

TERMS AND CONDITIONS

(Effective January 1st, 2022)

Your dog is our primary concern while they are in our care here at Warner Wags. For that reason, we have to establish these terms and conditions so that every dog is treated fairly, is given enough time and attention to ensure its grooming process is not rushed or stressful, and most importantly, its safety, health, and comfort are always being assessed during its stay at Warner Wags. Please take a few minutes to read our terms and conditions. Upon arriving for your 1st appointment, you will be asked to sign a copy of the attached Consent to Grooming form.

-Dog Health, Welfare, and Safety-

You warrant that your dog is fit, healthy, and up to date with all necessary vaccinations. Warner Wags should be given proof of rabies certification.

Please advise us if your dog has any physical ailments, medical conditions, or any other information which could help us provide a stress free dog grooming experience for your pet. Your dog's groom will be completed based on your dog's level of tolerance on that day.

The grooming of elderly dogs or dogs with severely matted coats is undertaken entirely at the owners risk. Grooming may expose underlying skin or health problems that Warner Wags cannot be held liable for.

Our first concern is for the welfare of your dog so, in the event of injury or illness, a vet may be contacted. Unless it can clearly be shown that we are liable, all costs incurred shall be paid by you, the owner.

If, during their session, your dog displays aggression that threatens the safety of any persons or dogs on the premises, the groom will be terminated immediately and you will be contacted and asked to come pick them up. You will be liable to pay the full starting price of the groom plus the full cost of any damages or expenses your pet has caused (if any).

Any behavioral or temperamental issues **must** be addressed before the start of the groom. While we will not push your dog if they are not tolerant to any aspect of the grooming process, there is a possibility for injury should your pet become excessively uncooperative and try to leap from the grooming table or other such circumstances that Warner Wags cannot be held liable for.

You acknowledge and accept any responsibility for your pets behavior, and understand that any damages or injuries, upon staff or themselves, are to be covered by you, the owner.

Matted coats - Please see the Neglected and Matted Coats section on page 4

-Appointments-

Warner Wags operates by appointment only. Our income, therefore, depends on you keeping booked appointments and being punctual for them. Email and/or text reminders are available, so please indicate if this is something you would like from us.

It would be greatly appreciated if owners ensure their dogs attend to their outside business prior to arriving for their appointment. A dog with a full stomach or bladder will find the grooming process very uncomfortable. We realize mistakes can happen, however, we'd much prefer spending our time making your dog look handsome/beautiful, rather than spot cleaning our floors.

After your first appointment, we will require your pet to be put on a schedule for future visits. This will help us to keep up with your dog's coat type and better tend to their grooming needs without putting any unnecessary stress onto their bodies. Some coats may require more frequent or more spaced out appointments depending on how well they are maintained in between appointments. A better assessment can be given after their first appointment, and may be subject to change over time.

Most grooms take between 1-3 hours, but may take longer depending on the temperament of your dog and the condition of their coat. Warner Wags will contact you when your dog is ready to be picked up. Please do not arrive prior to being notified, as your presence may distract your dog during the finishing stages of the groom.

Please **CALL** us if you are running late to pick up your dog.

Warner Wags reserves the right to charge for picking up your pet more than 30 minutes late.

-Cost of Services-

Estimates made over the phone are based on the average for your dog's breed. Without seeing and assessing your dog's condition, a definitive price cannot be set.

When your dog is dropped off for its appointment, a more accurate assessment can be made. However, during the grooming process there may be certain conditions discovered that require more extensive work than initially thought, so additional charges may be necessary.

Possible reasons for additional charges are:

-Fleas

-if discovered on your dog, this requires the time and product for an extra bath, in addition to sanitizing and taking precautions in the shop to avoid infestation.

-Poorly maintained coats

-matted hair requires extra time and more labor intensive work to complete the groom properly and avoid unnecessary discomfort for your dog.

-Temperament

-Difficult dogs require additional time and assistance to complete the job.

-Cancellations and No-Shows-

If your schedule changes and you need to cancel or rebook an appointment, we require at least 24 hours notice so that we can attempt to fill your slot.

If you know you will be late for an appointment, please CALL us as soon as possible. If you have to arrive more than 15 minutes late for an appointment, we may have to reschedule your dog. (Note: Please do not text us, for we are unable to see your message).

Warner Wags holds the right to charge for appointments that are canceled without a minimum of 24 hours notice. For more information, please see our Late Policy section below.

-Late Policy-

Late arrivals mean less time for your dog to receive their scheduled services. Due to this potentially cutting into the time of other clients, we hold the right to refuse any arrivals that show up over 10 minutes late to their scheduled appointment.

However, if we think that we may be able to at least give your dog a bath then we will do whatever we can with the remaining time but we will have to charge for the full service, even if it was unable to be completed.

A credit card is required to be put on file in the case of repeated late arrivals, or appointments that are missed entirely. We understand things happen, so the charge of your first offense will be waived. The late arrival penalty is as stated above and any missed appointments will be charged the full amount of the type of service scheduled. Cancellations that are made with less than 24 hours notice are subject to a charge of up to 50% of the service that was scheduled.

Please note that all of the above stated exceptions and waived fees are NOT applicable to existing customers who have past offenses.

-Satisfaction-

If you are dissatisfied with any part of your dog's groom please let us know before you leave.

Reasonable requests to alter the trim will be dealt with immediately and desired changes will be noted for future grooms.

-Photographs-

Your dog may be photographed before, during, or after its groom. Photographs may be used on the Warner Wags website, social media, or other printed materials. Please let us know if you prefer that your dog not be photographed.

-Neglected and Matted Coats-

Matted coats can cause a variety of skin and health related problems. Matted fur does not allow for air circulation to the skin, causing hot spots, bacterial and fungal infections. Fleas, ticks, maggots, and other parasites may be lurking in the coat causing further skin infections. Matted fur also pulls and binds, causing pain to your pet when they move or lay down on the mats. The skin underneath is usually raw and inflamed. Matted coats will not dry properly and can lead to rotting fur and skin.

When feasible, dematting is addressed by gently brushing out the dog's coat. This depends on the location and severity of the mats and will only be attempted when it will not cause excessive pain and suffering.

If brushing is not in your dog's best interest, the only humane thing to do is to shave the dog's coat down extremely close to the skin to remove all of the matting. The grooming session could be long, stressful, or painful. Since Warner Wags wants your pet's grooming experience to be as stress free as possible, we will only do the shaving in short intervals. More than one grooming session may be required.

If it's determined that your dog's mats require shaving, Warner Wags will attempt to contact you before beginning the process. If we can't reach you, having a signed Consent to Grooming and/ or Matted Release form on file will authorize Warner Wags to proceed with the demating process.

There is a strong chance that your pet's skin will become irritated during the clipping/ shaving process. A medicated shampoo will be used to help soothe any irritation that may occur. Since the matted hair rests tightly against the skin, the only way of removing mats is to use a short blade to clip between the skin and mats. Because the work is so close to the skin, your dog could be nicked or cut. Great care is taken to avoid it, but you should be aware that the possibility of injury exists.

You, the pet owner, releases Warner Wags from any liability associated with the above mentioned process and any medical problems that may be uncovered and/or occur during the stripping and dematting process. Should any dog need veterinarian care after or during the process, the owner agrees to pay any and all veterinarian fees.

Warner Wags will be happy to show you how to care for your pets coat so that matting does not recur. We will also follow up with you, a day or two afterwards, to check on how your dog is doing.

-Medical Concerns, Emergencies, and Policy-

Warner Wags is dedicated to ensuring your pets safety throughout their stay. With that being said, we would greatly appreciate that any new medical developments or those not stated in our release form are addressed before their drop off so we are aware and can accommodate these concerns into your pet's Spaw day.

With more severe issues, such as dangerous heart conditions that could act up at any time, or very reactive allergies, we assure you that we will do everything we can to avoid any triggers to these conditions so that your dog is not only relaxed, but also safe.

When it comes to allergies or sensitive skin issues, we do offer hypoallergenic shampoo options to keep your dog clean and comfortable. If your dog requires this, please let us know so that we can mark it in their file.

In the case of emergencies or severe medical reactions, we require you to list your vet and/or any other emergency contacts so that we may handle any situations safely, quickly, and professionally.

Warner Wags cannot be held liable for any medical emergencies due to or caused by preexisting conditions. Should a vet ever need to be contacted, you, the owner, agree to pay any costs incurred.

