



Thank you for choosing Diamonds and Dutch Pet Bath and Spa for your pet's spa day. We have been proudly serving the Richmond area since February 2019. Your pet is very important to us, we would like to assure that every effort is made to make your pet's grooming experience as safe and pleasant as possible. Below is our consent form. Please review to ensure your pet's safety as well as our staff.

Vaccinations

Diamonds and Dutch pet bath and spa require all puppies 10 weeks and over to have their first two rounds of shots before receiving any services. If your pet is over 4 months of age, we require you're pet to have their rabies shot before receiving services. Copies of documents will need to be provided before any services are performed.

Health/Medical Problems or Senior Dogs

Grooming procedures can sometimes be stressful especially for a senior dog or dogs with health problems. Because of this, grooming can expose hidden medical problems as well as aggravate a current one, whether it is during or after the groom. Because senior dogs and dogs with health problems have a greater risk of injury, these dogs will be groomed for cleanliness and comfort we will not compromise any dog's health and/or wellbeing to achieve "the perfect groom". The dog owners must notify us of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions. These conditions may include, but are not limited to prior surgeries, hip and/or joint issues, warts, moles, ear infections or skin problems. The owner will also inform us of new conditions as they arise. We will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming. By signing below, the owner is stating that we have permission to groom their senior dog and has discussed all (past and present) health problems.

Grooming | Bathing

Prices given via telephone prior to appointment are only estimates and are not guaranteed. Grooming prices are subject to change based on the groomer's discretion calculating in your desired groom, coat condition, and temperament of your pet which may vary. At the time of drop-off, a member of our staff will give you final pricing after grooming consultation. Any changes to price after consult will be discussed with a call to owner regarding pet's coat and skin maintenance.

Groomer is expected to evaluate pet and discuss desired coat trimming with owner. Please understand that certain trimmings and cuts are for certain breeds and that our groomers will do their best to give the pet the desired look of the owner's request. If our groomer cannot complete the request, the groomer should suggest other cuts/trims with owner.

Fleas/ Ticks

If fleas or ticks are found on your pet, it is our policy to give a flea and tick bath at an additional cost of \$15.00 per bottle charge. We will notify you if possible. This cost covers the special shampoo; time and extra cleanup to ensure no fleas or ticks are active in our spa. The flea and tick shampoo kills the fleas and ticks on the pet, however if fleas or ticks are in the home/pet area; the flea and tick shampoo will not protect the pet(s) from them once they leave the unit. We always recommend pet owners to research and introduce a flea and tick preventative to their pet's health care regimen.

Matted Dog Policy

Pets with matted coats will require extra attention. If the matting is minimal and the pet responds well, we may brush or clip them out for an extra fee (\$15 - \$30). If we do not believe we can remove the mats in a timely manner or feel your pet is in pain, we will not continue the service and recommend you see one of our groomers. We firmly believe grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary de-matting. There is a greater risk of nicking, scratching, cuts etc., a matted dog during the grooming process.

In addition, the skin may appear red, itchy, and irritated due to the lack of oxygen reaching in and under the mats. We will not be held responsible for any injury sustained while grooming a matted dog, including any aftereffects. Our groomers will

be happy to demonstrate some effective brushing techniques for matting prevention. Regular brushing at home with a brush and comb as well as keeping your pet on a 4–6 week grooming schedule will help prevent matting.

Accidents

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment are sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Any incident, no matter how small will be communicated to the pet owner. If necessary, we will transport your pet to a Virginia Veterinary Center on Cary St. Any veterinary bills resulting from a pet being matted, elderly, aggressive, a difficult temperament or from a preexisting or unforeseeable condition will be the sole responsibility of the owner. Your pet's safety and comfort are our number one priority. In the event an accident does occur, you will be notified of the accident immediately.

Dangerous/Aggressive Animals or Behavior Issues

Owner MUST inform groomer if your pet bites, has bitten, is aggressive, unpredictable and/or has any other behavioral issues. Appointments outside of normal business hours are available for an additional charge if needed. If owner fails to notify us of any potential danger or behavioral issue, you can and will be liable for all medical fees, out of work compensation, as well as all property damage. We will make every attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets, or our groomers. We reserve the right to muzzle any dog for their safety, and ours. Extremely aggressive and unruly pets will NOT be groomed. If a dog is felt to be exhibiting behavior that is unsafe regarding itself or the groomer, it may be in the best interest of the pet that the groom be stopped. **A fee of \$20 will be charged to whatever work was already done.** All bites will be reported to the local authorities as required by law. Diamonds and Dutch Pet Bath and Spa has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee for what was done up until that point. We never sedate your dog.

Muzzle

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, we have the right to stop

grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to.

Late Fees/Reschedule & Cancellations/No show policy

Unfortunately due to high grooming and bathing demands, customers will be charged 45% of their appointment fee as a deposit to secure their appointment.

If an owner needs to reschedule or cancel their appointment, they should contact Diamonds and Dutch 24 hours prior of said appointment time. If notified 24 hours prior, deposit fees can be transferred to the rescheduled appointment time and/or date. If the owner does not inform Diamonds and Dutch and does not have a valid reason for not calling; then the customer can and may forfeit their deposit.

A \$15 fee for every 10 minutes of being late to their pet's appointment will be charged to the clients total for the appointment. A client is considered a no show if they have not contacted the salon or arrived for their appointment 20 minutes after the time it was set for and will forfeit their deposit.

It is at the bathers or groomers' digression whether they can take your pet after their set appointment time. If they accept your pet, there will be a late charge of \$25. If they cannot accept your pet, then you will need to reschedule for a different date.

If customers obtains more than (3) cancellations or now shows fees within 90 days customer will be required to pay the full-service amount prior to appointment. Customer can be suspended from grooming or bathing services if customer exceeds limits.

Customers who have not rescheduled an appointment within the past 3 months may be considered a new client and receive updated pricings.

Late pick-up

When dropping off your pet we will give a timeframe of when we anticipate completion of services. Please keep in mind that grooming can be a very time consuming and unpredictable process depending upon the dog's behavior and the condition of the coat. We will do our best to manage to the approximated time given but please understand that factors outside of our control can influence how long the process may take. One of our staff members will call the owner 15 minutes prior to service completion. All pets brought in for grooming must be picked up within 30

minutes of the time the client is informed the pet is ready. **Pets remaining after that time will be charged an additional \$15 late pick-up fee, then an additional \$10 for every 30 minutes after.** We will not be held responsible for anything that happens while your pet is waiting to be picked up. Unfortunately we can't keep pets that are noisy longer than their grooming time; all pets that have been classified as noisy will be done within 2 hours and **MUST** be picked up within 20 minutes of call time.

Same-Day/Weekend Fees

Depending upon schedule availability, a \$15 same-day fee may be charged for squeeze in appointments.

Please also keep in mind that Friday-Sunday is our peak times here at Diamonds and Dutch Pet Bath and Spa and can be our most requested days for services. Depending on service demand, to ensure your pet secures a spot for the weekend there can be an additional service charge of \$5 - \$10 per pet added to the service price.

Satisfaction

Your satisfaction is important. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick-up your pet from his/her appointment. Once, however, you take your pet home from the appointment, we will only accept return visits for adjustments 48 hours after your appointment. Any adjustments after will be charged a grooming fee of some kind. We may take pictures of your pet, before and after grooming, for our website, advertising, and education. By signing this consent form, you indicate that you understand and agree to our terms of service; that you understand and agree to release and hold harmless Diamonds and Dutch Pet bath and Spa, its owners, employees, and affiliates from and against any and all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward.