

The Luxury Pet, LLC Policies

The Luxury Pet LLC is a reduced stress, one-on-one, home based grooming salon in which one animal at a time is groomed start to finish prior to the arrival of the next pet. In order to maintain a safe and reduced stress environment for your furry family member, each groom is by appointment only and each pet is given a specific time slot based on their breed, weight, and service they will receive.

Each pet is unique and requires individual care according to breed, size, and fur condition. Each pet's personal care requires a different amount of time, skill, and effort to be fully groomed, therefore prices will vary. An estimated price range can be given prior to your pet's first grooming based on the service that is requested, however, a solid quote cannot be given until the groom begins.

Please Initial each item below.

_____ For dogs, proof of current rabies and distemper/parvo vaccines are required for grooming. For cats, proof of rabies and FVRCP vaccines are required. Legal vet vaccine waivers are accepted.

_____ All dogs must either be in a carrier or be wearing a properly fitted collar or harness (cannot slide over their head) with a leash. Please no retractable leashes. This is both for their safety and to comply with local county and HOA ordinances.

_____ All cats must arrive in a hard sided carrier, for safety. Cats can scratch and bite thru soft sided carriers.

_____ In order for your furry family member to relax and enjoy their spa day, please potty your pet prior to dropping them off for their spa day appointment.

_____ **Late Cancellation/Late Reschedule Policy**

A gentle, loving approach is used during your pet's spa day. Appointments are scheduled so that each furry client receives attentive care in a soothing, calm environment.

To maintain this environment, there are only 3-5 appointments each day. A missed or late cancellation appointment is a significant loss of income.

It is understandable that unanticipated events happen occasionally in everyone's life. To be effective and fair to all clients the following policies are honored. A full 24 hours advance notice is required when canceling and/or rescheduling an appointment. This allow the opportunity for someone else to schedule an appointment. If a full 24 hour advance notice is not provided, the **full amount** of your appointment will be charged. This amount must be paid prior to making a new appointment. If you have recurring appointments, this amount must be paid within 24 hours to avoid cancellation of the recurring appointments.

_____ **Late Arrival Policy:**Arrival of more than 15 minutes past your scheduled appointment will result in cancellation of that appointment. The late cancellation/late reschedule fee will apply. A non refundable deposit for the full estimated price of the next grooming

appointment will be required to reschedule a future appointment.

_____ **No Show Policy:** Anyone who either forgets or consciously chooses to forego their appointment for whatever reason will be considered a “no show.” The late cancellation/late reschedule policy applies.

_____ In order to keep our one on one spa day model, a text will be sent notifying you of your dog’s completion time. Please retrieve your pet within 30 minutes of your *text notification*. After 30 minutes, your pet will be kenneled and a \$25 kennel fee will be charged for the first hour. An additional fee of \$1 per minute will be charged

after

the first hour until pick up.

_____ Payment is due at the time of service.
Payment is accepted by cash, check, Zelle - 303-587-7784,
[Venmo Julianne-Rodriguez-7](#), Facebook Pay Julianne Acosta Rodriguez,
or Credit Card.
A credit card number can be saved in an encrypted file
by the credit card processing company.
The Luxury Pet LLC is PCI compliant.

_____ It is important that you are happy with your groom. It is an art and not everyone likes the same kind of art.
Complimentary grooming changes may be performed up to 48 hours days from the date and time of pickup of the groom provided that the Luxury Pet LLC is notified of the need for changes within 24 hours of the pick up date/time of the groom. Any changes after the 24 hour time window notification will be fee based.

_____ The Luxury Pet, LLC must be notified of any potential grooming related medical issues within 48 hours of pickup.

Client
Signature _____

Date: _____