

Last Name: _____

Acknowledgment of Grooming Policies

THIS AGREEMENT is entered into by and between The Yuppy Puppy, Inc. (the "Grooming Salon") and _____ ("Owner")

- Owner understands that if Owner's dog is six months of age or older proof of current rabies vaccine is required. If Owner's dog is under six months of age proof of age appropriate vaccines is required. In order to be an acceptable form of proof it must be a document with Owner's dog's name, the expiration date of the vaccine(s) and the name of the vet clinic/office/hospital that gave the vaccine.
- Owner understands that matted coats can cause a variety of skin and health problems which can include but are not limited to hematomas, bruising, swelling, raw, irritated and inflamed skin. Owner understands that if The Yuppy Puppy's groomer(s) find matting on the Owner's dog in order to care for Owner's dog extensive brushing and/or being shaved extremely short will be required. We will contact you if shaving is the only option. Owner releases The Yuppy Puppy and it's groomers from liability associated with the above mentioned process and any/ all medical problems that may be found and/or occur during the dematting process. Owner further acknowledges that any matting may result in an additional fee. The Yuppy Puppy recommends seeking veterinary services if any of the aforementioned issues become concerning.
- Owner understands that senior and special needs dogs can have extenuating health issues and/or new health issues can arise during the grooming process. Senior and special needs dogs will be groomed primarily achieve cleanliness and comfort above achieving a "perfect groom". By initialing the owner agrees to these terms and that they have discussed any and all, past and present, health issues with the groomer.
- Owner understands that if Owner's dog is found to have fleas, ticks and/or lice due to the additional time and resources used to treat Owner's dog and clean The Yuppy Puppy an additional fee may be added. Owner further agrees that if Owner's dog is known to have lice Owner can not get Owner's dog groomed until Owner's dog is deemed lice free by a veterinarian.

- Owner understands that if Owner's dog has any open wound(s) and/or stitch(es) The Yuppy Puppy will not be able to groom Owner's dog for its safety. After stitch(es) are removed or fall out Owner must allow at least three days before any grooming/bathing can occur.
- Owner understands that The Yuppy Puppy does not groom dogs that are pregnant, lactating or in heat. Owner agrees that if Owner's dog is in heat Owner must allow at least seven days after bleeding has ended before any bathing/grooming can be done.
- Owner agrees that if they arrive late to their appointment at The Yuppy Puppy they may need to reschedule or a late fee may be applied.
- Owner understands that if an appointment needs to be canceled or rescheduled at Owner's request at least 24 hours notice is required. If Owner cancels or reschedules an appointment with less than 24 hour notice twice in a rolling year all future appointments will need to be prepaid (see line 12 regarding prepayment policy).
- Owner understands that groomers are commissioned employees therefore attendance is crucial. If Owner's dog does not show up for an appointment without informing The Yuppy Puppy at least 24 hours prior to the scheduled start time all future appointments will need to be prepaid (see line 12 regarding prepayment policy).
- Owner understands that Owner's dog can be dropped off a maximum of one hour prior to the start of their grooming appointment, if within normal business hours, unless Owner's dog is going to daycare AND are preapproved to do so. To keep from over stimulating the Owners dog The Yuppy Puppy will not do daycare evaluations and grooming on the same day.
- Owner understands that Owner's dog must be picked up within an hour of the groom being finished, or within normal business hours whichever comes first, unless they are going to daycare AND are preapproved to do so. The Yuppy Puppy will notify Owner when Owner's dog's grooming is complete by text and/or phone call. It is Owner's

responsibility to verify that The Yuppy Puppy has an appropriate contact number. If Owner's dog is not picked up within an hour of the completion of Owner's dog's grooming there will be an additional fee.

- Owner understands that if prepayment is required Owner will pay for appointment in full at the time of scheduling. Prepaid appointments are non refundable. A prepaid appointment can be rescheduled a maximum of two times provided Owner notifies The Yuppy Puppy with at least 24 hours each time.

Owner hereby certifies that Owner has read and understands this acknowledgment of grooming policies and the regulations set forth above. By signing this agreement, Owner agrees to be bound by its terms and conditions.

Signature

Date

Updated December 27, 2019