryland Elite Dog Spa LLC's salon services.*