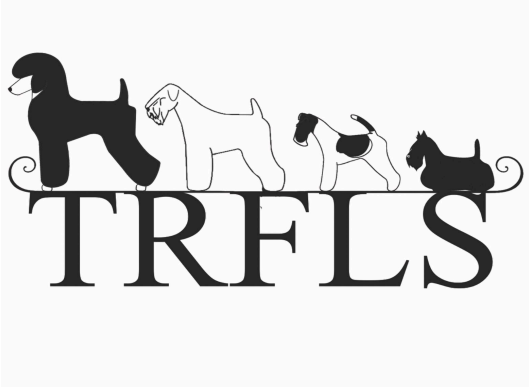

The Royal Four Legged Spa – Service Agreement

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At The Royal Four Legged Spa, your pet holds a special place in our hearts. We are committed to providing a grooming experience that is safe, stress-free, and enjoyable for every animal in our care.

Our staff reserves the right to refuse service if we believe your pet is overly stressed, aggressive, or infested with fleas or ticks. Grooming may expose pre-existing health or skin conditions for which The Royal Four Legged Spa cannot be held liable.

By accepting our services, you agree to the following policies and procedures, which are in place to protect your pet and our staff.

1. Payment Policy

We accept cash, checks, and credit/debit cards via Square.

Checks returned NSF will incur a **$40 fee**, plus any associated bank fees.

All customers must keep a **valid card on file**. Payment is due at the time of service. If payment is not received **within 24 hours**, the card on file will be charged.

Late fees of **$5.00 per day** will be added to unpaid invoices after 24 hours.

No further services will be provided until outstanding balances are paid in full.

Deposit Requirements

A **$50 non-refundable deposit** is required for all new clients and for all online appointment requests, including those from returning clients. The deposit is applied toward the scheduled grooming service. Returning clients booking by phone or in person may not be required to pay a deposit unless otherwise specified. Deposit transfers, cancellations, and no-show charges are governed by Section 3.

2. Pricing Policy

At The Royal Four Legged Spa, pricing is based on your pet's breed, size, coat type, and overall coat condition. Our goal is to provide fair, transparent pricing while ensuring every pet receives the highest level of care and comfort.

Additional charges may apply for the following services or conditions:

De-matting

De-shedding

Excessive coat length or density

Special handling (due to behavioral needs, age, or health concerns)

Flea or tick treatments

Your pet will be assessed prior to grooming, and we will inform you of any applicable additional charges before services begin whenever possible.

If unforeseen factors arise during the grooming process that require additional time, products, or specialized care, you will be notified of any extra charges prior to pick-up.

These charges will be clearly displayed on the invoice provided before pick-up, and a team member will be available to review and discuss:

Why the charges were added, and

How similar charges may be avoided or prevented in future appointments through regular grooming or at-home coat maintenance.

3. Cancellations, No-Shows & Tardiness

Deposits, Cancellations & Rescheduling

A **$50 non-refundable deposit** is required for all new clients and all online appointment requests. Deposits are applied toward the scheduled grooming service and may be transferred to a rescheduled appointment when at least **48 hours' notice** is provided. Deposits are not returned for cancellations, even when made more than 48 hours in advance.

Cancellations or rescheduling requests made with **less than 48 hours' notice** result in **forfeiture of the deposit**. Clients who cancel or reschedule with **less than 48 hours' notice**, or remove services during an appointment, may be required to pay 50% of the missed services before rebooking. Any deposit already forfeited for those services will be credited toward that amount.

No-Shows

No-show appointments will be **charged 100%** of the scheduled grooming fee, with any deposit already collected credited toward that amount. By signing this agreement, you authorize the remaining balance to be **charged to the card on file**. After more than two no-shows, a 75% non-refundable deposit will be required for future bookings; the salon may require full prepayment where communicated at booking.

Late Arrivals

We understand that delays can happen. If you arrive late, we may need to shorten or reschedule your appointment. If we must reschedule due to tardiness, a **50% deposit** will be required to book your next appointment.

4. Vaccination Policy

Proof of current rabies vaccination is mandatory starting at 6 months old.

Acceptable proof includes:

Official documentation from a licensed veterinarian

Verbal confirmation from your vet's office

Rabies tags alone are not sufficient.

5. Dematting& Mats Policy

At The Royal Four Legged Spa, we are a "humanity over vanity" grooming establishment. Your pet's health, comfort, and safety are always our top priorities.

Pets with matted coats require extra care and attention. Mats can tighten over time, pulling on the skin and leading to:

Skin damage, tearing, or bruising

Hot spots

Parasite infestations

Excessive itching and irritation

De-matting is a time-consuming and delicate process that involves specialized tools, conditioners, and techniques. Because of the additional time and skill required, there is an extra charge of **$1.50 per minute** for de-matting services.

If you desire to have your dog de-matted and the groomer determines it can be safely done, in addition to the de-matting fees, there may be additional charges for any salon packages or treatments offered that help make the de-matting process easier and more comfortable for your pet. We will inform you of these charges before proceeding.

If your pet's coat is severely matted, we may need to remove the mats by shaving, but this will only be done as a last resort. If shaving was not agreed upon at drop-off, we will contact you for approval before proceeding.

Important risks of shaving matted coats include:

Nicks, cuts, or abrasions (especially around warts, moles, or skin folds)

Clipper irritation

Licking or chewing at sensitive areas (self-inflicted irritation)

Patchy or delayed hair regrowth

Temporary behavioral changes due to stress or discomfort

The best way to prevent matting is to maintain your pet's coat through regular grooming every 4–8 weeks.

By signing this agreement, you understand and agree that:

You are responsible for the condition of your pet's coat

You will not hold The Royal Four Legged Spa liable for any adverse effects caused by mat removal

We will make every effort to minimize discomfort or skin reactions

6. Specialized Services

A. Handstripping Policy

Handstripping is a specialized technique for wire- or coarse-coated breeds.

To maintain a fixed rate, clients must adhere to a grooming schedule determined by the groomer.

If you do not follow the set schedule, you will be charged an hourly rate.

For breeds requiring flatwork (e.g., West Highland Terriers, Wire Fox Terriers), we will only strip flatwork if:

The owner maintains the coat weekly at home or

The dog visits weekly for maintenance by our staff

B. Cat Grooming Policy

Cats are more sensitive to grooming. We schedule feline appointments during non-peak times.

Cats must arrive in an appropriate travel carrier.

Cats showing signs of stress or with heart/respiratory conditions may be turned away.

We reserve the right to stop services at any time if we believe it's in the cat's best interest.

7. Ear Plucking

Ear plucking can sometimes lead to irritation or infection by opening the hair follicles.

We recommend you consult your veterinarian before requesting this service.

We will not pluck already compromised ears. If signs of infection or other issues are present, we will refer you to your vet.

8. Senior Pets & Pets with Pre-existing Conditions

We take special care with senior pets and pets with known health conditions.

Our focus for these pets is comfort and cleanliness over cosmetic grooming.

Some services may be omitted based on the pet's health and stress level.

Please inform us of any health concerns (e.g., heart murmur, diabetes, seizures) prior to each visit.

While we take every precaution, you agree to release The Royal Four Legged Spa from any liability related to age or health conditions.

9. Temperament

For safety, clients must notify us of any past aggression or behavioral issues.

If your pet cannot be groomed safely, we reserve the right to refuse or stop service at any point.

10. Photography

We may take photos or videos of your pet before, during, or after grooming.

These images may be used on our website, social media, or other marketing materials.

11. Weekend Charge

Appointments scheduled on Saturdays or Sundays may incur a Weekend Charge due to increased staffing needs and limited weekend availability.

The fee is added to standard grooming charges and will be clearly displayed on the invoice prior to pick-up.

Clients will be notified of the Weekend Charge at the time of booking.

12. Holiday Demand Charge

Appointments scheduled on recognized holidays (e.g., New Year's Day, Thanksgiving, Christmas) may incur a Holiday Demand Charge due to high demand and limited holiday staffing.

This fee is added to standard grooming charges and will be itemized on the invoice prior to pick-up.

Clients will be notified of the Holiday Demand Charge at the time of booking.

13. Pet Pickup Policy

At The Royal Four Legged Spa, prompt pickup helps us maintain a safe, comfortable environment and avoid overcrowding. Our salons are grooming facilities, not boarding or daycare facilities.

Clients will generally receive a notification approximately 15–**20 minutes** before their pet's grooming service is completed. All pets must be picked up within **20 minutes** of the completion notification.

Extended Care Fee – $2 per minute: Applies to each minute a pet remains at the salon after the 20-minute pickup window.

After-Hours Staff Retention Fee – $3 per minute: Applies when a staff member must remain past the salon's scheduled closing time to accommodate a late pickup. This rate replaces, rather than adds to, the Extended Care Fee for minutes after closing.

By signing this agreement, you acknowledge these pickup requirements and authorize applicable late pickup fees to be **charged to the card on file**.

14. Emergency Care & Liability Release

By signing electronically,

I Understand and accept the policies above for today's and all future grooming appointments.

Acknowledge and agree to the deposit, cancellation, no-show, and pickup policies, including applicable fees and card-on-file charges.

Authorize The Royal Four Legged Spa to act as my agent in the event of emergency care, and I agree to pay all related costs.

Release The Royal Four Legged Spa from any liability related to pre-existing health issues, age-related risks, behavioral concerns, or emergency events.

Agree to notify the spa **within 24 hours** of any concerns related to the grooming appointment. We will make every effort to resolve the issue or offer a correction at the earliest available time.