

Policy Release Form

Our Policies

Canine Studio LLC's philosophy is to offer a stress free grooming experience for your pet. Canine Studio LLC pays special attention to older pets and pets with health issues. You, the pet owner, will advise us of any medical, physical, or emotional issues including but not limited to allergies, sensitivities, pre-existing conditions such as prior surgeries, hip or joint issues, warts, moles, ear infections, skin problems, etc.

- The pet's safety and comfort is our top priority.
- Canine Studio LLC will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes nail trimming in some situations.
- We will do our best in trimming your dog's nails. However, some dogs get too stressed out with this procedure and in that situation we may decide not to continue with the trim.

Behavioral Issues (Please Let Us Know!)

It is extremely important for us to know about your pet's behavioral issues; both good and bad. Mobile Grooming services are based on timely appointments and we do not have time allotted to waste on difficult behavior.

- We reserve the right to refuse service.
- We reserve the right to muzzle your pet for our own protection if we feel it is necessary.
- You will be held liable for any bites that require medical treatment and for any property damage caused by your pet.
- All bites will be reported to the local authorities as required by law.
- Tranquilized pets will not be accommodated as they should be groomed in the safety of a vet clinic/hospital with an in-house groomer.
- Grooming services can be stopped mid-groom if necessary for the safety of the pet or groomer and you agree to pay for the full groom price.

Vaccinations

Canine Studio LLC will not groom any pet that is not up-to-date on their Rabies vaccination. You will need to show proof of last vaccination. It is still possible for vaccinated pets to become ill with an infectious condition despite being vaccinated. This is not due to any circumstance or condition in our Mobile Grooming Salon and you agree that you will not hold Canine Studio LLC liable in the event your pet becomes ill with an infectious condition during or after their appointment.

Products

Canine Studio LLC is not responsible for allergic reactions resulting from the manufacturer recommended usage of any products that we use. Although a pet may experience an allergic reaction to grooming products at any time, flea and tick products are associated with a higher incidence of reactions. Please consult your veterinarian prior to having your pet treated if you have any questions concerning your pet's sensitivity to such treatments.

Fleas/Ticks

Fleas and ticks are carriers of many diseases and will NOT be tolerated. Owners are responsible for keeping the pet flea & tick free. If fleas and/or ticks are found, your pet will automatically be given a flea shampoo. An additional \$25 will be applied to the regular grooming charges for such treatment.

De-matting

Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation, and skin infections. Removing a heavily matted coat includes risks of nicks, cuts, or abrasions due to warts, moles, and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. We are not responsible for any pre-existing conditions, minor nicks, or brush burns resulting from the grooming process of matted and neglected coats or for irritation caused by coat removal.

- De-matting can be very painful for your pet so we will not de-matt if we feel it cannot be humanely done. We will be more than happy to shave down your dog, but if that is something you do not want, then we will have to refuse service.
- We will be more than happy to show you how to brush your dog and/or supply you with the proper tools to get the job done. All you need to do is ask!

Shave Down Waiver

As ethical groomers, Canine Studio LLC reserves the right to refuse to de-matt a pet if it appears the pet cannot tolerate the dematting process or that it cannot be done humanely. Therefore, you give Canine Studio LLC authorization to shave your pet's coat if deemed necessary for its own health and safety. De-matting and excessive

undercoat removal will be charged at the rate of \$1.50 per minute in addition to regular grooming charges. There can be a variety of skin/coat care problems that may occur after the shave down of a dog. These may include the following but are not limited to the loss of hair growth, itching, scratching, biting, licking, shaking, twitching, spinning, rubbing, etc.

Home and property damage

Canine Studio LLC will not be held responsible for damages incurred to pet owner's yard, home, or property while delivering grooming services. As the owner or caregiver, you authorize Canine Studio LLC to perform scheduled grooming appointments while you are away from home or property. In the case where a key is left or given to pet owner's home, we will not be held responsible for any damages or theft to the property. An invoice/work order will be signed each time the pet is groomed as requested and a note will be left with authorization (signature) for grooming should pet owner not be home.

Appointments

Canine Studio LLC will arrive as close to the scheduled appointment time as possible. However, situations may occur that will disrupt the daily schedule of the groomer. This includes but is not limited to traffic, weather, mechanical difficulties, or spending more time with an older, younger, or difficult dog in an appointment prior. The dog's safety will never be compromised by rushing to meet a schedule. You will be called and advised of a new arrival time when schedules change beyond Canine Studio LLC's control.

Cancellations & No Call/No Shows

Canine Studio LLC requires a 48 hr notice to cancel appointments to fill the grooming slot and rearrange the schedule. Leaving a message on voice mail is acceptable. You understand due to time and scheduling constraints, this policy will be strongly enforced.

- Failure to follow the 48 hr cancellation policy and having a No Call/No Show will result in a charge of the full grooming price. Giving advance notice gives Canine Studio LLC the opportunity to fill the grooming slot and rearrange the schedule.
- If booked for multiple pets and one or more pet will not be available the day of grooming appointment, Canine Studio LLC must be notified at least 48 hours in advance to avoid being charged full groom price per pet not groomed.

Pricing

- Pricing varies for each dog and is determined by breed, size, coat condition, and the temperament of your pet during grooming.
- Additional charges apply for de-shedding treatment, flea treatments, and specialty shampoos due to the additional time it involves.

Payment

- Canine Studio LLC accepts cash and personal checks (**checks only from clients on a grooming schedule**). Checks shall be made out to: Canine Studio LLC
- A 7% New Jersey Sales Tax will be included in your total grooming services cost.
- There will be a \$35.00 charge added to your next bill for non-sufficient funds.
- Payment is due on completion of grooming service.

Pictures

Canine Studio LLC may take photos of your pet during and/or after grooming for advertising, promotional, and/or educational purposes to be used on the company website or other sites the Canine Studio LLC has an account with.

Signature Required for Grooming Services

I, the pet owner, understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Canine Studio LLC, agree to hold harmless from damage, loss, or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services, or handling shall include but are not limited to veterinarian services in the event I am not available. I authorize Canine Studio LLC to act as my agent in the event emergency veterinarian services, care-taking, and/or transportation is necessary and I agree to pay all costs. Any and all damages, loss, or claim shall include but not be limited to death, injury, or shock. Said pre-existing condition shall include but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age, or nervousness.

I have read and accept this policy for the groom today and for any and all future grooming appointments.

Pet Owner Print _____

Pet Owner Sign _____ Date_____