



GROOMING SERVICE POLICIES

We value your pet and are committed to making every grooming experience as safe, comfortable, and enjoyable as possible. The safety and well-being of both pets and people are our top priorities throughout the grooming process.

This form will be signed during your pet's first check-in at Good Day Dog Grooming. It only needs to be completed once and will remain on file for all current and future pets owned by you that receive services from Good Day Dog Grooming, unless otherwise updated or replaced.

If you have any questions or concerns, please do not hesitate to contact us. We are happy to help.

Thank you for choosing Good Day Dog Grooming!

Vaccinations

For the safety and well-being of all pets in our care, we strongly recommend that all pets remain current on their vaccinations. Proof of a current Rabies vaccination is required before grooming services can be provided (tags are not applicable) – Exceptions for pets under 4 months or with Veterinarian Approval

Thank you for your cooperation and understanding.

Health or Medical Issues

Grooming may occasionally reveal an underlying medical condition or aggravate an existing one. This may occur during or after the grooming process. Please inform us of any current or previous medical conditions, injuries, sensitivities, or concerns so that we can take appropriate precautions and monitor your pet closely. You acknowledge and agree that you are responsible for any veterinary care and associated medical expenses that may arise before, during, or after the grooming service.

Accidents

Although accidents are rare, they can occasionally occur when working with animals. Grooming tools are sharp, and despite our commitment to using the utmost care and caution, minor injuries such as cuts, nicks, scratches, or nail quicking may occur. These incidents are more likely when a pet is anxious, moving, or unable to remain still during the grooming process.

Your pet's safety and comfort are our top priorities. In the unlikely event of an accident, we will notify you as soon as possible. If we determine that immediate veterinary attention is necessary and we are unable to reach you, you authorize us to seek treatment for your pet at the nearest available veterinary clinic.

Authorization for Veterinary Care in the Event of an Emergency

In the event of a medical emergency while your pet is in the care of Good Day Dog Grooming, you authorize Good Day Dog Grooming to seek immediate veterinary treatment for your pet at the nearest available veterinary clinic if you cannot be reached. You understand that all veterinary services and related expenses will be your responsibility.

Fleas & Ticks

We strive to maintain a flea-free environment for the health and safety of all pets in our care. To avoid flea contamination at the salon, If fleas are found on your pet during the grooming process, an automatic charge of \$25.00 or more will incur for flea treatment shampoo and facility sanitization. Maintaining your pet on a monthly flea preventative is necessary to prevent issues with fleas on your pet, related skin issues, contracting tapeworms from your pet ingesting fleas, and potential infestations to your home. Even strictly indoor pets are at risk of catching fleas.

Refusal of Services for Dangerous or Aggressive Pets

Good Day Dog Grooming reserves the right to refuse, suspend, or discontinue grooming services at any time before, during, or after the grooming process if a pet displays aggressive behavior, becomes excessively stressed, or poses a safety risk to itself, our staff, or other pets.

If grooming services are stopped or cannot be completed due to a pet's behavior, temperament, or inability to be safely groomed, the owner will be responsible for payment for all grooming services performed up to that point.

Use of Muzzles

The safety of both pets and groomers is our top priority. In some cases, a muzzle may be necessary to safely complete grooming services. When used properly, muzzles are a safe and humane tool that can help prevent injury to both the pet and the groomer. In some situations, a muzzle may also help an anxious pet remain calmer during the grooming process.

We do not use muzzles unless they are necessary for safety. Other handling and calming techniques will be attempted first, and a muzzle will only be used as a last resort.

If a pet continues to exhibit aggressive behavior or cannot be safely groomed, Good Day Dog Grooming reserves the right to discontinue grooming services at any time. The owner will be responsible for payment for any services performed up to that point.

Pets that require special handling, muzzling, or additional staff assistance may be subject to an additional handling fee due to the extra time, care, and resources required to safely complete the grooming service.

Matted Coats

For the safety and comfort of your pet, heavily matted coats may need to be shaved rather than brushed out. Dematting can be stressful, painful, and time-consuming, and may not always be in the pet's best interest. In some cases, removing a heavily matted coat may reveal pre-existing skin conditions or result in minor nicks, cuts, abrasions, redness, or irritation due to the condition of the coat and skin underneath.

Possible side effects following mat removal may include itching, redness, skin irritation, self-inflicted scratching, hair loss, or temporary behavioral changes. These conditions are often caused by the matting itself and may not have been visible prior to grooming.

To help prevent matting and maintain your pet's comfort and health, regular grooming appointments every 4–8 weeks, along with routine brushing at home between appointments, are recommended.

You acknowledge that your pet may need to be shaved to remove matting and that you understand and accept the risks involved. Additional charges may apply for heavily matted coats due to the extra time required and increased wear on grooming equipment.

Bathroom Breaks Before Grooming

To help your pet stay comfortable during their grooming appointment, we kindly ask that dogs be given a full bathroom break before arrival. We understand that puppies who are still house-training and senior pets may occasionally have accidents.

If a pet has an accident during or after the bathing process, the affected area will be spot cleaned using waterless grooming products rather than receiving a full re-bath. For pets with frequent bathroom accidents, we recommend scheduling a walk before the appointment and, when appropriate, feeding after the grooming service is completed.

Senior Pet Release & Consent

Senior pets may experience physical, mental, or behavioral changes. Grooming services will be performed with the pet's comfort and well-being as the primary priority rather than achieving a specific appearance. Grooming can be stressful and may aggravate existing conditions, reveal underlying health issues, or, in rare cases, result in illness, injury, or death.

Good Day Dog Grooming, its owners, and employees are released and held harmless from liability arising from the pet's age, health condition, stress, or reaction to the grooming process.

The pet owner accepts responsibility for any veterinary expenses related to the pet's health condition or any medical emergency that may occur during or after grooming. In the event of an emergency, Good Day Dog Grooming is authorized to seek veterinary care for the pet, and every reasonable effort will be made to contact the owner.

If continuing the grooming process is determined to be unsafe or excessively stressful for the pet, grooming services may be stopped, and the owner will be contacted for prompt pickup.

Cancellations & No-Shows

As a courtesy, we send appointment reminders the day before your scheduled appointment. Please ensure we have your current phone number on file.

If you are late, please contact us as soon as possible. We require at least 24 hours' notice for all cancellations or rescheduling requests, so we can offer the appointment to another client.

Appointments will be held for 30 minutes after the scheduled drop-off time. Arrivals more than 30 minutes late may need to be rescheduled due to scheduling constraints.

A \$30 fee will be charged for no-shows and cancellations made with less than 24 hours' notice. This fee must be paid before scheduling future appointments.

Pick-Up Policy

To help us provide the best care for all pets, we kindly ask that pets be picked up promptly once grooming is complete. We will contact you when your pet is ready.

Please keep your phone available during your pet's appointment in case we need to reach you. Pets remaining in our care more than 60 minutes after completion of service may be subject to a daycare fee of \$7.00 per 15-minute interval.

Satisfaction Guarantee

We want you to be happy with your pet's groom. If you are dissatisfied with the service for any reason, please contact us within 24 hours of your appointment. We will gladly arrange a complimentary touch-up at the next available appointment time.

Photo Permission

Good Day Dog Grooming may photograph your pet for customer records and, with your permission, for use on our website, social media pages, and other promotional materials. Please let us know at check-in if you do not wish for your pet's photos to be used for promotional purposes.

Terms of Acceptance

I have reviewed and understand the contents of this Service Policy. I certify that I am the legal owner or authorized agent of the pet(s) receiving services.

I authorize this agreement to remain valid for all current and future grooming services provided by Good Day Dog Grooming, including appointments scheduled by phone, without requiring additional signed agreements.

I understand that grooming prices are subject to change and that this agreement applies to all pets I currently own or may own in the future.

I acknowledge that I have read, understood, and agree to the terms of this agreement, and that my electronic acknowledgment constitutes a legally binding signature.