



## THANK YOU FOR CHOOSING K9 DESIGN GROOMING SALON

WHERE OUR GOAL IS FOR EVERY CLIENT TO EXPERIENCE THE K9 DESIGN DIFFERENCE. BY CHOOSING OUR SALON AND SERVICES, YOU ACKNOWLEDGE YOU HAVE READ AND AGREE TO OUR SALON POLICIES. PLEASE TAKE A MOMENT TO GO OVER OUR POLICIES AND KEEP YOUR COPY FOR YOUR RECORDS. HERE, YOUR PETS ARE LIKE OUR PETS.

### PLEASE REVIEW OUR SALON POLICY



BY CHOOSING TO EMPLOY OUR SERVICES, YOU INDICATE YOU HAVE RECEIVED, READ AND ACKNOWLEDGE OUR SALON'S POLICES, PRACTICES AND EXPECTATIONS. IF YOU HAVE ANY QUESTIONS, COMMENTS OR CONCERNS, PLEASE LET US KNOW!

**EMERGENCY EVENTS:** *In the case of an emergency event, I (the pet owner) authorize K9 Design Grooming Salon to seek immediate veterinarian care for the well-being and safety of my pet and at my expense. I understand all effort will be made to ensure my pet is cared for and attended to promptly and in an educated and experienced manner. I understand all effort will be made to contact me should such an emergency event take place.*

**PET HEALTH & PERSONALITIES:** *I understand grooming can cause stress in some pets and I will inform my groomer of any heart, stress related conditions or personality prior to being groomed. I understand it is necessary to have my pet's vaccinations completely up to date prior to being received for grooming. If you need to submit electronic proof of vaccination to us, you can do so at [k9designvaccines@gmail.com](mailto:k9designvaccines@gmail.com)*

**PET COAT CONDITION:** *I understand grooming can cause stress in some pets and I will inform my groomer of any heart, stress related conditions or personality prior to being groomed. I understand it is necessary to have my pet's vaccinations completely up to date prior to being received for grooming.*

**CANCELLATION POLICY:** *K9 Design Grooming Salon requires at least a 24-hour notice prior to requesting a change in appointment time or to cancel a scheduled appointment. This is a matter of courtesy to your groomers and so the appointment time can be made available to another client on the waiting list. If two (2) appointments are missed without the proper notice, said clients will be required to pre-pay for services prior to future appointment scheduling.*

**HOLIDAY CANCELLATIONS:** *When booking for the week of & week prior to federal holidays, extra cancellation policies apply. K9 Design will require all clients' payment card information be provided at time of booking and kept on file. (Full card information is securely stored and encrypted, even from us, for security and privacy.) If you need to cancel or reschedule, **we require a full day** notice prior to the date / time of your scheduled service. This is due to holiday season busyness and in courtesy to your groomers and clients on the waiting list. We cannot accept a cancellation or reschedule without proper notice. For example, if you are set for Wednesday at 3pm, call us no later than Tuesday prior to closing: 6pm. We cannot accept a cancellation after hours by voicemail that may not be received until the following morning. **If the proper full day notice is not given, we will have to charge the full price of the missed service.** This is due to high demand in the season and as it leaves us unable to fill your appointment spot with someone else on the waiting list.*