

The Sudsy Pup - Full Grooming Services Agreement & Care Release

Thank you for choosing The Sudsy Pup.

Your pet's comfort, safety, and well-being always come first. We operate by appointment to maintain a calm, low-stress, holistic grooming environment. By signing below, you agree to the following terms for today's appointment and all future visits.

1. Services & Pricing

You understand that any price provided before grooming is an estimate. Final pricing depends on coat condition, size, time required, behavior, and any additional services needed to ensure your pet's comfort and safety.

The Sudsy Pup may decline or stop services at any time if a pet's safety, or the safety of staff, is at risk.

2. Owner Responsibilities

You agree to:

Provide complete and accurate information regarding health, behavior, allergies, and special needs

Inform us of any medical or behavioral changes before each appointment

Make timely payment for all services rendered

Follow salon policies to support a safe and peaceful environment

Pick up your pet promptly when notified that services are complete

3. Health, Vaccines & Safety

We encourage you to schedule grooming when your pet is feeling their best. If your pet has recently been vaccinated, ill, injured, undergone surgery, or has a contagious condition, please let us know in advance so we can plan appropriately.

Senior pets and pets with health concerns may be more sensitive to grooming, which may reveal or aggravate existing conditions. The Sudsy Pup is not liable for health issues that arise during or after grooming due to age, underlying conditions, or coat condition.

4. Parasites

If fleas or ticks are found, a flea treatment will be required and billed. Complete parasite removal cannot be guaranteed in a single visit.

5. Matting & Coat Condition

Matted coats require additional time, care, tools, and product. You understand that: De-matting fees begin at \$50 and increase based on severity

Severe matting may require shaving for your pet's comfort and safety

We may use Iv San Bernard skin therapies to soothe and support the skin and aid in the de-matting process

Mat removal may cause redness, irritation, itchiness, hematomas, or temporary behavior changes

Hair may grow back unevenly or not at all where matting was severe

If shaving is required, The Sudsy Pup will proceed using the safest method. If consent is withheld, grooming will be stopped and the full grooming fee still applies.

You release The Sudsy Pup from liability for any conditions caused by or revealed through matting.

6. Behavior, Handling & Safety

You agree to disclose any history of aggression, fear, or behavioral concerns.

If your pet becomes unsafe or highly stressed during grooming, The Sudsy Pup may stop or modify services. The full grooming fee still applies. A handling fee may be added if extra staff or specialized techniques are required.

Humane safety tools (such as muzzles) may be used when necessary to protect your pet and our team.

7. Medical Care Authorization

If urgent medical attention is required, you authorize The Sudsy Pup to seek veterinary care at our discretion. We will attempt to contact you first but may act without confirmation if time-sensitive. You are responsible for all veterinary costs.

You release The Sudsy Pup from liability related to such decisions made in good faith.

8. Pickup Timing & Wrap-Around Care

We operate by appointment to maintain a calm and organized salon environment.

You agree to:

Pick up your pet promptly when notified they are ready

Understand that a grace period is provided

Utilize Wrap-Around Care if additional time is needed

Wrap-Around Care Fees:

\$20 for one pup

\$25 for multiple pets

Availability is limited and not guaranteed. This service ensures pets remain safe, supervised, and comfortable during extended stays.

9. Late Arrivals & Cancellations

To support a smooth grooming schedule and a calm environment for all pets, you understand:

Late arrivals over 15 minutes will incur a late fee of \$1 per minute, per pet

Arrivals over 25 minutes will require rescheduling, and the late fee will still apply

Cancellations or appointment changes within 24 hours of the scheduled time will incur a \$25 cancellation fee per pet

These policies protect the grooming schedule, support your groomer's preparation, and ensure fairness to all clients.

10. Safe Handling, Lobby Behavior & Leash Control

To maintain a safe, calm environment, all pets must enter and exit the salon on a secure, non-retractable leash unless otherwise approved.

You understand that The Sudsy Pup is not responsible for escapes, injuries, or incidents that occur:

before staff takes possession of your pet

after your pet has been returned to you

due to improper restraint, slip collars, carrying pets in arms, or off-leash behavior

If a pet slips free or is brought in without proper control, any resulting incidents are the sole responsibility of the owner.

11. Payment

All payments are non-refundable.

12. Respectful Communication & Public Statements

The Sudsy Pup welcomes honest, direct communication.

If you ever have a concern, we encourage you to reach out so we can address it thoughtfully and with care.

You agree not to share statements- online or otherwise- that are knowingly false, malicious, defamatory, or intended to harm The Sudsy Pup or its staff.

This does not limit your right to share your truthful experience or opinions.

The Sudsy Pup reserves the right to pursue remedies under Florida law for defamatory or intentionally harmful statements.

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13. Release of Claims & Indemnification

You understand that grooming involves handling, equipment, and sharp tools and carries inherent risks. You release The Sudsy Pup and its team from liability for injuries or conditions related to:

age or medical history

coat condition

behavior

grooming tools or equipment

pre-existing or underlying issues

matting or mat removal

You agree to indemnify The Sudsy Pup for any damages resulting from your pet's behavior or health conditions.

14. Photo Use

You grant The Sudsy Pup permission to use photos of your pet for promotional, social media, website, or educational purposes.

15. Governing Law & Entire Agreement

This Agreement is governed by Florida law and represents the full understanding between the parties. Any invalid term shall not affect the remainder of the Agreement.

Owner Acknowledgment

By signing below, you acknowledge that you have read, understood, and agree to this Grooming Services Agreement and Care Release, and that it applies to all current and future services provided by The Sudsy Pup.

