

**THE DOGGY PORT & THE CONTINENTAL: GROOMING POLICIES AND RELEASE
HEALTH OR MEDICAL PROBLEMS**

Occasionally, grooming may expose hidden medical conditions or aggravate existing ones. This can occur during or after grooming. All medical expenses incurred for veterinary care are the responsibility of the pet's owner upon signing this agreement.

ACCIDENTS

Although accidents are rare, there is always a risk when handling pets. Grooming equipment is sharp, and incidents such as cuts, nicks, scratches, or nail quaking can occur, especially if a pet is wiggling or moving. Your pet's safety and comfort are our top priority. In the event of an accident, you will be notified immediately. If the situation requires urgent veterinary care and the owner is not available, The Doggy Port & The Continental will seek immediate medical assistance. All costs incurred will be the responsibility of the owner.

DANGEROUS OR AGGRESSIVE ANIMALS – REFUSAL OF SERVICES

The Doggy Port & The Continental reserve the right to refuse or stop services at any time if a pet exhibits aggressive or dangerous behavior that puts staff or other pets at risk. If your pet becomes unmanageable or highly stressed during grooming, services will stop immediately for the safety of everyone involved. A fee will still be charged for the portion of services completed. Clients are encouraged to notify us in advance if their pet has a history of aggression, fear, or behavioral challenges to help us prepare appropriately.

VETERINARIAN AUTHORIZATION/MEDICAL EMERGENCIES

This agreement grants The Doggy Port & The Continental full authorization to seek medical treatment from the nearest licensed veterinarian in case of emergencies while your pet is in our care. All veterinary costs will be the responsibility of the pet's owner.

VACCINATION POLICY

For the safety of all pets in our care, proof of current vaccinations is required before any grooming services are provided.

- Dogs: Must be up-to-date on rabies, Bordetella, distemper, and parvovirus vaccinations.
- Puppies: Must be at least 12 weeks old and current on their puppy vaccination series.

Vaccination records must be presented prior to the appointment; without this documentation, we reserve the right to cancel or reschedule the appointment.

EMERGENCY CONTACT INFORMATION

Keeping your profile updated is vital for efficient communication, especially in emergencies. Please ensure your contact information, including an emergency contact, is current at all times to ensure smooth communication if needed.

CANCELLATION FEE, NO-SHOW, LATE ARRIVAL, OR LATE PICK-UP

We understand life can occasionally disrupt plans, but to continue providing excellent service, we require the following:

Cancellation Policy: We understand that plans can change, and we strive to accommodate our clients whenever possible. Please review our updated cancellation policy:

- **Cancellations 24 Hours in Advance:** No charge will be applied for cancellations made at least 24 hours prior to the scheduled service.
- **Cancellations 12–24 Hours in Advance:** A fee of 50% of the scheduled service price will apply.
- **Cancellations Within 4 Hours or Same-Day Cancellations:** The full scheduled service price will be charged.

No-Show Fee: If you do not show up for your appointment, the full scheduled service price will be charged.

Late Arrival: Arriving more than 20 minutes late to your appointment will result in a \$15 late arrival fee, and your service may need to be rescheduled if time does not permit.

Late Pick-Up: Pets not picked up 60 minutes after we notify you (via text or call) will incur a \$15 late pick-up fee per hour. Consistent lateness may result in refusal of future services.

We recommend attentiveness to our calls or texts on the day of the appointment to avoid any additional charges.

EXTENDED STAY

If your pet is left in our care for more than one hour before their scheduled appointment or for more than one hour after being notified that the service is complete, a charge of \$15 per hour will apply. If your pet soils their crate, resulting in an additional bath, you will be charged 50% of the regular bath price.

FLEAS/TICKS

Pets brought in with fleas or ticks pose a risk to other animals and the cleanliness of our grooming area. If fleas are discovered during the grooming process, the affected pet will be treated immediately using specialized flea treatment shampoo at the owner's expense. A **\$10 flea surcharge** will apply to cover additional costs, including separate laundering of towels and disinfecting all equipment and areas used.

We strongly encourage owners to ensure their pets are treated with flea and tick preventatives prior to their grooming appointment. This policy is designed to maintain a clean, safe, and healthy environment for all pets.

SEDATED PETS

We do not work on sedated pets due to the medical risks involved. If your pet is sedated without our prior knowledge, services will be refused or stopped, and a fee will be charged for any services rendered up to that point.

MATTED COATS

Heavily matted coats require extra attention, which may include shaving to avoid undue stress or pain for your pet. Removing mats can result in cuts, nicks, or skin irritation, and there is a risk of post-grooming sensitivity or behavioral changes. An additional Matted Shave Fee of \$50-\$100 will apply based on the severity of the mats, in addition to the regular grooming cost.

PAYMENT POLICY

All services must be paid in full at the time of pick-up. We accept cash, credit cards, Apple Pay, and Samsung Pay as payment methods.

SATISFACTION GUARANTEE

Your satisfaction is important to us. If you would like adjustments made to your pet's grooming, please let us know at the time of pick-up. If you notice something after bringing your pet home, please call us within 24 hours to arrange adjustments. After this period, additional fees may apply.

WAIVER AND AGREEMENT

1. I hereby represent that I am the legal owner of the dog(s) described above to use the services provided by The Doggy Port & The Continental.

2. I waive and release The Doggy Port & The Continental, their employees, directors, and agents from any liability my dog(s) may suffer during grooming services, provided reasonable care is taken.

3. I indemnify and hold harmless The Doggy Port & The Continental from any claims by others related to my dog(s).

4. My dog(s) is in good health, up-to-date on all vaccinations, and free of contagious diseases or parasites.

5. I understand that any veterinary costs incurred during my pet's stay will be my responsibility.

6. I agree to all fees, policies, and procedures outlined above.

7. I consent to The Doggy Port & The Continental photographing or recording my dog(s) for promotional purposes.

8. I understand The Doggy Port & The Continental may refuse or discontinue services for safety or health reasons.

ACKNOWLEDGMENT AND SIGNATURE

By signing below, I agree to all the policies, terms, and conditions stated above and certify that the information provided is accurate.