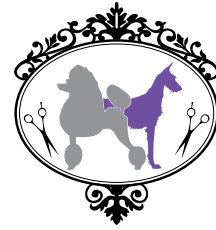




Audrey Lynn
Grooming



Client Waiver

COVID-19 Policies and Procedures

PLEASE NOTE: Audrey Lynn Grooming requires that all clients wear a mask when dropping off and picking up their dogs. Please refrain from using Audrey Lynn Grooming's services if you have had contact with anyone who has tested positive for COVID in the last two weeks.

Drop Off

Audrey Lynn Grooming will no longer be holding onto personal leashes or collars. When you come to drop off your dog you will be provided with a temporary slip lead that you can slip over your dog's head. Please then remove all leashes, collars, harnesses etc. before handing your dog over to the groomer.

Grooming/Sanitizing Process

All pets will be bathed immediately unless severe matting needs to be removed beforehand. If matting needs to be removed before bathing then all equipment that touches the dog during the removal will be sanitized before moving on to finishing the groom after the bath. All equipment that touches the dog during the grooming process will be sanitized immediately following the grooming using F10 cleaner and/or alcohol. This is to include any and all; brushes, combs, scissors, hemostats, nail clippers, grooming loops, slip leads, and the grooming table.

Pick Up

Audrey Lynn Grooming is now using a computerized system for scheduling and communicating with clients. This system offers a feature that allows clients to pay on their phones when they're notified of their pet's grooming being almost complete. I encourage all clients to use this feature if they wish to minimize transfer of germs during payment. Otherwise we are still accepting cash, credit, or check payments due at the completion of services.

Emergencies

In the event an accident or medical emergency occurs during your pet's grooming, you will be notified immediately. If we feel it is serious, and the owner is not on-site, we will seek immediate veterinary care for your pet with the closest vet clinic. This release gives Audrey Lynn Grooming full authorization to seek medical treatment from the nearest vet clinic, in the case of any medical emergencies while in the care of Audrey Lynn Grooming.

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Health/Medical Issues

Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after a grooming. Please make sure to alert us of any current or past issues so that we may keep an eye out for them. Audrey Lynn Grooming is not responsible for existing health/medical issues that are exposed/aggravated by grooming.

Fleas/Ticks

We strive to have a parasite-free salon. Monthly flea/tick preventative is strongly recommended. If a dog is found to have fleas on the day of their appointment they are required to be given a flea bath, at the owner's expense of \$10. If ticks are found they will be removed free of charge up to the amount of 5 ticks. After that a charge of \$3 per tick will be implemented.

Vaccinations

All dogs are strongly recommended to be current on all vaccinations and are required by state law to be up to date on their Rabies vaccine.

Stressed/Aggressive Animals

In the event that your pet is too stressed or becomes too dangerous to groom we have the right to refuse, stop, or cancel grooming services at any time before, during, or after grooming and the client will be charged a fee for what was done up until that point.

Drop Off/Pick Up

Audrey Lynn Grooming allows a 10 minute grace period after drop off times. Please understand that if you show up too late we may not be able to accommodate you as it disrupts the schedule of the day for other clients. You are welcome to show up early just please keep in mind that you may need to wait to be helped. You will be notified roughly 15 minutes before your dog(s) is ready and you are expected to arrive to pick up within 30 minutes of that notification unless other arrangements are made prior. Please understand that being a one on one salon requires a strict schedule and cooperation from clients is greatly appreciated.

Matting

When pets become matted it can be painful and cause or hide health problems. Audrey Lynn Grooming will only perform very small amounts of dematting on loose matting that can be removed easily in less than 10 minutes. Any solid matting or matting that extends over large portions of the body will be removed by shaving. If your pet is matted there will be an extra charge for the removal of the matting whether it is shaved or dematting is performed. Please understand that shaving a matted dog is much more time consuming and puts more wear and tear on equipment than a non-matted dog. This is the reason for charging for matting even if it removed by shaving.

Photography/Social Media

During the spa day at Audrey Lynn Grooming pets may have their photograph taken for various reasons. Documentation of grooming and/or posting on social media. Pet owners may opt out of social media posts if they choose by notifying Audrey that they do not wish their pets to be posted on social media.