



# Styling Agreement

These guidelines are put in place with your pet(s) safety and well-being in mind. They also help our business run as smoothly and efficiently as possible; to better serve you and your pet(s).

**"A caring facility with experienced stylists that will not keep my dog in a cage all day".**

- \_\_\_\_\_ Appointment time is when your pet(s) should be dropped off. Please notify us if you will be more than 10 minutes late. If you have not arrived within 15 minutes, your appointment must be re-scheduled to avoid any conflict with our other appointments. NO EXCEPTIONS.
- \_\_\_\_\_ Your appt. slot is designated specially for your pet(s) with one of our stylists, therefore we ask you to please be courteous and notify us as soon as possible that you will not be able to make it. We ask for at least 2 hrs. in advance. If we are not notified in any way, shape, or form you are considered a "NO SHOW", and you will be charged a fee to be paid on your next visit. NO EXCEPTIONS. It could be anywhere between \$15-\$40 depending on the size of the dog and the length of the appt. time that was missed. Please do not call 5, 10, or 15 minutes before your appt. You will still be charged a "NO SHOW" fee. We can't fill that slot on that short of notice.
- \_\_\_\_\_ We give you a call 15-20 mins. before your pet(s) are finished. We are very limited on space and have no cages to place your pet(s) after their groom. We have playpens for the smaller dogs and hitches for the larger ones, therefore they must be picked up within 30 minutes of being finished to make way for the pet(s) that follow them. Any longer you will be charged a fee based on the length of time they are left. You MUST notify us when making your appt. if you will be late picking up because of a special circumstance, we may come up with a solution that will help your schedule and ours.
- \_\_\_\_\_ We ask that you do not feed your pet(s) prior to their grooming appt. and that they are walked before coming in. Anxious or stressed dogs often defecate, urinate, or vomit during the bathing or drying process making it difficult to finish in a timely manner. If your pet(s) continue to "relieve themselves" you will be charged for the extra time we take on them. In the event that your pet(s) have bloody stool, we will stop the grooming process immediately and notify you to pick them up.
- \_\_\_\_\_ We must be made aware if your pet(s) have aggressive tendencies. We do not encourage the use of muzzles, but to protect ourselves and your pet(s) we will use them upon your approval. If we cannot control your pet(s), or feel that we are stressing them out, we will stop the grooming process and notify you immediately.
- \_\_\_\_\_ We do not use cage dryers, if your pet(s) cannot handle the blow-drying process, we may suggest other alternatives.
- \_\_\_\_\_ Closing time is 5pm Tuesday- Saturday. If you are not on time to pick up your pet(s), you will be charged a \$25 fee. **NO EXCEPTIONS.**

\_\_\_\_\_ Your satisfaction is important to us. If you are unsatisfied with the groom, please let us know before you leave the salon so that the groomer can make any necessary adjustments and we can take notes for the next groom. If once you get home and you see that there is minor details that need to be adjusted please **notify us with in 24hrs** after the grooming appointment. We'll arrange a return visit to make these adjustments.

\_\_\_\_\_ We do our best to inform you about your pet(s) health that you may not be aware of while in our care. Because of the thorough washing, brushing, and blow drying that they receive, we will see much more than you would at home. Please make us aware of any existing ailments, injuries, or infections. We will not be held responsible for any aggravations to these prior conditions.

\_\_\_\_\_ We use humane restraints, leashes, and tethers to hold and secure your pet(s). We follow safety rules at all times but because we are dealing with live animals, you must understand that even with the utmost care your pet(s) may be nicked, cut, scraped or burned. They may also attempt to jump off the table or out of the tub causing neck sprains, head trauma, or broken bones. We will use our knowledge and experience to handle each situation accordingly. Our stylists have extensive training in this area and are well aware of the safety point checklist we have in place. If we feel that the situation does not require vet attention, the grooming will continue and we will inform you of the situation upon checkout. In the event you feel you should still seek medical attention, you may do so at your own expense. If we feel that your pet requires immediate medical attention, we will notify you so that you may pick up your pet and take them to your vet at your expense. You will not be charged for the groom. We insist that you inspect your dog and notify us immediately if something is wrong. We will not be held responsible for any ailments 24 hrs after their appt. **NO EXCEPTIONS.** Communication between owner and stylist is key when it comes to these situations.

\_\_\_\_\_ We use cotton balls inside your pet's ears to help minimize the risk of water entering which may cause an ear infection. Every dog, every time, no exceptions. However, if your pet(s) are uncooperative and constantly shake they may become dislodged during the bathing process. We cannot be held responsible for ear infections. If your pet(s) are prone to ear infections or chronic ear infections we may suggest other alternatives.

\_\_\_\_\_ Any pet(s) that become a "safety risk" will not be allowed to return to protect them from getting hurt. Your pet's health and safety is our #1 priority.

**Please do not hesitate to ask questions about these guidelines. We encourage them. We want this to be a great experience for you, your pet(s), and our stylists. We would be extremely happy to have you join**

**The Tailored Tail Family!**

**Dog(s) Name(s):** \_\_\_\_\_

**Owners Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

***"Thank you for choosing us for your dog's grooming needs." –The Tailored Tail***