The DogSmith Spa Terms & Conditions

Our Spa philosophy ensures that our Spa services are focused primarily on the needs of your pet and secondly on the “technical specifics” of the service. This means that we do not rush these services; we create a relaxed environment to reduce the stress for your pet. Our philosophy forms the foundation of our booking structure allowing more time for each of our clients. Some pet groomers use a heavy hand with pets because of over booking, time pressures or lack of training and/or compassion. We allow ample time for even our most particular clients so we never feel rushed and always take the time to give your pet as much time as needed. Keeping your pet mentally and physically safe and healthy is our primary focus. At the DogSmith your pet will be given the best care available while receiving quality spa services.

Refusal of Service/Aggressive Dogs

- Pet(s) will not be bathed if it is not safe to do so.
- Pet(s) will not be bathed if not safe or too large or heavy to handle.
- Bathing services will be stopped in mid-bath, if necessary, for the safety of the pet and the DogSmith and if this is necessary the client may be charged the price of the service.

Your pet’s safety, comfort and well-being are our utmost concern. Your pet(s) will be handled by our trained professional DogSmith. We reserve the right to alter or cease any service in the event that our staff determines it is in your pet’s best interest or your pet displays aggressive behavior.

Matted Fur

Matted fur is fur that has become tightly knotted and unable to be brushed. Severe mats will not be combed out due to the discomfort and/or extreme pain they can cause the animal. Excessive matting can also cause irreversible skin damage. Such mats must be shaved. The DogSmith will refer heavy matting to a qualified, professional Pet Groomer.

Our strict de-matting policy puts all animals’ health and comfort above cosmetics and aes-

thetics, when necessary. It is our effort to promote the ongoing health and comfort of all pets at our facility in our care. We understand that many owners do not know that their pet is matted because the “top coat” seems soft. Our DogSmiths are trained professionals who can identify mats that are too tight to be combed. If we deem the coat is too matted to offer our spa services then we will refer you to a local qualified pet groomer.

Sedation

We do not offer spa services for sedated animals. We do also not administer sedatives.

Anal Gland Expression

We do not express anal glands.

Ear Cleaning

Pets with adverse ear conditions will be referred to your veterinarian.

Nail Trimming

Every effort is made to trim nails as accurately as possible. In some cases to avoid mental distress to your pet or physical discomfort the nail trimming may not be 100% “technically accurate.”

Client Name:

Client Signature:

Date: