Terms of Service

Please read the terms below carefully before making a booking.

Updated/ 6/18/23

Current Vaccinations/Veterinarian Information:

You, the Customer, confirm that when bringing your dog in for a groom that they are up to date with vaccinations for canine parvovirus, canine distemper virus, Leptospirosis and infectious canine hepatitis. You agree to provide proof of Vaccinations to Dazzle Dog Spa LLC on request, as well as current Veterinarian information.

Consent-based Grooming:

At Dazzle Dog Spa LLC, we follow the principles of consent -based grooming. This means putting the welfare, comfort and safety of the pets in our care above the requirements for an aesthetically pleasing or even complete groom. In practice, as a certified Fear Free Groomer, we will not push a dog through a grooming process before they are ready for it, or if we feel there will be a long-term detrimental impact to their emotional health, in their trust in grooming, or in their groomer. For the benefit of your dog(s) it may be necessary to split their appointment into multiple sessions across several days to allow them breaks in between to decompress. Because of this, we always make best endeavors to complete a groom, but cannot guarantee what can be done at each appointment. We ask for your understanding and patience when some things are not possible or take longer to achieve in order to create a positive impact on your dog’s association with grooming. We may also recommend familiarization or desensitization sessions (at a cost); home-based coat maintenance and/or counter-conditioning exercises; or a regular grooming schedule in order to better accustom your pet to being groomed. Our goal is to help your dog(s) see grooming a positive – or, at the very least, tolerable experience. Failure to follow recommended activities or programs my result in an anxious dog and/or additional grooming fees. At Dazzle Dog Spa LLC, we also see your dog as an individual. The have their good days and bad days. Factors outside of grooming may contribute to the stress they are feeling while inside the salon. Because of this we cannot guarantee exactly the same finish per groom and there may be days where your dog needs more time to complete their groom than usual. We will always be honest and communicate if there is a change in their usual behavior that may affect the time or outcome of the groom.

Anxious, Triggered, or Aggressive Dogs:

You, the Customer agree to truthfully inform Dazzle Dog Spa LLC, of any sensitivities or triggers that may lead to your dog to becoming anxious and/or aggressive during the groom. At Dazzle Dog Spa LLC, we will not apply a muzzle in order to continue a groom with a dog who is biting or attempting to bite, as these are signs that they are over their tolerance threshold. However, in the case of biting, you agree to us stopping the groom and applying a muzzle if we feel there is a reasonable risk to your dog’s safety; to our safety; to the safety of any other animal or person in the immediate vicinity; or a risk to equipment, or fixtures and fittings. In such instances, you agree to paying the full cost of the groom. If your dog bites or acts in such a way to cause injury or material damage, you are agreeing to pay any and all related medical bills, recovery costs, loss of income and equipment damage.

Accidents, Health or Medical Problems:

You accept that grooming equipment is sharp and the dogs wriggle and may be unpredictable. Dazzle Dog Spa LLC, exercises all due caution and care when grooming, but sometimes accident happen. Examples of this are: skin irritation, quicked nails, nicks, cuts etc. By booking your dog in for a groom you consent to your groomer applying emergency first-aid treatment as appropriate. We will always notify you, either immediately of any such incidents, and will record them in the computer in the dog’s chart. If a dog will not tolerate a process to the risk of their safety, we will end the groom or that part of the groom. Sometimes, during or after a groom an underlying medical problem may be exposed or a current one may be aggravated. Agreeing to these terms mean that you, the Customer, grant permission for Dazzle Dog Spa LLC, to obtain immediate veterinary care. As such it is vital that you provide up-to-date and accurate information on the state of your dog’s emotional and physical health prior to the groom. Dazzle Dog Spa LLC will not be held liable for injury or death arising from a pre-existing condition.

Elderly Dogs:

Because senior pets and pets with health problems are at greater risk of stress and injury, these pets will be groomed for cleanliness and comfort, using techniques and in styles that will not add to their stress.

Fleas, Ticks and Lice:

If you suspect your dog has fleas, ticks, lice or any other infectious disease, or if your dog is currently being treated of an infectious disease, you agree to notifying us and rescheduling your dog’s grooming appointment at such time your pet has been cleared by a vet. If we find fleas and ticks on your pet during the service we will treat at an additional fee ($15) which you agree to pay and will promptly talk to your veterinarian about prevention.

Coat Condition and Matted Coats:

You, the Customer, agree that the health and welfare of your dog are your responsibility, including but not limited to the condition of their coat. Matted coats in particular are detrimental to a dog’s health and welfare. Mats restrict the flow of air to the skin and can trap moisture, which can cause irritation and sores. In severe cases, matting can impair circulation to a dog’s skin. Sometimes individual mats, knots or tangles can be removed by using trimmers, or scissored out by hand. This is called de-matting. If there are lots, this process can be painstaking. This adds unfair stress on the dog, and can also cause pain or discomfort. If there are too many knots or mats, the only sensible and caring option for the dog is to shave the coat. This does incur risks such as hematoma (blood rushing to areas where matting caused circulation to be cut off, resulting in bleeding skin); it can reveal hidden wounds, or cause old wounds to reopen. If you want to preserve the length of your dog’s coat length, and only if the knots aren’t too numerous or severe, Dazzle Dog Spa LLC will manually de-mat the coat at an additional cost of $10 per 10 minutes. The clock starts if the groomer cannot fully brush and comb your dog out in 20 minutes after the blow-dry. For the welfare of the dog, the maximum amount of de-matting time the groomer will do in any session is 1 hour. If your dog’s coat is still knotted after this point you can book them in for another de-matting session, and as soon as the coat is tangle-free, it can be styled. You understand that the level of matting is not always possible to identify at the pre-groom consultation, and only becomes apparent when the grooming is underway. If the groomer believes the level of matting means it is kinder to remove the coat than to de-matt, you consent to this being done at any point during the groom. Dazzle Dog Spa LLC will make reasonable efforts to contact you and discuss this option beforehand, but you accept that it is not always possible to speak. You understand Dazzle Dog Spa LLC, is not liable for any cuts, irritation or other injuries caused by shaving off or de-matting a dog, nor for other injuries that may have been hidden by the matted hair, and that the desired look for your dog may not be achieved as a result of poor coat condition. Shaving off a matted dog takes patience, care and time. It also places extra wear and tear on grooming tools, specifically clipper blades and scissors, which need to be sent away for resharpening in order to be usable again. Shaving off a matted dog incurs a surcharge of $15-$75 depending on the severity of the matting and how much additional time is added to the groom.

Prices:

You accept that all prices quoted are a starting price, based on an assumption about your dog’s size when you make an initial inquiry; and that also assume your dog’s coat is in a reasonable condition; that they are on a regular grooming schedule appropriate for their breed and coat type, and have a temperament that tolerates being groomed. While our prices at Dazzle Dog Spa LLC may seem higher than you are used to paying our service has your dog as our top priority. We are a fear free groomer, using the top-of-the-line dog products and our groomers are well trained professional pet aestheticians who care about offering quality service. Refunds are not given for any reason. Additional fees may be added to the price of your groom based on, but not limited to the following conditions relating to you and your dog(s):

\*Actual size (example – dog is bigger than its breed suggests)

\*Length and type of coat (example – overgrown and/or curly coats)

\*Coat condition (example - matted or badly tangled coats)

\*Behavior (example – boisterous)

\*Tolerance of the grooming process (example – sensitive body parts)

\*Health issues (example – skin conditions)

\*Late arrivals

All full-groom estimates are base on a time frame of 2 hours (S/M dogs) or 2.5 hours (L dogs). Any additional time, due to the dog’s behavior or coat condition will be charged $10 per additional 10 minutes. Dazzle Dog Spa LLC will make reasonable efforts to advise you upfront if additional fees appley. If a groom has to be stopped mid-way due t the dog’s behavior or health issues, you agree to paying the full cost of the groom plus any applicable surcharges.

Drop-offs & Pick-ups:

New customers will have a consultation for groomer to evaluate dog, go over terms of service and collect client and dog data for computer entry. Arriving more than 10 minutes late will result in a $10 late fee, plus $10 for 10 minutes after that. Arriving more than 20 minutes late to your appointment without giving notice will result in an automatic cancelation of appointment. Anyone who is late for three or more appointments will be blocked from receiving grooming services. Dazzle Dog Spa LLC provides a specialist, one-on-one grooming service. Therefore, it is very important that appointments run on schedule. Additionally, members of our team work flexible hours around our other commitments. As such, dropping off and picking up on time agree mandatory. You are expected to pick up your dog with in 30 minutes of receiving notice that your dot is ready, unless alternative arrangements have been made ahead of your appointment time. Late collection will incur a fee of $10 for every 10 minutes you are late, starting when the 30 minutes are up. Late collections of over 2 hours, without reasonable explanation, will incur a fee of $100.

Cancellations/ No Shows/ Missed Appointments:

Because we only receive payment for dogs we groom, short notice cancellations and no-shows leave an empty space in the day that could have otherwise been filled. To avoid this, we ask that any cancellations are made at least 2 working days in advance. Failure to adhere to this policy will result in 100% cancellation fee, and future appointments will need to be paid for upfront in full to secure appointment. We do understand that things happen – we are not unreasonable – so please call if you think you will miss your appointment or are going to be late to collect.

Payment:

Dazzle Dog Spa LLC accepts payments in Cash, Check, Credit Card. A 4% service fee will be added for credit card transactions. A $20 late will be charged for returned checks.

Use Of Media:

Dazzle Dog Spa LLC may take photos and/or videos of your pet during the grooming appointment. These are stored in a secure, password-protected location. These media are to show current condition, health concerns or a preferred style of coat. You understand tht photos and/or may be take in case an injury occurs, to help understand the beginning condition of the coat, the nails, or any health ailments with the dog to determine why this injury happened. In the case of injury, you consent to Dazzle Dog Spa LLC sharing these photos with the appropriate parties, including but not limited to, the overseeing Veterinarian’s office. You consent to Dazzle Dog Spa using photots and/or videos of your dog for marketing and promotional purposes, including but not limited to, use on the website or social media sites. These media remain the property of Dazzle Dog Spa LLC.

Hold Harmless Agreement:

By making a booking with us, you agree to hold Dazzle Dog Spa LLC, its owners, employees and directors harmless from any damage, loss, or claim arising from any condition of the dog, either know or unknown to them. You understand and agree the terms of this agreement can change at any time, without notice, and will overwrite any prior version. You understand this clause applies to any and all dogs groomed.

You must read and accept the Terms of Service before your dog can be groomed.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Printed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_