

# *wag 'n detail* ™

Well groomed. Well loved.

## Our Policies & Procedures:

Policies are needed in order to insure efficient, quality, & friendly service to all patrons of Wag 'n Detail ™ Mobile Pet Salon LLC

### It is the owner's responsibility to provide a healthy and groom-able pet.

1. **Our philosophy is to offer a stress-free and safe grooming experience for your pet.**
  - Your pet's safety and comfort is top priority.
  - We will not perform any grooming procedure that causes pain or a level of stress that we feel is excessive, this includes nail trimming in some situations.
  - Senior pets will be groomed for cleanliness and comfort.
  - Untrained pets that continuously struggle, urinate, or defecate during the grooming process will be returned to the owner unfinished at full price. There comes a time that the safety and the wellbeing of the pet must come first.
  - Pets must be healthy and able to stand on their own.
2. **You, the pet parent, will advise us of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions.**
  - These may include prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.
  - Pet parents are not allowed in the mobile salon during the grooming process as pets are easily distracted by the presence of "their people".
3. **If your pet has behavioral issues, please let Wag 'n Detail know PRIOR to grooming.**
  - Unsatisfactory behavior can influence whether a pet can and will be finished by the pet stylist.
  - Please understand that an unmanageable pet can be dangerous to themselves as well as the pet stylist.
  - Wag 'n Detail ™ reserves the right to muzzle your pet.
  - Aggressive/biting pets will not be tolerated. After arriving at your home and your pet cannot be groomed because of the aforementioned, a \$50.00 minimum groom fee per service will apply.
  - The pet owner will be held liable for any bites that require medical treatment and for any property damage caused by the pet, which includes damage to the grooming salon, vehicle and/or pet stylist.
  - All bites will be reported to the local authorities as required by law.
  - Wag 'n Detail ™ reserves the right to refuse service.
4. **Appointments**
  - BEFORE contacting Wag 'n Detail, please consider the size of the mobile salon and your location. The salon is large and stands approximately 12' in height, 9' wide and 25' in length. Our salon is equivalent to a "box style" UPS truck.

- Wag 'n Detail will not attempt to navigate low hanging trees, basketball hoops, electrical wires, or tight driveways and risk damage to your property or to our mobile salon. In addition, will not park precariously on the side of a main thoroughfare to avoid the above property limitations. Although, if permissible, in accordance with current traffic laws, Wag 'n Detail can park curbside.
  - Wag 'n Detail will not attempt to navigate ice/snow covered driveways and walkways in inclement weather. Please clear driveways/walkways so there is access to your home in order to provide service to your pet. If your driveway/walkway is not clear, Wag 'n Detail may not be able to gain access to your home and a \$50.00 minimum groom fee will apply per service. The safety of your pet and the pet stylist is of the utmost importance.
  - Grooming service can be provided in parking lots of condominiums, apartments, and office complexes, providing authorization is given by the housing manager as the mobile salon needs adequate space to park without compromising residents or employees who live or work in the complex.
  - Appointment time slots, are just that, they are approximate. In some cases, Wag 'n Detail may arrive earlier than expected or may arrive closer to the scheduled appointment time. However, sometimes situations occur that will disrupt the daily schedule of the pet stylist. This includes unforeseeable traffic patterns, weather conditions, mechanical malfunctions, or an extended grooming time of an earlier appointment with an older/younger dog or a difficult pet. The pet's safety will never be compromised by rushing to meet a schedule. In such cases, an attempt will be made to contact you regarding the time adjustment when simply schedules change beyond control.
  - If you are home, taking your pet out to urinate/defecate BEFORE the arrival of the salon will make him/her as comfortable as possible during the grooming process.
  - You DO NOT need to be home in order for grooming services to be provided for your pet, so please make arrangements accordingly for accessibility.
  - All appointments should be made a minimum of three weeks in advance when available. Some seasons require more advanced notice.
  - **It is preferred that pets be on a 2, 4, or 6 week maintenance schedule. If you choose to be added to the schedule without being setup on a maintenance schedule, you may be postponed or canceled to someone who is willing to commit to a regular maintenance schedule/standing appointment.**
  - New clients, or clients that wait longer than six weeks between appointments, must pay a 50% (NON-REFUNDABLE) deposit prior to first appointment. New clients will NOT be added to the schedule less than two weeks prior to a holiday. This policy holds firm to ensure that priority is given to existing clients with a dependable history.
  - Appointments are scheduled by route.
5. **Pricing varies for each pet and is determined, but not limited to, breed, temperament, size, and condition of the coat.**

- Additional charges apply for pets with more than 6 weeks of growth, as well as, de-matting, excessive coat, flea treatments, medicated baths, etc. due to the additional time it takes.
- Additional charges may apply due to your pet's temperament and behavior during the groom.
- Prices are non-negotiable. Discounts are NOT available including family, friends, and/or households with multiple pets.

#### 6. **Matting**

- If you would like your pet brushed out, **de-matting fees are \$1.00 per minute.**
- If your pet cannot be humanly de-matted, Wag 'n Detail™ will need to clip the hair short and "start over."
- Please keep in mind that a matted coat is very uncomfortable and painful and can cause numerous health conditions including, but not limited to, 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. Heavily matted pets can also trap moisture near the skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Wag 'n Detail™ is not responsible for any pre-existing conditions due to a matted coat.
- Upon arrival, if you decide to re-schedule your grooming appointment to allow yourself time to brush or comb out the excess matting, a \$50.00 groom fee will apply per service.

#### 7. **Wag 'n Detail™ will not groom any pet that is not up-to-date on vaccinations.**

- Rabies vaccine is required by law. IN residence, required yearly - OH & KY required every three years.
- Strongly recommended: Monthly Heartworm Prevention (i.e. Interceptor, small flavored tablet) Flea & Tick Protection (i.e. Frontline Plus, topical).

#### 8. **You, the pet parent, give Wag 'n Detail™ Mobile Pet Salon LLC authorization to include photographs of your pet on the Company website.**

#### 9. **We require, no less than, a 24 hour notice to change/cancel your appointment, including having current address information.**

Wag 'n Detail will contact you regarding your appointment by phone or email 24 - 48 hours in advance.

- **Failure to call, no less than, 24 hours in advance regarding change/cancellation of your appointment or to notify Wag 'n Detail of your new address will result in 100% charge per service that must be paid prior to your next grooming appointment.** Giving advance notice, allows the opportunity to fill your grooming slot and to rearrange the schedule.

#### 10. **Payment**

- Payment is expected at time of service.
- Cash is preferred
- Checks accepted with photo identification including current driver's license # should be made payable to Wag 'n Detail.
- There will be a \$35.00 charge for non-sufficient funds.
- We accept VISA, MasterCard, AMERICAN EXPRESS and DISCOVER .

**RELEASE FORM**

I understand and do agree to the above terms and regulations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Wag 'n Detail ™ Mobile Pet Salon 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 not limited to, veterinarian services in the event I am not available. I authorize Wag 'n Detail ™ Mobile Pet Salon 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/all damages, loss or claim shall include, but not be limited to death, injury or shock. Said pre-existing shall include, but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advance age or nervousness.

If you have concerns about your dog(s) groom, please notify us, no less than, 24 hours before your appointment. We will discuss rescheduling the appointment at the earliest time available if needed.

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

Please let us know who we may thank/Referred by: \_\_\_\_\_

Pet Parent Name (Print): \_\_\_\_\_

Pet Parent Signature: \_\_\_\_\_ DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

Address: \_\_\_\_\_ Subdivision: \_\_\_\_\_

\_\_\_\_\_ Zip Code: \_\_\_\_\_

**Reminder Call Sent 48 hours prior to Appointment via: (Please Circle)    Text    OR    Email**

Cell: Opt. # \_\_\_\_ (    ) \_\_\_\_\_ Work: Opt. # \_\_\_\_ (    ) \_\_\_\_\_

Home: Opt. # \_\_\_\_ (    ) \_\_\_\_\_ Text Media Option to: (    ) \_\_\_\_\_

Email Address: \_\_\_\_\_

Pet's Name: \_\_\_\_\_ Age: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet's Name: \_\_\_\_\_ Age: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet's Name: \_\_\_\_\_ Age: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet's Name: \_\_\_\_\_ Age: \_\_\_\_\_ Breed: \_\_\_\_\_

In Case of Emergency my Veterinarian is: \_\_\_\_\_ Phone: \_\_\_\_\_