



Bellevue Pet Adventures Grooming Waiver

Late Fee: A late fee will be implemented *at your groomer's discretion* if **15+ minutes late** to your appointment. We understand things happen, if you know you're running late, please give us a call beforehand so your groomer can plan accordingly.

Late Cancellation or No-Show Fee: We require at least **24hrs notice** for canceling your appointment, if you're canceling last minute or miss your appointment, a **no-show fee** will be implemented at your groomer's discretion. Our team works on commission *only*, so every appointment missed is lost time and wages for our groomers and a lost appointment for another customer.

1st Fee: 25% of total groom – **2nd:** 50% of total groom – **3rd:** 75% of groom and fee must be paid before rebooking

Matting Policy: Our team believes in humanity over vanity. If your pup has significant matting, **our groomers will do what's needed** to ensure your pup is comfortable and happy! While shaving is not always ideal, dematting causes pain and discomfort and we strive to build a lasting trust with your pet! Your groomer will communicate with you where the matting is and what needs to be done prior to shaving. **We will not demat significant matting and will shave** if necessary.

Shaving severe matting comes with certain risks and may also expose old injuries, skin issues, or illnesses not previously known about. **Risks include:** hematomas*, small nicks/cuts where matting was tight to the skin or constricting certain body parts, skin irritation, shaking head/ears, and shivering after groom. This is due to matting constricting blood flow causing blood to rush back to the area(s) which can create discomfort. Your pup may act extra tired after due to extra baths (*if needed*), longer periods of standing depending on severity and the extra time and care it takes to safely remove the matting.

*Hematomas are blood pooled typically at the bottom of the ear after shaving excessive matting from the tops of and/or inside of the ear or ear infections. Your dog may excessively scratch or shake their head after shaving which can cause them to break and bleed, the best thing you can do is prevent your dog from shaking or further irritating the area and *if needed*, seek veterinary attention to drain the area.

Extra Fees: If your groomer notices that your dog **requires** services such as anal glands, ear plucking, extra de-shedding (beyond what a basic de-shed typically requires) **your groomer reserves the right** to make that decision and you will be charged for the service.

Vaccine Policy: If vaccines are out-of-date, you will be **turned away and charged a late cancellation fee**. We **require** an updated copy of **Distemper, Rabies** and **Bordetella** (Annual Kennel Cough) – *Note: a bordetella booster is not required unless you're planning on your pup either being boarded or attending daycare.*

"Why does my pup need Bordetella if they aren't boarding?" We understand your pup may not do boarding or daycare but many of our other clients do! With all of the pups in a shared space, we want to minimize the possible risk for everyone.

You can submit vaccines by:

1. Bringing them to your appointment day-of
2. Emailing to info@bellevuepetadventures.com
3. Submitting digitally through our customer portal on our website
4. Call your vet and have them email them to us.

We are not responsible for vaccine reminders

If you do not have updated vaccines day-of, we **cannot** take your pup for the health and safety of every dog in the building. **Vaccines are the responsibility of the pet owner.** Communicate with your vet to stay up-to-date.

→ If your pup cannot have vaccines, we require a vaccine exemption from your vet ←

Owner Signature: _____ Date: _____



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Returning Client Deposit: If your pup has not been here for **1+ year(s)** we **require a deposit before booking**. After long stretches of time, we will need to reestablish a relationship and trust with you and your pup. You also need to ensure we have **updated information** such as phone numbers, email address, vet clinic, credit card (if one is on file), emergency contacts, etc.

"Why do I need a deposit if we've been here before?" Due to an influx of no-shows, a deposit ensures our groomers are protected in these cases.

☞ **We will not keep your deposit unless you miss your appointment** ☞

☞ **It will go towards the total cost of the groom on check-out** ☞

Owner Signature: _____ Date: _____



Bellevue Pet Adventures Puppy & New Client Waiver

Grooming is a big first step for a puppy or a dog who is simply new to our facility; lots of new smells, dogs, people, sights and sounds, many of which can be overwhelming for someone unfamiliar! The last thing we want to do is stress out your pup or cause injury, which means the groom may not be perfect or what you first envisioned. Our team prides ourselves in creating trust and a friendship with your furry friend which could mean not finishing or perfecting the groom if your pup shows signs of discomfort.

The first few visits will largely be an adjustment period. There are lots of sharp or noisy tools and distractions, so **groomers reserve the right to omit certain parts of the groom or stop the groom altogether if it becomes unsafe for your pup or they show signs of being overstimulated or overwhelmed**. Adjustment periods vary pup to pup, meaning some will take longer to adjust than others and your groomer will work with you to create a plan going forward to make the shop a safe and happy place!

"Why does my price keep changing?" Prices for puppies will change based not only on **behavior, coat condition, groom length and style**, but also based on **how much your pup is growing** and (for haircut dogs) **how their adult coat grows in** as they get older! Similarly for new, but fully grown pups, the prices may vary due to **coat condition, behavior, groom length and style**, etc.

Owner Signature: _____ Date: _____



Bellevue Pet Adventures Elderly Dog Waiver

A spa day is a big day and often a very long day for an elderly pup. There's a lot of standing, noise, sharp tools, movement and maneuvering that they may not tolerate anymore as time goes on, and with that can come certain risks as your pup ages. Our team will do everything we can to keep your pup safe and comfortable which may even include **stopping the groom midway if your pup cannot handle the process anymore and to prevent further risks.**

Communicate clearly with your groomer if there are any known medical issues or changes with your pup's health or behavior so they can adjust the process to your pup's needs. No notes are too small, anything from warts to progressing blindness/deafness to injuries to general soreness.

Groomers may omit or change certain parts of the grooming process at their discretion to keep your pup safe and comfortable such as: *air/crate drying your pup instead of fluff/high velocity drying, pre-shaving before the bath, omitting the bath all together, not shaving or cutting certain areas your pup may struggle with, omitting nail grinding, clipping nails instead of using a dremel, etc.* **All of which will not give your pup the perfect cut but will prioritize their health and safety.** Our groomers will also work with you and your pup to create a plan going forward if they express concern with something during the grooming process.

Groomers also reserve the right to stop the groom at any time and, for the safety of your pup, refuse future grooms if deemed unsafe going forward. Your groomer will talk you through the issues and concerns and next steps on pick-up. We want what's best for your furry friend and their health!

Owner Signature: _____ Date: _____