

# Zimba's Bubble House Policies 2015

*These policies will go into effect starting January 1, 2015*

*There is no "flat fee" for grooming. Prices are based on your pet's behavior, type of groom, frequency of groom, and condition of the coat. Therefore our prices are subject to change and may vary in price from time to time.*

## **Pets with Pre-existing health conditions**

Pet parents assume the risk involved with bringing a pet in with health or heart issues. Pet parents should make a groomer aware of any such conditions. Pet's Life Naturally and Zimba's Bubble House are not liable for any adverse reactions to the grooming process or worsening of any preexisting health conditions. The groomers of Zimba's Bubble House reserve the right to decline/refuse to groom a pet if they feel it is too risky for the pet.

## **Stressed Pets/ Health and Wellness Check**

Although we do provide a relaxing environment for your pets, some pets can become too stressed during the grooming process. We would never want to cause any unnecessary harm to your pet. For this reason, we will discontinue the grooming if we feel your pet is under too much stress.

Pets that are prone to oversteering are:

- **Pregnant pets-** Grooming during pregnancy is not recommended because it could jeopardize the birth of the new puppies.
- **Older/ senior pets-** Senior pets may stress easily during the grooming process. Your groomer will do their best to work with you and your pet. However it is up to the groomer's discretion on whether your pet will continue the grooming process.

**\*We will assess the general health of your pet when they arrive. As part of our health and wellness check, all pets must be walked into the styling area. This will help the groomers determine the state of your pet and if they are well enough for the grooming.**

### Late Arrivals & Appointment Cancellations

We understand that there are situations that will cause you to be behind schedule. If you are running 10-15 minutes behind, just give us a call to let us know.

All of our grooming appointments are important to us and arrivals more than 15 minutes late prevent us from keeping our next appointment on time. Therefore, if you are more than 15 minutes late, it will be to the discretion of the groomer whether your appointment will continue or need to be rescheduled.

We understand that there are times where cancellations must take place. We only ask that if you need to make a cancellation, you do so 24 hours in advance. Failure to do so may result in a cancellation fee.

### Grooming Time

We groom at your pet's pace. In order to allow a tranquil and minimally stressful experience, the standard time for grooming is at least **3 hours**. This allows for your pet to relax in between baths and the actual grooming process. Please allow three hours before picking up your pet or calling to see if your pet is ready. **Times may vary according to condition of coat, size of pet, and behavior.** If your pet finishes before the three hours, we will call and let you know.

If two or more dogs are scheduled with the same groomer, please allow **4+ hours** for the grooming to be completed.

The grooming time for larger dogs is **4+ hours**. If two or more larger dogs are scheduled with the same groomer, please allow **5+ hours** for the grooming to be completed.

### Vaccinations

For the safety of your pet, the groomers, and all other pets that visit Zimba's Bubble House, pets must be current on their rabies vaccination and show proof during first visits. **It is also your responsibility to bring proof of updated rabies vaccinations when needed.**

Puppies that come for first visits must have the first set of required puppy shots. **(At 16 weeks puppies should have vaccinations for: distemper, adenovirus, parainfluenza, and parvovirus)**

### Special Handling

A Special Handling fee is added if your pet requires the assistance of multiple groomers to complete the groom due to: behavior, age, etc.

### Sedatives

Because the reaction your pet may have to the combination of a sedative and grooming, we will never give a sedative to your pet. It is up to you to give a sedative, **under your veterinarian's recommendation**, to your pet. We will not be liable for any adverse reactions from pet-parent administered sedatives. We ask that you may provide your vet's information in case of an emergency.

### Allergic Reaction

If you feel your pet has had an allergic reaction to one of our grooming products, please let us know **within 24 hours**. If you contact us immediately after the visit, we will give your pet a complimentary bath with our hypoallergenic shampoo.

### Excessive Cleaning

Should there be a pet with excessive stool or urine, requires multiple baths, and/or extra clean-up, a fee may be added.

**“Business” Before Beauty:** Please encourage your dog to do its business before we begin ours, or let us know if they have not so we can walk them.

### Fleas

We take the safety and wellbeing of your pet and all other pets that visit our spa very seriously. For this reason, we enforce our Flea-Free policy. We will give a pet that has fleas a mandatory flea treatment at the expense of the pet's parent. This treatment is effective for 24 hours, and the pet parent is encouraged to seek a long-term treatment/preventative after their pet's groom.

### Shaving or Altering Double Coated Dogs

Double coated dogs are not meant to be shaved. We will however shave a double coated dog at your request or if there is severe matting (with your permission). We will not be responsible the changes that may occur to the dog's coat due to shaving or altering its coat.

### Matting

Matting can expose pre-existing skin conditions and irritations as well as fleas previously unseen. **Shaving a matted coat can also cause irritation due to the removal of tightly matted hair** (the process can sometimes cause bruising and other reactions). We are not responsible for any irritations or problems caused after grooming a matted coat. We reserve the right to refuse a de-matting service.

### Puppies

Because the grooming experience is new for a puppy, it can be difficult to give a puppy a normal haircut that is precise. We recommend a gradual introduction into the grooming process by scheduling puppies for baths and basic trims so they can get used to the sights, smells, sounds, and handling of grooming.

### Satisfaction

Your satisfaction with our services is important to us. If you are not happy with your pet's haircut, please give us the opportunity to make any adjustments to your pet's coat free of charge. Just make sure to contact us within 48 hours of your pet's grooming visit.

### Late & After Hours Pickups

Pets are expected to be picked up promptly after being called unless arrangements are made in advance. A pet that is picked up more than 30 minutes after closing hours will be considered an "after hours pickup" and will be charged a **\$10.00 fee**.

We have a limited amount of suites available for your pets and we schedule appointments accordingly. Late pet pickups prevent us from making room for the other pets who are scheduled to come in. Therefore, if you cannot pickup your pet within 60 minutes of their finished appointment time, they will be considered as a spa and daycare guest.

- **Daycare includes:** a suite, water, and extra supervised walks when needed.
  - Half day (4 hours)- \$10.00
  - Full Day (5+ hours)- \$20.00

**By signing this document you are stating that you understand and agree with the policies of Zimba's Bubble House.**

Signature:

Date:

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