

SNIPPERS GROOMING TERM & CONDITIONS
CLIENT AGREEMENT 2022

All clients must sign this disclaimer in order to use Snippers's Grooming Services

1. Overview. Client identified below, enters into the agreement with **Snippers Grooming, LLC**, its agents, affiliates, contractors, representatives, assistants and/or associates, the contents of the agreement apply to the initial period of time during which services will be rendered, hereinafter referred to as "Service Period," as well as to any subsequent Service Period's in the future. Details of the services to be provided are expressed separately – in writing, orally or both – and may be changed from time to time upon Client's notification and **Snippers Grooming, LLC**, subsequent acknowledgment and agreement. Cost of services are based upon **Snippers Grooming, LLC**, published rates and fees estimates, as well as, the pet's **Coat & Condition Evaluation** prior to service by our Groomers. Prices are determined based on the time it takes to groom a pet, breed, size of pet, coat type, coat condition, and behavior of pet during grooming session. All prices are available for Client's review, and they are subject to change without notice.

2. Online Registration & Profile. **Snippers Grooming** uses a safe and encrypted online system to store client's information; the **Precise Petcare Software**. Here we schedule appointments, build pet portfolios, communicate with the Client, store medical information of pet(s), and process payments for services. Therefore, we require all Clients to create a profile for themselves, as well as, for each pet that will be seen at Snippers. It is the Client's responsibility to ensure that their profile is always up to date, as groomers will be using the info provided in the system as the ultimate instruction for petcare.

3. Confirmation of Service Periods. Regardless of whether Client has reserved a Service Period with **Snippers Grooming, LLC**, it is incumbent on Client to receive an email saying **APPROVED** from the system in order for the booking to be confirmed, or a phone call confirming the date & time. **If the client does not receive such email or phone call, then there is no booking in the system.**

4. Cancellation or Reschedule Notice. Please give a 24-hour advance notice in the event of a cancellation or reschedule. After 2 cancellations within 24 hours of your appointment, we must ask customers to prepay a 50% non-refundable deposit for future appointments. This deposit will go towards the balance of your grooming fee.. We reserve the right to refuse service at any time due to canceled or missed appointments.

5. Late Arrivals. A 15 minute grace period will be given for late arrivals. After 15 minutes your appointment may be rescheduled. If you are running late please give us a call and let us know, we may be able to rearrange the order of appointments.

6. Picking Up Your Pet. We will notify you 15-30 minutes before your pet is ready, so that you can come and pick him/her up. We reserve the right to assess a \$22.00 day care fee to any dog left more than one hour after the 30-minute pick up call. Please discuss particular situations with us prior to your appointment. **Pets who are not picked up before closing time will be charged a 60.00 a night boarding fee.**

7. Entering & Exiting the Salon. We ask that you *please have all dogs on a leash when entering and exiting the salon.* This is to ensure the safety of your pet and others. *Cats need to be in a carrier for safe transport to and from the salon.* We have leads available and will switch off our lead for your leash. Please be sure you bring your leash when picking up your pup.

8. Potty Breaks Before Appointment. In order to keep your pet comfortable, we ask that you walk your pet to Potty before you bring them in for their grooming appointment. If your pet is a senior, puppy, or has a condition, and needs more frequent breaks, please communicate with the groomer or leave a note in their profile. We are more than happy to take them out. If we are not informed, multiple potty accidents in the salon may result in a hazardous waste clean up fee of \$5 for every elimination after 3 times. If your pet has an accident on themselves, and we need to re-wash them, it may result in a \$10 fee.

9. Current Vaccinations. Your pet's safety is our top priority. By signing this contract, owners verify their pets are current on their Rabies Vaccination. Proof of Valid Rabies Vaccine is Required by law (tags are not acceptable). **A PDF or photo (JPG) of your certificate can be emailed to Larysa@snippersgrooming.com and we will upload it to your pet's profile. Or, there is a section within your pet's profile on the software, where you can add the vaccination dates and types. By signing this agreement, you are certifying that these vaccinations are current.** Other vaccinations to protect your pet are at the owner's discretion. **Please wait at least 48 hours after your pet receives his/her shots to come in for an appointment.**

10. Communicating Instructions for Groom. There are several ways to communicate with the groomers regarding the wants and needs of your pet's groom. **A.) Via Software:** In the Notes section of your pet's profile. In the Add Notes section when requesting a visit. **B.) Via email:** larysa@snippersgrooming.com. **C.) Via telephone: 617-269-9600,** please leave us a message if we can not answer. **D.) When dropping off your pet, during the groomer's Coat Evaluation.** Please specify lengths, type of cut, any medical concerns, any behavioral issues, and anything else that will make it helpful for the groomer to do the best job he/she can.

By signing this contract, the Owner acknowledges that if he/she is not here to check their pet in, Snipper's groomers will use their best judgment as to what will need to be done. Snipper's groomers will defer to do what they did during the last visit, if the owner does not reach out via phone, text, or email before the time the grooming begins. The groomers will not wait for the owner to call in order to go over the groom as they are on a schedule and need to be fair to the other pets/clients waiting.

11. Permission to Obtain Urgent Animal Care. In case of an illness or injury that **Snippers Grooming, LLC** believes to threaten Client's pet(s) life or quality of life, **Snippers Grooming, LLC** will make every reasonable attempt to secure prompt treatment for Client's pet(s). Client authorizes **Snippers Grooming, LLC** to perform emergency first aid to the best of their ability, and/or medical surgical treatment to Client's pet(s) at a veterinary clinic of **Snippers Grooming, LLC** choice during the service period. Client holds **Snippers Grooming, LLC** harmless for these actions. Client agrees to be solely responsible for all expenses incurred resulting from such effort, even if unsuccessful, up to limits designated in writing, or if not available, at **Snippers Grooming, LLC** discretion. Due to the nature and urgency of some pet(s) health emergencies, where time is of the essence, there may not be time to consult with Client and/or Client specified emergency contact(s) when **Snippers Grooming, LLC** considers it's safe and/or appropriate to do so. I authorize the following veterinary hospitals to treat and/or make decisions in regards to my pet(s) in a manner that is best suited to my pet's condition.

- Angel Memorial Hospital 350 S Huntington Ave, Boston, MA 617-522-7282
- Dorchester Pet Clinic 103 Savin Hill Ave, Boston, MA 617514-6020
- Boston Animal Hospital 274 Southampton St, Boston MA 617-427-2210
- South Boston Animal Hospital 9 W Broadway, Boston, MA 617- 269-0610
- Emerson Animal Hospital 255 Freeport St, Boston, MA 617-825-3560
- Neponset Animal Hospital 961 Morrissey Blvd, Boston, MA 617-288-2333

I will be financially responsible for all fees and charges, and will pay for all charges incurred on my pet's behalf upon the day of service. I further authorize the attending veterinarian to discuss my pet's condition and aftercare with **Snippers Grooming, LLC** staff.

12. Health, Medical Problems & Senior Pets. Grooming procedures can sometimes be stressful, especially for newly adopted/rescue pet(s), senior pet(s), or pets with health conditions, and can expose hidden medical problems/concerns, or aggravate a current condition during, or after, the groom. These may include, but are not limited to, neurological conditions, prior surgeries, heart conditions, hip or joint problems, warts, moles, tumors, ear infections, mites or other skin problems. Because these pets have a greater chance of injury, they will first be assessed, then, a determination will be made whether to groom them primarily for cleanliness and comfort, which may restrict haircut/package options. In the best interest of your pet, this contract/agreement will give **Snippers Grooming, LLC** permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet for veterinarian care. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement. Please let us know of any allergies, sensitivities, pre-existing medical conditions, or prior grooming history that you or your dog may have found to be unsatisfactory. We want to avoid the repetition of poor, or unpleasant experiences so that we can avoid aggravating these situations.

Snippers Grooming, LLC requires all pets to be in good health, and free of any infectious diseases. **Snippers Grooming, LLC** reserves the right to refuse service or admit any animal that poses a health or safety risk. Any pets with a possible contagious illness will be rescheduled. By signing this form, you agree and understand that **Snippers Grooming, LLC** has relied upon your representation, that your pet is

in good health, has not injured or shown threatening behavior to any persons or animals, is free of parasites, and is current on all required vaccinations. ***For health and safety purposes we will not groom pregnant or nursing pets. Since we are not a hospital, we will not groom medicated or tranquilized pets. This must be performed under the supervision of a healthcare professional.***

13. Aggressive or Dangerous Pets. Owners MUST inform **Snippers Grooming, LLC** if your pet(s) bite, has bitten, or is aggressive to people, other pets, or specific grooming procedures. For the safety of your pet(s) and/or groomer, a muzzle, elastic collar, slings, straps, etc. will be humanely used, and are acceptable. Additional fees may apply to services provided for aggressive/dangerous pets. **Snippers Grooming, LLC** reserves the right to refuse/stop services for such pet(s) at any time before, or during, the grooming process, and/or charge a handling fee for aggressive dogs of \$15.00 an hour, in addition to the regular grooming charge. (This fee will cover the hourly rate for a second groomer/assistant to assist in the process of grooming). If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

14. Fleas and Ticks. If you suspect your pet has fleas and/or ticks, prompt and thorough action on your part is needed. **Snippers Grooming, LLC** is a flea free environment, in order to remain this way, all pets who are serviced through our salon, must receive flea/tick treatment regularly at home. In the instance that we discover such parasites, to maintain a sanitary and safe environment for all of our clients, pets found to be infested with fleas, ticks, or mites, will be given a flea bath and/or mite treatment, at an additional charge of \$20.00, unless you already purchased our Flea/Tick Package. If a tick has been found on your pet, we strongly recommend your pet be tested for Lyme disease. **Snippers Grooming, LLC** will not be held responsible for reactions from manufacturer-recommended usage of said products. Additionally, the client is also aware that any such parasite treatments are not guaranteed to be one hundred percent effective. As the flea and tick shampoo package is not a preventative method, and DOES NOT prevent parasites from jumping back onto the pet. We will alert you to the presence of fleas and ticks.

15. Matted/Neglected Coat. Please keep in mind excessive de-matting is a painful, time consuming, and costly procedure. Pets with matted coats require extra attention during their grooming session. Mats left in the pet's coat only grow tighter/larger, and can strangle the pet's skin, bruise areas, cause secondary skin issues/infections, or even eventually tear it open. Mats can be very painful and difficult to remove, therefore, for your pets comfort, we will not de-mat a dog's entire body, (or large areas). Severely matted dogs will be shaved down. De-matting is painful, and is at the groomer's discretion. We firmly believe in Humanity over Vanity. Fur grows back. It can be kept long, but only with regular grooming appointments, and regular at home maintenance and brushing.

The groomer will de-mat the pet, if humanly possible, only when they do not exceed 10 minutes of groom time. If it does exceed 10 minutes of groom time, a fee of \$1 per minute in addition to the regular grooming fee will be applied. If you purchase the Special DE-Matting Add-On Service, a \$1 per minute fee will only apply after the initial 15 minute brush out included in this package. A matted pet shave down

fee may apply to any matted pet that must be shaved to remove their mats. Unless stated prior to the grooming procedure, your pet may be shaved based on the severity of the pet's coat/skin condition and your groomer's discretion. When necessary, removing a heavily matted coat includes risk of a dramatic change in your pet's appearance, brief behavioral changes, hyper pigmentation, hotspots, nicks, cuts, bruising, swelling, abrasions due to warts, moles or skin folds trapped/hidden in the mats. After effects of mat removal can cause all of the above and result in your pet(s) having self-inflicted wounds. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, causing skin irritations that existed prior to the grooming process. Close shaved pets are also prone to sunburn and should either have sunscreen applied daily or be kept out of excessive sun until the hair grows out. By signing this agreement, I agree to the possible charges and shaving for excessive matting of my pet(s).

16. Double Coated Shave Downs. We do not recommend shaving down double coated/heavy coated breeds such as, but not limited to, Golden Retrievers, German Shepherds, Huskies, Malamutes, Australian Shepherds, Labrador Retrievers, Bernese Mountain Dogs, Great Pyrenees, or Pomeranians. Shedding can be controlled with regular grooming and/or our De-shedding Add-on Service. The fur of a properly groomed double coated breed, serves to regulate body temperature and protect the pet from the sun. Shaving a heavily/double coated dog may be performed in order to solve for a medical condition. Shave downs or custom cuts that are outside the normal specific breed haircut, can be discussed, and the groomer will perform the cuts to the best of his/her understanding of the client's directions, as well as, his/her ability; no other guarantee is made. Severely matted dogs and cats will be shaved down to spare them the pain of dematting.

17. General Grooming Risks. Extra care will always be taken when performing any grooming procedures, however, the owner must understand possible reactions such as stress, skin irritation, possible nicks to the skin, or a toe nail quick nick may occur. Additionally, problems occasionally arise after the grooming visit such as bleeding of nicks, clipper irritation, mental or physical stress. Grooming can also expose a hidden medical problem or aggravate a current one. Owner agrees not to hold **Snippers Grooming, LLC** responsible for any injuries, which might result from this grooming process.

There is always the possibility an accident could occur. Grooming equipment is kept very sharp for quality cuts, even though we use extreme caution and care in all situations, possible accidents could occur including, but not limited to, cuts, nicks, scratches, razor burn/irritation, and bruising. Please keep in mind we are working on moving clients with a mind and agenda of their own, so accidents can not always be prevented, despite our greatest safety procedures/policies and equipment. Veterinarian bills will not be covered for any minor injury. **Snippers Grooming, LLC** is not held liable for any injury that is a result of poor coat condition or a pre-existing condition. We make every effort to ensure your pet's grooming is pleasant and safe, however, if your pet becomes ill or is hurt and the services of a veterinarian are required, you hereby give **Snippers Grooming, LLC** permission to obtain treatment if you are not available to do so and, in addition, you agree to pay such expenses.

18. Your Pet's First Grooming. The first grooming experience for your puppy (or any age dog new to the grooming process) requires patience and understanding. More time may be necessary to work with these pets. **We DO NOT provide any services for pets under the age of 8 weeks old, who have not yet had their first set of vaccinations administered.** We recommend our Puppy Package for pups who are between the ages of 2 months old & 6 months old. This puppy package includes 4 specialized puppy visits introducing your puppy to our grooming process. Please see our services menu for an in depth explanation. The first couple of grooming appointments are mainly training and desensitization while completing the basics. This will allow your puppy/new dog to get used to the sound of clippers, the different dryers, the smells of a salon, and the overall process and routine of bathing, brushing, clipping and groom handling. We gradually add steps to the grooming process as the pet becomes comfortable and cooperative for grooming services. This method helps minimize potential stress, and negative experience factors, which result in a happy well behaved grooming patient, and more options for pet parents down the road. Owners can help their puppies/new dogs become comfortable with grooming by regularly massaging/handling their pet's feet/ears/muzzle, brushing their teeth daily at home, and using hair dryers on and around their pet. NOTE: your puppy or new dog should enjoy grooming, and to encourage this, a puppy's or new dog's first haircut is not guaranteed for completion depending on the stress level of your pet.

19. Ear Plucking. At **Snippers Grooming, LLC**, we do not pluck pets' ears. We recommend that a veterinarian or a vet technician do this in a medical facility.

20. Anal Gland Expression. All anal glands are checked and expressed externally, only if needed or requested. We do not guarantee to fix or cure any anal gland issues. If an issue results after external expression, we will no longer express the anal glands in the future, but rather, refer your pet to a veterinarian.

21. Annual Increases. Snippers reserves the right, as the cost of business increases annually, so may Snippers prices increase.