



Policies & Practices

The Smiling Dog is committed to your pet's safety, well-being, and happiness. Because our fur friends are your fur babies, we want to remain transparent about our policies and procedures. The information below outlines our commitment to you, your pets, our policies, and your responsibilities.

Client Requirements & Responsibilities:

- I. Your pet must have, and stay up to date on his/her vaccinations*. This paperwork can be sent to us by your veterinarian via email. There is a 10 day waiting period after vaccinations before your pet can stay with us.
 - *Dogs are required to be vaccinated for Rabies, DHLPP, and Bordetella.
 - *Cats are required to be vaccinated for Rabies, FVRCP, and FeIV.If your pet is not vaccinated or the vaccinations are out of date you may sign a Vaccination Exemption Release of Liability Form.
- II. The registered owner assumes all responsibility, and liability (Strict, Vicarious, Joint and Several, Financial, and otherwise) relating to the health, safety, and behavior of the pet. The Smiling Dog nor its affiliates can be held liable should your pet be injured while on our premise, or in our care.
- III. The registered owner must keep The Smiling Dog informed of any medical, or behavioral changes to the pet.
- IV. If you are more than 15 minutes late for your scheduled grooming appointment, your pets will be accepted as a "work-in." "Work-in" clients are groomed between other appointments, therefore, your pets may take longer to complete.
- V. If you are more than 30 minutes late to your scheduled Grooming appointment, you may need to reschedule. This is decided at the groomer's discretion. A fee of 20% of the grooming cost will be incurred that must be paid before you are able to reschedule. **
- VI. Changes and cancellations for all Grooming appointments, and Boarding/Daycare reservations must be made no less than 24 hours in advance of the appointment or reservation. A fee of 20% of the total cost will be incurred that must be paid before a future appointment or reservation can be made if the change or cancellation is made within 24 hours of the appointment or reservation. **
- VII. If you are unsatisfied with the groom performed on your pet, you must contact The Smiling Dog within 48 hours of your last appointment. If it is possible to fix the cut, The Smiling dog will do so free of charge.
- VIII. If you do not show up to your appointment or reservation without informing The Smiling Dog, a fee of 50% of the total cost will be incurred that must be paid before a future appointment or reservation can be made. **
**We understand that life gets hectic, and mistakes are made. Therefore, you will only begin to incur the above fees after two infractions.

Grooming Policies & Practices:

- I. Some pets are extremely sensitive to certain grooming procedures. Commonly nail trimming, and/or ear cleanings. Although these routine procedures performed are for the well-being of your pet, we will not continue with a procedure that causes pain to the pet, or harm to the grooming staff. When this occurs it is recommended that your veterinarian continue with performing those procedures.
- II. If it is necessary for the safety of the pet, or one of the grooming staff, a muzzle will be humanely used.
- III. Though rare, accidents may happen with pets who are extra wiggly, or overzealous during a grooming procedure. Generally these nicks are determined to be not serious, and the grooming process can continue. In the event of a serious injury, we will follow our emergency protocols outlined later in the contract.
- IV. If your pet arrives with fleas, we will apply flea shampoo to eradicate the fleas for your pet's safety and the salons sanitation. This occurs at the owner's expense without their consent.
- V. If your pet is excessively matted, a shave down may be required for your pet's health and comfort. This is done at the groomer's discretion and without the owner's consent. De-matting or the thinning out of matted hair may cause patchiness

or hair loss. Shave downs may expose pre-existing skin conditions. Additional charges may occur for de-matting, and shave downs. Regular brushing, combing and grooming will alleviate matting on your pet, and promote healthy skin, and hair.

Boarding & Daycare Policies & Practices:

- I. The Smiling Dog is an Off-Leash facility. This means that your pet(s) are in contact with other pets during their stay with us. While Off-Leash play promotes healthy social interaction, if your pet is continuously behaving inappropriately, he/she may be moved to a separate suite for the protection of themselves and others.
- II. The Smiling Dog is not open 24 hours, but there is boarding/daycare staff here 24 hours a day to watch, interact, and manage your pet’s schedule. See The Smiling Dog’s Drop-off/Pick-up schedule noted below.
- III. For the comfort of your pet and the safety of our staff, the drop-off or pick-up times are strictly adhered to.
- IV. Before your pet can join us for boarding and/or daycare, your pet must pass a behavioral evaluation, performed by The Smiling Dog staff. This evaluation is performed to make sure that your pet can be safely boarded with other pets. If your pet fails to pass the evaluation, he/she may try again after 6 months with a completion of training certificate.
- V. The Smiling Dog is committed to designing our facility with the comforts of home in mind. Therefore, we provide couches, kennels, an assortment of toys, and treats to your pet.
- VI. Rocklin City Ordinance states that The Smiling Dog cannot take your pet outside during their stay with us. Therefore, The Smiling Dog has designed faux outside restroom areas inside its approx. 4,000 square foot facility.
- VII. The Smiling Dog reserves the right to deny further service to any pet for any reason.

Emergency Policies & Procedures:

- I. In the event of a medical emergency, your pet will be taken to:

VCA Loomis Basin Veterinary Clinic

3901 Sierra College Blvd, Rocklin
(916) 652-5816

OR

Atlantic Street Pet Emergency Center

1100 Atlantic Street, Roseville
(916) 783-4655

OR

MarQueen Pet Emergency & Specialty Group

9205 Sierra College Blvd #120, Roseville
(916) 757-6600

- II. In the event of a medical emergency your pet will be given medical treatment based on the “Emergency Treatment Authorization Form” filled out and signed by the registered owner.
- III. In the event of a facility emergency, and evacuation is necessary, your pet will be moved and you will be notified of the address where they will be boarded until you can pick up your pet.

Boarding & Daycare Schedule

Boarding and Day Care Pick-Up and Drop-Off Hours		
	Monday-Friday	Saturday-Sunday
Drop-Off/Pick-Up Times	6:30 am- 8:00 am (by Appointment)	
Drop-Off/Pick-Up Times	8:00 am-10:00 am	8:00 am-10:00 am
Drop-Off/Pick-Up Times	1:00 pm-2:00 pm	1:00 pm-2:00 pm
Drop-Off/Pick-Up Times	4:00 pm-7:00 pm	4:00 pm-7:00 pm