



Thank you for choosing Doggy Barber LLC for your pet's grooming needs. We pride ourselves on providing the best care for your best friend. Before grooming, please read and agree to our terms of service:

- Doggy Barber LLC requires all pets Rabies and Bordetella vaccines to be up to date. Puppies without the Rabies and Bordetella vaccine can be admitted if they have received their first two puppy starter vaccines (Parvovirus, Hepatitis and Distemper). Your pet's safety is our top priority. To aid in the collection of pet vaccine data, we've partnered with Vet Verify. This third party vendor will contact your veterinarian clinic and verify pertinent vaccine records; however, you are still required to attest to your pets vaccine status at the time of booking your appointment as well as at check-in.
- If your pet has any medical conditions (seizures, arthritis, collapsing trachea, etc.), please make us aware of them so that we can take the necessary steps to ensure your pet's comfort. Sometimes grooming can expose a pre-existing condition. We cannot diagnose such a condition, but may advise you to seek veterinary attention.
- Doggy Barber LLC specializes in dogs who may have been turned away from other grooming facilities due to age, temperament or aggression. Due to the nature of grooming high risk animals, a special handling fee will apply to all customers whose pets are either people or dog aggressive. If the full service cannot be completed, customers may still be responsible for the full grooming fee.
- If your pet has any history of biting, we require that you notify us before grooming. This will help prevent injury to us and your pet. If an employee, customer or other animal is injured by your pet, we are required to notify our insurance of the incident and provide the responsible parties contact information.
- Doggy Barber LLC can accommodate sedated dogs; however, every animal is different and the level of sedation can wear off during the visit causing grooming to stop. If the full service cannot be completed, customers may still be responsible for all or part of the grooming fees. If at any time during the visit it is discovered that your pet is sedated and that you failed to disclose such information, all grooming will stop and you will be required to pick up your pet immediately. Doggy Barber LLC reserves the right to charge the full grooming amount plus a special handling fee to customers who fail to disclose that their pet was sedated.

DOGGY BARBER LLC

DOGGYBARBER.dog
(707) 38-DOGGY

631 Martin Ave Ste. 1
Rohnert Park, CA 94928



- If your pet has fleas, we will automatically administer a flea bath. We will notify you if possible. The charge for this service starts at \$20.00. This cost covers the shampoo, time, and cleaning necessary to ensure that no fleas are active in the salon. The treatment will kill the fleas on your pet, but after leaving our salon, your pet will not be protected from any fleas that may be present in your home or pet area.
- If your pet's coat is matted, it may need to be shaved down. A matted coat prevents air from reaching your pet's skin and may cause your pet to bite or scratch itself, resulting in irritated skin that does not heal properly. Shaving uncovers these conditions, as well as any other skin conditions that may have developed from lack of grooming. Please note that the dematting service may irritate your pet's skin and there exists a risk of injury when performing this service. There will be an extra charge for this service due to the amount of time and additional equipment needed.
- Doggy Barber LLC reserves the right to refuse service to customers whose pets may pose a threat to our employees or other pets in our care. This includes aggression, health conditions, out of date vaccinations and parasite infestations other than fleas.
- Although accidents are rare, there is a risk of injury when grooming your pet. Doggy Barber LLC will inform you immediately of any incident that occurs or any condition that we notice. Your pet's safety and comfort is our number one priority. If your pet is injured or experiences a medical emergency while in our care, they will be transported to the nearest available veterinarian.
- Doggy Barber charges a convenience fee for all card transactions. This fee is 2.9% of the total transaction price plus \$0.50 when paying with a card; however it does not apply to cash, check or gift card transactions.
- Doggy Barber LLC reserves the right to charge the full grooming fee due to the loss of revenue caused by a "no show" or late cancellation. Our automated scheduling system sends reminder text messages 5 days, 2 days and the day prior to your appointment. Please follow the directions in the message to either confirm or reschedule. Failure to confirm your appointment will not cancel your appointment and a no show fee will be charged for all missed appointments. If you need to make changes to your appointment please make every effort to call or text cancel before 5:00 PM the day prior to your appointment to avoid a late cancellation fee. Clients who have no show will be required to pay the no show fee and keep a payment method on file to book future appointments. If a payment method is stored on file, the no show fee will automatically be charged.

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- If you are late for your appointment, please contact us as soon as possible. We will make every effort to accommodate your appointment; however, there may be an extended wait for pick-up so as to not delay following appointments. Further, it may not be possible to accommodate a late drop off and you may be rescheduled. If your appointment is canceled or rescheduled due to being late, the same day cancellation/no show fee may apply. Appointments are subject to cancellation 10 minutes after the scheduled appointment start time; however, this time may be reduced for subsequent late appointments.
- Doggy Barber LLC will send a text message 15-30 minutes prior to your pets spa completion. We ask that all pets are picked up within one hour of receiving the "ready text" or prior to closing, whichever earlier. If you are unable to pick up your pet within one hour, a late pickup fee of \$20 may apply. If your pet is left for more than three hours, a daycare fee of \$35 may apply. We will make every attempt to contact you and/or any contact on your account; however, If your pet is left after closing, you may be subject to a boarding fee of \$100 per day and/or your pet may be surrendered to animal services.
- During the course of your pets visit, they may be photographed and or video recorded. These recordings/images are property of Doggy Barber LLC and may be used for promotional use.

By signing below, you acknowledge and agree to our terms of service; that you understand and agree to release and hold harmless Doggy Barber LLC, its partners, employees and affiliates from and against any and all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (up to and including death) to your pet(s) while in our care or afterward. You further authorize Doggy Barber LLC to transport your pet to a veterinarian in the event of an emergency, and agree that any resulting veterinary service fees will be your sole responsibility. Every attempt will be made to transport your pet to your veterinarian; however, if it is determined that your pet is experiencing a life threatening emergency or if your primary veterinarian is unavailable, we will utilize the nearest available veterinarian.

Name (printed)

Pet Name(s)

Signature

Date

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