

## *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, DHPP, Bordetella, and all boarding or daycare dogs need to have a negative fecal test done within the last year.

\*Cats are required to be vaccinated for Rabies, FVRCP, and FeIV.

If your pet is not vaccinated, we will accept a written letter from your veterinarian stating the reason and that they approve the pet to go to grooming.

- I. 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.
- II. The registered owner must keep The Smiling Dog informed of any medical, or behavioral changes to the pet.
- III. If you are more than 15 minutes late for your scheduled grooming appointment, your pets may be accepted as a "work-in." "Work-in" clients are groomed between other appointments, therefore, your pets may take longer to complete. This is at the groomer's discretion.
- IV. If you cancel less than 24 hours in advance, no show, or are more than 15 minutes late to your grooming appointment and need to be rescheduled, 50% of the total cost will be incurred that must be paid before a future appointment can be made. If you have appointments already scheduled this fee will need to be paid in order to hold the next appointment. If the fee is not paid within 24 hours of us contacting you your appointments may be canceled.
- V. 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.
- VI. For all boarding reservations we require a 50% deposit of the total cost of the stay be made in order to book and hold a reservation. If you need to cancel your boarding reservation all cancellations must be made at least 1 week prior to your check in date in order to receive the deposit fully back. If you cancel with 72 hours notice, a refund of 50% will be issued. Any cancellations made less than 72 hours in advance or no shows will result in you forfeiting the deposit.

### 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 salon's 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 dematting, and shave downs. Regular brushing, combing and grooming will alleviate matting on your pet, and promote healthy skin, and hair.
- VI. If your dog requires some extra support from our staff members we may charge an additional fee for handling the dog.

### 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. The Smiling Dog is committed to designing our facility with the comforts of home in mind. Therefore, we provide suites, an assortment of toys, and treats to your pet only if provided by the owner.
- V. 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.

- VI. The Smiling Dog reserves the right to deny further service to any pet for any reason. Before attending daycare or boarding, all dogs must come in for a free half day of daycare. This gives our staff a chance to meet the dogs and see how they interact with other dogs on a longer term basis. The dog must stay for at least 4 hours, up to 6 hours for it to be a free day and be suitable as the prerequisite for boarding or daycare.
- VII. Drop offs will be scheduled between 10am-3pm with 7pm as the latest pick up. These are scheduled and are not done on a drop in basis.
- VIII. All tours of the facility will be given at pick up. No tours will be given without the dog coming in for the meet and greet.
- IX. All male dogs over the age of 18 months must be neutered to participate in daycare or any dog to dog interactions. Boarding rates are \$150 per night for intact males to be able to provide special care for them. They will have a private suite for the day and night with human playtime rotations.

Emergency Policies & Procedures:

- I. In the event of a medical emergency, your pet will be taken to:
- II. **VCA Loomis Basin Veterinary Clinic**
  - 1. 3901 Sierra College Blvd, Rocklin
  - 2. (916) 652-5816
  - (1) OR
  - 3. **Atlantic Street Pet Emergency Center**
  - 4. 1100 Atlantic Street, Roseville
  - 5. (916) 783-4655
  - a) OR
  - 6. **MarQueen Pet Emergency & Specialty Group**
  - 7. 9205 Sierra College Blvd #120, Roseville
  - 8. (916) 757-6600
- III. In the event of a medical emergency your pet will be given medical treatment based on the "Emergency Treatment Authorization Form" signed by the registered owner.
- IV. 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

All boarding and daycare drop offs are from 7am-7pm weekends included.

Policies and Procedures are subject to change, a current copy can be found on our website.