



## Service Agreement

(March 2023)



Thank you for choosing Pet Grooming by Morgan LLC as your groomer!

Your pet's health and safety is **always** my first priority. This agreement outlines some basic rules regarding my services to aid me in being able to give your pet the attention they need and deserve for the grooming process.

- I am a full service grooming salon. Full service baths include a bath with shampoo and conditioner, hand dry, nail trim and file, ear cleaning, and face, feet and/or sanitary trimming depending on the dog's needs. Full service grooms include everything the bath does, as well as a haircut. Some of these services, such as a nail trim and file are also available a la carte. I do not currently offer services for cats.
- To follow local laws, all pets must be up to date on their rabies vaccine.
- To be safely groomed, pets must be fit and healthy. Any groom that takes place on an elderly or infirm pet will be at the owner's risk. Please let me know about any and all health concerns your pet has prior to the grooming service, so they can be discussed in preparation for your pet's groom.
- If your pet is matted, I will let you know at drop off, or when the matting is uncovered during the groom. Matting may change how your pet can be groomed, such as needing to do a shorter length or spot-trim areas if there are localized spots, such as behind the ears.
- Grooming can reveal or aggravate underlying health concerns in pets. If I see anything of note, I will communicate it to you.
- In the event of an emergency, I will seek medical care for your pet. This care will be at the owner's expense, and all efforts will be made to communicate with you about what is happening.
- If you would like anything adjusted with your pet's groom after the service, such as shorter ear or tail fur, or changing the shape of their head, please let me know within 3 days of your service. I will be happy to complete these changes within 7 days of the original service.
- Grooming is meant to be done regularly, every 8 weeks or less for your pet's health and comfort. Any groom longer than 8 weeks apart is considered an extended groom, taking more time and attention.

### Media and Advertising

- Grooming is a service with visual results and I often take pictures or videos of my work to use for advertising, marketing, or educational tests in my field. If you would like me not to use any pictures or videos of your pet, please let me know through text or email.
- You can follow Facebook, Instagram or TikTok @petgroomingbymorgan for business updates.

### Appointments

- Please make every effort to be on time to your appointment. If you need to cancel or reschedule, please give me 1 business day of notice so I can try to fill the appointment time.
- In the event of a late arrival, late cancellation or no-show, a fee may be assessed.
- I try very hard to keep your dog's kennel time in the salon to a minimum. Please make every effort to pick up your pet within a half hour of notice the service is complete.

### Payment and Pricing

- Payment for services is to be made at the time of service. Payment can be cash or credit card. I have an option to pay online by invoice, just let me know you'd like an invoice sent.
- There are no refunds for services, but please communicate any concerns to me. I'd be happy to talk them through with you and resolve them.
- Pricing is individualized to each pet and their needs. There will be a yearly price adjustment on September 1st.

### Contacting Pet Grooming by Morgan LLC

- I am an independent, sole member LLC renting space out of Fancy Paws Pet Salon. If you have any questions, comments, compliments, or concerns about your grooming service, please contact me directly at (208)917-3518.