



## Service Agreement (October 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. I recommend they are also up to date on all other local veterinarian recommended vaccines.
- 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 their 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. Grooming results may not be as you wish them to be if your pet is not regularly professionally groomed.
- If your pet is in season, pregnant, or postpartum, please reschedule your appointment.
- Please treat any pets with parasites before grooming. This includes fleas, ticks, lice, worms, etc.
- Dogs who have had open wounds or surgery need to be healed before grooming. In some cases, I may need veterinary clearance before the appointment.

### 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 and any photos or videos I may post of your pet from their service.

## **Appointments**

- Please make every effort to be on time to your appointment. If you need to cancel or reschedule, please give me one business day notice so I can fill the appointment time. My business days are Sunday, Monday, Wednesday, Thursday, and every other Tuesday, hours vary.
- In the event of a late arrival, late cancellation or no-show, a fee may be assessed. This fee is 50% of the missed appointment in the case of late cancellation or no-show.
- I try very hard to keep your dog's kennel time in the salon to a minimum. Provided your dog(s) are kennel trained, you are welcome to drop off up to a half hour before your appointment and pick up up to a half hour after your appointment is complete. If your dog is not kennel trained and is disruptive or destructive in the kennel, they must be dropped off and picked up on time to avoid time in the kennel.
- I do have a daycare charge that will be assessed if your dog is left with me beyond the time they're allotted. Please do your best to pick up in a timely manner.

## **Payment and Pricing**

- Pricing is individualized to each pet and their needs. Price points are set based on operating expenses, my expertise and experience, and the luxury all inclusive one-on-one services I provide.
- You can receive up to 25% off full price, if your appointments are spaced 8 weeks apart or less. When appointments stretch out to longer than 8 weeks apart, the full price applies.
- A 50% non-refundable deposit of the base price is needed for all new clients. This deposit will be charged to the card put on file when you fill out the online booking or intake form. You are considered a new client if I haven't seen you in more than 6 months.
- Payment for services is to be made at the time of service. Payment can be cash or credit/debit card, paid in person or via invoice if paying by card.
- 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.
- There will be a yearly price adjustment on September 1st. Depending on inflation rates and business needs, a mid-year adjustment may be assessed February 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.

I am the sole member of a small business and every client helps me operate my business and make a living. Thank you for being my client!