



# The Royal Four Legged Spa – Service Agreement

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.

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## 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.

### New Client Deposit Policy

- All **new clients** are required to pay a **\$50 non-refundable deposit** at the time of booking.
- This deposit will be **applied toward the total cost** of your grooming service.
- To retain your deposit, you must **reschedule your appointment at least 48 hours before** your scheduled time.
- If you **fail to reschedule before the 48-hour window**, the deposit will be **forfeited**.
- If you **cancel your appointment within 72 hours** and choose **not to reschedule**, the deposit will also be forfeited.
- **No-shows** will result in **automatic loss of the deposit**, and future appointments may require **full prepayment** at the time of booking.

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## 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.

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## 3. Cancellations, No-Shows & Tardiness

### Deposits

- A **\$50 non-refundable deposit** is **required at the time of booking for all new clients**.
- Additionally, **all online bookings**, regardless of whether you are a new or returning client, **require a \$50 non-refundable deposit**.
- This deposit will be **applied toward the total cost** of your scheduled grooming service.
- To **retain your deposit**, appointments must be **rescheduled or canceled at least 48 hours prior** to your appointment time.
- Returning clients booking by phone or in person may not be required to pay a deposit unless otherwise specified (for example, after multiple cancellations or no-shows).

## Cancellations & Rescheduling

- If you **cancel or reschedule less than 48 hours** before your appointment, your deposit will be **forfeited**.
- If you **cancel within 72 hours** and choose **not to reschedule**, the deposit will also be forfeited.
- If you **fail to show up** for your appointment, it will be considered a **no-show**, and your deposit will be **automatically forfeited**.
- By signing this agreement, you consent to the card on file being charged **100% of the scheduled grooming fee** for any **no-show appointments**, as this time cannot be rebooked on short notice. *Clients who cancel, reschedule with less than 48 hours' notice, or remove services during the appointment may be required to pay 50% of the missed services before rebooking.*
- If a client has **more than two no-shows**, a **75% non-refundable deposit** will be required to secure any future appointments.

### Late Arrivals

We understand that delays can happen. However, to stay on schedule for all clients:

- 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.

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## 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.**

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## 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**

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## 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.
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## 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.
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## 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.
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## 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.
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## 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**.
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## 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**.
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## 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**.
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## 13. 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 **\$50 non-refundable deposit** policy for new clients.
- 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.