



Grooming and Boarding Policies

Thank you for choosing Ankeny Pet Salon & Boutique for your pet's grooming and boarding needs! We know there are many local places you could take your pet, and we feel honored you chose our facility.

In order to provide the best service and safest atmosphere for your pet and our employees, we feel it is important you understand our policies and surcharges. I have personally researched many different facilities' policies to make sure we are consistent with the competition. I am confident you will agree.

- First, we want to inform you of our discount program when you schedule your appointments out for the year. All appointments must be 8 weeks or less apart to qualify. When you do this, you will receive a 5% discount for each appointment. (Please note the discount applies only to the base price and not to extra charges or spa add-ons). We ask the days and times that are best for your schedule and book them out for the calendar year. We do our best to make sure the appointments scheduled are within the times and days requested, however there are times when that may not be possible due to the large amount of clients in the program. Please remember we still ask you provide a 24 hour notice to reschedule an appointment. If you cancel an appointment or go longer than the 8 weeks, you will lose the discount for that appointment. You will resume the discount on the next scheduled appointment.
- All dogs must be on a leash or in a kennel. Please keep your retractable leash locked and always keep your dog under control to ensure the safety of other pets and people coming and going. Please take the time to potty your pet after the car ride and pick up any mess they may leave using the scoop and container provided. Nobody likes to step in poop.
- Rabies vaccination must be current before your pet can be groomed or boarded. We will allow a grace period of no more than 30 days after the expiration for Distemper and Parvo vaccinations. We *strongly* recommend pets remain current on Bordatella vaccinations for grooming dogs, and we *require* your pet is current on Bordatella vaccinations before boarding. If you have an advance appointment and a vaccination is due, your pet must be vaccinated a *minimum* of 72 hours before the appointment. You may fax vaccination records, drop them off, or we can call your veterinarian; however, if we do not obtain the required records at least 72 hours in advance, your appointment will be cancelled.
- Please provide at least 24 hours notice if you need to cancel or reschedule a grooming appointment, as our schedule is staffed around volume. Any appointment canceled with less than a 24 hour notice, or any appointment in which you fail to show will result in a \$20 fee. You will not be able to schedule another appointment until this fee is paid. If you miss more than 2 appointments, you may be required to pre-pay or we may refuse to take future appointments. We understand certain circumstances come up that are out of your control. For those situations, please call us as soon as possible.
- Starting January 1, 2014, we will no longer be doing reminder calls. Please remember you are still responsible for coming to your scheduled appointment. Failure to come to a scheduled appointment will result in a \$20 no-show fee, as outlined above. If a reminder call is necessary, we will give reminder calls when requested. It is your responsibility to make sure we have the correct number. If we are unable to reach you and the appointment is missed, you are still responsible for the no-show fee.

- Please remember that an estimate of grooming costs given over the phone is just that—an estimate. Our prices are based on breed, size of animal, condition and length of coat, and presence of matting or other unforeseen conditions. We strongly recommend grooming at least every eight weeks to avoid overgrowth.
- Due to the multitude of dog sizes, coat types and behaviors, our day doesn't always run on schedule. If you are running late, please call ahead so we may determine if we can keep your appointment. Tuesday through Friday: If you drop off than 30 minutes late for a 7am – 2 pm appointment; or more than 15 minutes late for a 3pm appointment, your appointment may need to be rescheduled. In this event, you will be charged a \$15 fee. Monday and Saturday: If you drop off more than 30 minutes late for a 7am – 10am appointment; or more than 15 minutes late for an 11am appointment, we may have to reschedule resulting in a \$15 fee.
- If you are late picking up your pet, we must assure there will be staff available to accommodate you. For this reason, there will be an additional fee of \$10 for every 15 minutes we wait past our normal business hours. After 30 minutes, we will board your dog for a fee of \$30 and you will not be able to retrieve your pet until the next day.
- We try our best to answer every phone call; however, we place priority on customers who are completing transactions with our receptionist. If you receive our answering service, please leave a detailed message and we will call you back before the end of the day. We hold staff meetings over the lunch hour, so we do not answer the phone between noon and 1:00 pm.
- We may take photos of your dog for use on our website, advertising, social media such as Facebook, or for educational purposes. If you prefer we do not photograph your dog, please inform us prior to your appointment.
- We reserve the right to deny services or assess surcharges when the condition of your dog's coat or a temperament issue is not disclosed prior to your appointment.
- We use only clean, fresh water when bathing your dog. We do not use re-circulated or "hydro" bathing systems.
- Please keep in mind our appointment schedule fills up very quickly, especially near the holidays. Please make your appointment at least 3 - 4 weeks in advance.
- Please inform us if your dog has ever bitten or has aggressive tendencies. Providing a safe, comfortable experience for your pet is our top priority. If necessary, we will muzzle and humanely restrain your dog. If your pet has behavioral issues, we will make every attempt to work with your pet, but at no time will we continue if this behavior compromises the safety of your pet or our staff. Sometimes certain grooming procedures can cause levels of stress that are excessive. This includes toenail trimming. Unsatisfactory behavior can influence the outcome of a grooming, or even prevent a grooming from being completed.

Please understand that an unmanageable dog can be dangerous to himself and to other animals and our staff. At any point during a procedure, if we determine that we cannot safely groom your pet, services will be stopped immediately. A minimum of \$30 up to the full grooming fee will be charged. If your dog does bite one of our staff, it will be reported to the local authorities, as required by law, and you may be responsible for medical treatment and property damages caused by your dog.

- Each appointment takes a minimum of three hours. If you need express service, we will make every attempt to accommodate this request; however, due to volume we cannot always do so. When we are able to offer express service, there will be an additional \$10 charge.
- Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles, skin tags, or skin folds trapped in the matted area. Matting may also trap moisture near the skin, resulting in mold, fungus or bacteria growth, which is then exposed during the removal process. After removal of the matted area, your dog may be itchy, have skin redness, self-inflicted irritations or slow or no hair re-growth.

Shaved dogs are more at-risk for sunburn and should avoid prolonged sun exposure. In some cases, your dog may act different because he *feels* different. You are responsible for the condition of your dog's coat. As such, any veterinary visits resulting from a matted dog will be your sole responsibility, and you agree Ankeny Pet Salon will not be held responsible. If you chose to reschedule an appointment to allow time to brush excess matting, a \$40 minimum groom fee will be applied.

- Please notify us if your dog is having any problems which may prevent us from safely grooming him. This may include but not limited to recent surgeries, cysts, open wounds, seizures, arthritis, ear infections, diabetes, allergies, stroke, bladder conditions, heart problems, warts and moles, skin conditions, and stress-related disorders. In some cases, you may need to provide written approval from your veterinarian before your pet can be groomed. This not only protects your pet's health, but prevents uncharacteristically aggressive behavior and the threat of infection to your pet and other pets in our facility.
- No dog will be accepted for grooming or boarding if we suspect it has been administered a sedative.
- Grooming fees are based on a maximum of eight weeks of hair growth. Any length of coat more than this may result in additional charges.
- If you choose to bring your own shampoo, we will charge an additional \$5 to cover additional handling of unfamiliar products. Our shampoo is mild, tearless and hypo-allergenic.
- It is your responsibility to make sure your dog is treated for fleas, ticks and other pests before scheduling an appointment. When a dog comes in with fleas, it puts other dogs at risk. We recommend a monthly flea and tick preventative. If we see fleas on your dog, we will provide a flea removal service at a minimum charge of \$10—depending on the size and severity of the infestation—to cover the treatment. This is a pesticide free treatment as we no longer subject ourselves to products containing harmful pesticides.
- Grooming an older pet can be stressful. Please keep in mind that we will groom your senior pet to ensure comfort and cleanliness. We will not be responsible for any accident or injury to an elderly pet.
- Your satisfaction is our top grooming priority. If you feel your pet's grooming experience isn't up to your standards, please give us a chance to correct the issue. We will gladly accommodate your request, without charge, if you bring it to our attention within one week of his grooming. This gives us an opportunity to meet your expectations and teach our staff so we can prevent this in the future!
- A deposit of twice your pet's daily rate is required for all holiday boarding appointments. This deposit will be applied to your final bill. Should you need to cancel, failure to do so at least seven days in advance will result in a forfeiture of this deposit. These holidays include New Year, Spring Break, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.
- Please bring an adequate supply of your pet's own food in a re-sealable, non-breakable container. If we must purchase food for your pet, a minimum \$10 trip fee will be incurred.
- If your dog requires medication while staying with us, please bring it in the original container. This is to ensure we are aware of the name, dosage and the veterinarian who prescribed it. The charge to administer medication is \$1 per day per medication.
- We accept cash, check, Visa, MasterCard, and Discover. All charges must be paid at time of pick up. We can also arrange for payment over the phone if needed.
- All sales are final. No returns or refunds will be given. Returned checks will result in a \$25 fee.



Grooming and Boarding Policies

By signing this form, I acknowledge that I have received a copy of the Ankeny Pet Salon Grooming and Boarding Policies. I understand that it contains important information about the Company's policies, **that I am expected to read and familiarize myself with its contents, and that these policies apply to me, including a \$20 no show fee if a do not give 24 hours to cancel an appointment.**

Customer's Signature

Date

Customer's Name (Print)

Ankeny Pet Salon Representative