

Terms and Conditions



1674 South 21st Street
Colorado Springs, Co. 80904
(719)313-0842

We care about the health and wellbeing of your fur friend and assure you that we make every effort to make your fur friend's visit to Daisy's Bathtub as pleasant as possible. Our terms and conditions of service help protect you, your fur friend, and Daisy's Bathtub.

Vaccinations

For the health and safety of your fur friend, other fur friends, and Daisy's Bathtub staff, all of our fur parents must provide proof of **Rabies (Rabies tags are not accepted as proof), Parvovirus, and Distemper vaccines** for dogs that are older than 16 wks. It is required by regulations and is our policy. You can either bring the documentation in with you or it can be emailed to Daisysbathtub@gmail.com. Dogs may be exempted from the vaccine requirements, however, a waiver must be signed by a licensed veterinarian indicating that the vaccine(s) would pose a threat to your dog. If you arrive without proper vaccination documentation, the appointment will have to be canceled and rescheduled and will be obliged to a cancellation fee. Any pets that have recently been vaccinated must wait 48 hrs. before a grooming appointment can be serviced. This will allow the vaccinations to take affect and to add, pets are often sore and irritable and this will create a stressful visit.

Health

Occasionally, grooming and bathing can expose a hidden medical problem or can aggravate a current one. This can occur during or after completion of bathing and or grooming services. It is important to inform your groomer of any known medical issues your fur friend may currently have. We **do not** groom pets that are or have been sedated prior to their grooming appointment unless, you, the pet parent remain present within the salon during the duration of the appointment. Bringing in a sedated pet will result in a cancelled appointment and will be obliged to pay a to a cancellation fee. If you, the pet parent decides not to stay for the duration of the appointment, the appointment will be cancelled and will be obliged to pay a cancellation fee.

Accidents

There is always the possibility that an accident could occur. Grooming equipment is sharp. We make every effort to ensure your pet's safety; however, some pets may react to a grooming product (eg. shampoo/conditioner) or procedures such as nail trimming/grinding, shaving, bathing, drying, or ear plucking. When pets become wiggly, nervous, or anxious, the likelihood of an accident increases including, but not limited to; cuts, nicks, scratches, and quicking of nails. If you arrive to pick up your pet prior to completion of services (being notified by your groomer), please do not talk to your pet, or allow your pet to see you. We ask that you please sit quietly, or step outside until the service has been completed. An excited dog may not allow groomers to finish your pet safely.

Emergencies

In case of emergency, Daisy's Bathtub will try to contact you or your listed emergency contact at once. If we cannot reach you or your emergency contact, and/or you cannot arrange emergency transportation for your pet, or if by necessity; Daisy's Bathtub will obtain immediate medical attention for your fur friend at your expense at **Mountain Pets Veterinary Clinic** located at 1030 South 21st Street, Colorado Springs, Colorado, 80904.

Pests

Daisy's Bathtub takes the health of its fur friends and their families seriously. Pests pose a serious threat to our visiting fur friends in our salon, their families, and our family. Daisy's Bathtub does not provide treatment for pests. Please consult your veterinarian for treatment. If in the event your pet is found with pests including, but

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not limited to; fleas, mites, and lice, the service will be discontinued, and you or your emergency contact must pick up your pet within 30 minutes. If you or your emergency contact cannot pick up your pet within 30 minutes of being contacted by Daisy's Bathtub through text, call, and or voicemail, there will be a kennel fee of \$30/1/2hr./pet infested.

Female Dogs

We do not groom dogs who are nursing, pregnant, or in heat. Grooming can be stressful and dogs who are nursing or pregnant poses increased health risks. Females in season are tempermental and disruptive to male dogs in the salon (including those who are neutered). Know your dog's schedule. Last-minute cancellations will be obliged to pay a cancellation fee.

Pet Temperment and Safety

Depending on your fur friend's tolerance for stress and handling by strangers, your fur friend may become anxious or reactive during the grooming and bathing process. We will take every precaution necessary to complete the grooming services safely and humanely including the proper use of common industry safety equipment such as grooming loops, muzzles, and restraints. If we determine that continuing a grooming or bathing service would present a threat to your pet's emotional or physical health, and or the safety of the groomer completing the service, we will discontinue today's service and contact you immediately. Understand that any services completed will be charged along with a behavioral fee that is to be determined by the groomer (case-by-case basis). Daisy's Bathtub does not take in any aggressive dogs.

Leash Law

For the safety of every fur friend that comes to visit our salon, we ask that all pets **remain leashed** or be brought in a carrier. **Retractable leashes must be locked and be kept at a minimum length no greater than 6 feet.** If you do not have a leash, one can be provided for you. Just because your dog is friendly does not mean that other dogs are. Some may be nervous, reactive, fearful, in training, or owned by people who wish to be left alone. Although we are a 1:1 grooming salon, this does not mean that there is a continued occasion where one family of dogs are visiting the salon. There may be early drop offs/late pick ups or others who are just stopping by. We ask that you please respect others and their need for space.

Cancellation, Late Arrivals, and No Shows

Cancellations require at least a 24 hours' notice. No shows and last-minute cancellations are subject to a \$20/pet fee. We understand there may be emergency situations and will waive fees, but not on a continued basis. If weather determines your fur friend's schedule, please check your 7-day forecast, for fees will be applied. Being more than 15 minutes late causes scheduling conflicts. We will do our best to keep your fur friend in the day's schedule, however, services may take longer than usual or the appointment has to be cancelled and rescheduled and will be obliged to a cancellation fee. Please be respectful of our time as we are a by-appointment business and there are other clients waiting for service.

Deposits

A credit or debit card on file will be required to make appointments for those who have no showed or cancelled in less than 24 hours before a scheduled appointment on a continued basis. No shows and last-minute cancellations (under 24 hours before a scheduled appointment) will automatically be charged a \$20/pet fee. If No Shows and last-minute cancellations become a recurring habit, you will be asked to pay for the service appointment in full before the appointment can be scheduled.

Early Drop Offs and Late Pick Ups

If a pet is dropped off early or picked up late, this increases the number of pets in our care. We strive to always maintain a calm and safe grooming environment and overcrowding can cause excess stress to some pets. On-time pick-up is necessary because there is limited space and we do not offer daycare services. Should your pet

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soil their kennel and need to be bathed again, you will be charged for that bath. Please make arrangements if you need to drop your pet off early and or pick your pet up late. A \$15/hr./pet kennel fee applies if a pet is dropped off more than 1 hour early or left longer than 1 hour after their service has been completed and you have been notified by text, call, and or voicemail.

Length of Appointment

We will give you our best estimated completion time when you drop off your pet. However, depending on the breed, size, coat condition, type of service rendered, and your pet's behavior, the completion time may be longer than estimated. Your groomer will call or text to confirm a pick-up time. We ask that you please be patient, for your groomer will call if any questions or concerns arise. **Calling your groomer ahead of time results in services being stopped and more time is taken away having to get your pet down from the table to answer your call or text. Arriving before your confirmed pick-up time may end up in an uncompleted groom if your pet becomes too excited to finish safely and you will still be obligated to pay full amount.**

DeMatting

If a pet is dropped off with more than a few tangles, Daisy's Bathub cannot guarantee that your pet will have a completed service. **Your pet will not be given a bath until all matting has been removed.** Placing a dog in a bath with matting will only cause those mats to tighten and will become more difficult and more painful to remove. Daisy's Bathtub **will not demat a pet any longer than 5 hours.** It is uncomfortable for the pet, and hard on groomers' bodies and may have your pet create a dislike for grooming. If DeMatting has not been completed within the scheduled time that has been reserved or within the 5 hours, another time will have to be rescheduled to complete the service. If DeMatting has been completed in 5 hours or less, the groomer may continue on with completing the service if time has previously been reserved for your pet to do so. Please notify your groomer during the appointment scheduling if your pet has matting. A \$30/hr. DeMatting fee will be added to the agreed service charge once it has reached 1 hour after DeMatting has started. Those that do not wish to maintain areas that need at home maintenance will need to expect their fur friends to be clipped short or patchy for pain free grooming. If you are not sure how to prevent matting, Mindy (the salon owner) will be happy and eager to set up an appointment with you to teach you how.

Unsatisfied with the Haircut?

We will be glad to adjust it free of charge, **if you inform us about it and bring your fur friend back within 48 hours of picking your fur friend up.** Please note however, this does not include if you "change your mind" and want a different clip length than was originally agreed upon during check-in. It is important to check your pet's haircut prior to leaving the salon.

I have read, understand, and agree to ALL of the Terms and Conditions above.

Signature

Date