

Classy Canines
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Classy Canines Policies

1. My philosophy is to offer a stress free grooming experience for your dog. While I pay the utmost attention to all dogs in my care, I pay special attention to my geriatric dogs and those with other health issues. Your pet's safety and comfort is my first priority. I will not perform any grooming procedure that causes pain or a level of stress that I think is excessive. This includes nail trimming in some situations. Senior pets will be groomed for cleanliness and comfort.
2. You, the dog owner, must advise me of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions. These may include prior surgeries, hip or joint issues, warts, moles, skin tags, other skin conditions or ear infections. For my part, I will alert you to any issues I may discover over the course of grooming that may require vet attention.
3. If your dog has behavior problems, *please* let me know, both for my safety and your pet's safety. If I arrive at your home and the dog cannot be groomed, a \$50 fee will apply. Classy Canines reserves the right to refuse service in some cases at my discretion. (This is extremely rare.)
4. **Appointments**
I will arrive as close to the scheduled appointment window as possible, however sometimes situations arise that disrupt my daily schedule. This includes weather, mechanical difficulties, spending more time with an older/younger or difficult dog. The dog's safety will never be compromised by rushing to meet a schedule. You will be called and advised of the new arrival time when the schedule changes beyond my control.
5. Pricing varies for each dog and is determined by breed, size and condition of your pet. Additional charges apply for dematting, excessive coat and flea treatment due to the additional time it takes. Additional charges may also apply due to the dog's temperament and behavior during the groom.
6. **Matting**
If you would like your matted pet brushed out, **dematting fees are \$1.00 per minute**. If your pet cannot be humanely dematted I will ask permission to clip the hair as short as necessary and "start over."
Please keep in mind that a matted coat can cause numerous health

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conditions including itching, irritation and skin infections. Removing a heavily matted coat includes the risk of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Classy Canines is not responsible for any pre-existing conditions or injuries to the pet that are due to a matted coat. I do take the utmost care and caution when grooming a matted dog to avoid these injuries. If they occur they are beyond my control.

7. Classy Canines will not groom any dog that is not up to date on his or her rabies vaccination. If I have come to your house and you cannot provide proof of vaccination a \$50 fee will apply and must be paid before I can reschedule your appointment. It is acceptable to Classy Canines for us to call your vet and get verbal confirmation of proof-of-vaccination. I must talk to the vet, vet tech or receptionist after you place the call.
8. Classy Canines requires at least 48 hours notice to change or cancel your appointment. Failure to call 48 hours in advance may result in a charge of \$50 that must be paid prior to your next grooming appointment. Giving advance notice allows me to fill your grooming slot and rearrange my schedule. I do understand that emergencies happen and application of the fee is at my discretion. If, however, I show up at your home and no one is there to give me access to your pet, or if prior arrangements have not been made for me to access the pet with no one at home, a \$50 charge **will** be assessed. I am happy to keep a key to your home, which will be kept in a locked box and labeled with your pet's name to avoid any risk of the key being used in an unauthorized manner. I also can access your pet through a garage door if you give me your entry code. The dog should be confined to a crate or a single room. In most cases merely closing bedroom doors is enough to ensure me access to the dog.

I do make every effort to remind you of your upcoming appointment. Please check mark your preferred contact method(s) in the Release Form, next page.

9. Payment
 - Payment is due on completion of the groom
 - I accept cash, checks and credit cards (3% service charge for swiped cards, 4% to pay by credit card without signature).
 - Checks should be made out to Classy Canines

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Release Form

I understand and do agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Classy Canines and Michele Peterson agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include, but are not limited to, veterinarian services in the event I am not available, I authorize Classy Canines and Michele Peterson to act as my agent in the event emergency veterinarian services, care-taking and/or transportation is necessary and I agree to pay all costs. Any/all damages, loss or claim shall include, but not be limited to, death, injury or shock. Said pre-existing conditions shall include, but are not limited to, illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

(If you have concerns about your dog’s groom please notify me no later than 48 hours before the appointment so that we may discuss rescheduling, if necessary, at the earliest time available.)

I have read and accept this policy for the groom today and for any and all future grooming appointments.

Owner signature: _____ Date _____

Address: _____ Town _____

Home Number: _____ Mobile: _____

Work: _____ E-Mail address: _____

Dog’s Name(s), Ages(s) and Breed(s) [please include date of birth or rescue and approx year of birth if DOB unknown]: _____

Vet: _____ Vet phone number: _____

Preferred contact method: _____

Please specify mobile, home phone, work phone, text message or e-mail. (I prefer text messaging if that works for you.)

Keep the first two pages for your information. Scan and e-mail this page to classycanines4175@gmail.com along with rabies vaccination info. Thank you very much.

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