

Duties and expectations of Groomer:

As your groomer you can expect me to maintain an up to date education, with in-depth knowledge in safety, the science of skin and coat, canine psychology and handling, symptoms of compromised well-being as well as breed trims and pet styling. I attend yearly seminars, taught by the industry's leading professionals and Vets. I will use only high quality, all natural canine specific products, and methods that will result in a balanced and healthy coat. I will alert you if I observe anything concerning to your pet's health, giving you and your pet another line of defense. I may recommend the Vet should address what was observed, if the concern is great enough or I will make notes for future observations, should the concern persist. I will style your pet as requested, to the best of my ability with the coat available. I will contact you 15 minutes prior to completion of service if a pick up time has not been prearranged.

Duties and expectations of Client:

As a client of Give a Dog a Bath you agree to:

- Provide up to date vaccination records, flea prevention methods and/or medications and disclose all illnesses and/or injuries.
- Alert your groomer if you are running late for your appointment. Pick up your pet within 30 minutes of my call that your pet will be ready. If you are late for your appointment, services may be augmented to fit available remaining appointment time.
- Take your dog on a walk to empty bladder and bowels just before appointment time. Your pet may experience discomfort if they "hold it" during grooming. In the interest of a clean and healthy environment in our Salon there will be Potty pads available, excessive use of which will require \$5 fee per appointment.
- Reschedule your appointment if your female goes into "heat". If your pet is intact, please check day of appointment with a toilet paper check. If her "heat" is discovered during service, payment of services rendered will be due and a new appointment will be needed to complete remaining services.
- Be honest about the health and temperament history of your pet and condition of coat. If matted or very tangled or with the presence of fleas a special appointment time will be arranged. Pets with an aggressive or fearful temperament can learn to enjoy the grooming process again but a special appointment will need to be made.
- Be patient during your pets' appointment. For the safety of your pet, the grooming session must end and be rescheduled if you arrive before the completion of your requested service and your pet reacts excitably. The risk of injury increases when dogs become eager to "get down". You will be called 15 minutes prior to completion.
- Walk your dog into the salon on a leash. Experience shows dogs carried in arms are

more fearful of the grooming process, however, allowing them to walk in themselves can encourage confidence and calm in the grooming environment.

