



LePatou Service Agreement

Thank you for your interest in Le Patou's grooming services. In an effort to provide the most attentive, safe and timely services for all, we ask all our clients to read and acknowledge the following. Booking services with us indicates that you are accepting the terms and conditions in this agreement.

All New Clients: Please complete the required "Intake Form" prior to your appointment. This form asks for pertinent pet medical information, current vaccination records, veterinarian contact info, pet temperament, etc., as well as client contact information. The Intake Form will be sent to you upon approval of your appointment request. You may obtain a paper copy at the salon if you prefer.

General

Due to safety reasons, we do not accept dogs that are highly reactive to grooming and/or aggressive. Clients are expected to maintain their dogs on a regular grooming cycle:

Haircut dogs – 8 weeks or less

Bath and Tidy – 12 weeks or less

All dogs must be on a leash while visiting Le Patou.

Please potty your dog before entering the salon. We have waste bags and disposal available.

Appointments

We schedule private, 1:1 appointments, one dog family at a time. Our structure is similar to a human salon. Please be courteous of drop-off and pick-up times as our goal is a calm, private experience for each pup. Delayed pick-up (>15 minutes beyond scheduling window) will result in a day care fee of \$5/15 minutes.

Health

You agree, your dog is fit and healthy. Grooming of sick and elderly dogs is entirely at the owners' risk. If your dog has an unexplained cough, runny nose, lethargy, vomiting or diarrhea, please call to reschedule your appointment.

All dogs are required to be current on their Rabies & Distemper vaccinations. Bordetella, while not required, is recommended. You are also welcome to provide a paper copy at your appointment or email a copy to:

contact@lepatoucaninesalon.com

We require all dogs to be on monthly flea and tick prevention (oral or topical). In the unfortunate event that fleas are found on your dog, we will call you immediately to determine

course of action. Additional fees may apply. (Per application guidelines, do not schedule grooming within 3 days of flea/tick topical treatment).

Cancellation/No Show Policy

We require a minimum of 24 hours notice should you need to cancel or change your appointment.

Our automated scheduling software will send you a confirmation text (or email if you prefer) 3-5 days prior to your appointment. You will either confirm with a "Y" or cancel with a "N". You will also receive a reminder 1 day prior.

Our service model is centered on providing private grooming to a limited # of dogs per day. Please be courteous and provide us ample time to fill your reserved time slot.

Failure to provide 24 hour's notice will result in full charge for service booked. Repeated offense will result in declining future services. All 1st time clients who "no show/no call" will not be rebooked.

*All charges must be paid before future appointments can be booked.

**Please note - We understand that emergencies, illness and events beyond your control happen. Please communicate with us should this be the case and we will do our best to accommodate your needs.

Curbside drop-off/pick-up with Card on File payment is always an option.

Dematting Policy

Light de-tangling is different from de-matting. We practice humanity over vanity and will never put a dog through an extensive and painful dematting process in order to "save" a coat. De-matting not only damages the coat leading to easier matt formation in the future, but it is extremely painful and could inflict skin damage as well as traumatize your dog.

Complete shaving of the coat will be performed if the dog is extensively matted. It is not acceptable to do otherwise as extensive matting is a health concern and leaving it would be inhumane. Shaving will dramatically change appearance. Hair will be very short and close to the skin and may expose pre-existing skin issues.

By agreeing to this contract, you permit us to shave off a matted coat. We will make every effort to contact you during the groom if your dog will unexpectedly need a shave down. We are not liable for injury caused by shaving off a matted/pelted coat. We reserve the right to stop the groom at any time should veterinary intervention be more appropriate for your pet's needs/safety.

Equally as important, we do not recommend shaving a double coated dog. Undercoats provide protection from both cold and heat. Shaving the undercoat can lead to inability to regulate temperature/hyperthermia/hypothermia, skin issues, infection and long-term coat damage. Shaving a double coated dog does not decrease shedding in a manner that justifies doing so. Proper and regular grooming decrease shedding and promote healthy skin and a beautiful, protective coat.

Pricing

While we are an all-inclusive salon, we reserve the right to charge accordingly for additional time/services needed. For example, heavily matted dogs, dogs with excessive undercoat, dogs requiring more time, dogs with highly stylized cuts, etc. will incur additional cost. We aim to be transparent and fair about our groom charge for your dog. Our pricing is reflective of our service model and we trust that we will exceed your expectations and become a valuable member of your dogs' care team.

If, for any reason, you are unhappy with your dogs' groom, please contact us within two days of groom. We will do our best to rectify the issue within reasonable expectations.

Payment

Payment is due at time of pick-up in the form of cash, check or card. You are welcome to keep a CC on file, and receipt of payment can be sent via email or text.

Safety

We reserve the right to cancel a groom session if your dog becomes unsafe to either himself/herself, the groomer or others. We work with dogs as individuals and address their unique needs. Many dogs come to us with a history of a negative response to prior grooming. Let us know if this is the case with your dog so we can schedule extra time and put additional safety precautions in place. We might also recommend use of a calming agent (per your veterinarians' guidance). We require that you disclose if your dog has ever bitten anyone or has displayed any issues with grooming. Our safety, as well as your dog's safety, are equally important. Dog bites often lead to infection, tissue trauma or long-term injury and significant medical costs.