THE GROOM HUB

POLICIES & PROCEDURES | CLIENT AGREEMENT

01 | Vaccination Requirements

All dogs must be current on **Rabies, Bordetella, Distemper (DHPP/DAPP), and Canine Influenza**. Proof of current vaccinations must be provided and verified before a grooming appointment can be performed. Please contact us in advance if your veterinarian has recommended a medical exemption; any exception requires The Groom Hub's approval and must comply with applicable law and facility requirements.

Client initials: _____

02 | Health & Behavioral Considerations

The safety, comfort, and well-being of pets and staff are our priorities. We may modify, stop, or refuse services when a pet's condition or behavior makes grooming unsafe. Examples include biting, excessive thrashing, extreme fear, severe stress, seizures, heart or respiratory conditions, mobility limitations, and other medical
concerns

Please disclose all known medical conditions, injuries, medications relevant to handling, and behavioral concerns before the appointment. We strive to accommodate senior and special-needs pets when grooming can be completed safely, at the groomer's professional discretion.

Client initials: _____

03 | Shave-Down & De-Matting

For heavily matted or tangled coats, a close shave may be the safest and most humane option. Matting can conceal skin irritation, sores, bruising, and other conditions. Mat removal may reveal or contribute to temporary redness, sensitivity, itching, abrasions, or licking and scratching. The Groom Hub may change or stop the service if coat or skin conditions create a safety concern. Additional de-matting or shave-down charges may apply based on coat condition and time required. We will communicate significant changes to the planned service or estimate when reasonably possible.

Client initials: _____

04 | Fleas & Ticks

If fleas or ticks are discovered, we may provide an appropriate flea bath, require additional cleaning, or stop the service when necessary. Additional treatment or sanitation charges may apply. Grooming treatments are not a substitute for veterinarian-recommended parasite prevention. We may recommend veterinary follow-up.

Client initials: _____

05 | Grooming Prices & Estimates

All listed grooming prices are starting rates or estimates, not guaranteed final prices. The final price may vary based on breed, size, coat type and condition, matting, temperament, handling requirements, services requested, and time required. Additional services or substantial changes to the estimate will be discussed with the owner when reasonably possible before proceeding.

Client initials: _____

06 | Drop-Off & Late Arrival

Please arrive at your scheduled appointment time. A 10-minute grace period is provided for late arrivals. Arrivals more than 10 minutes late may be rescheduled or declined depending on availability. Please call as soon as possible if you expect to be late; acceptance of a late arrival is not guaranteed.

Client initials: _____

07 | Grooming Completion & Pick-Up

We aim to provide a 15-30 minute advance notice before your pet's grooming is complete. This notice is an estimate and grooming completion times may change. We ask owners to pick up their pets promptly after receiving confirmation that grooming is finished.
A pet picked up more than 2 hours after the confirmed grooming completion time may incur a day-boarding charge. Day-boarding fee: $40. Please inform us promptly if your pickup plans change. Boarding issubject to available space and facility policies.

Client initials: _____

08 | Cancellations, No-Shows & Repeated Late Arrivals

We request at least 48 hours' notice for cancellations. Cancellations with less than 48 hours' notice, missed appointments, or no-shows may result in a cancellation fee or booking restrictions. After three occurrences involving no-shows, late arrivals, or last-minute cancellations, we may require additional booking conditions or decline future appointments. Any applicable fee should be disclosed before booking.

Client initials: _____

09 | Pet Photos & Social Media

We may photograph pets during or after grooming for use on our website, social media, and promotional materials. Owners may opt out by notifying our staff. We will respect photo-use preferences communicated to us.

Client initials: _____

10 | Client Acknowledgment

By signing below, you acknowledge that you understand and agree to our terms of service; that you release The Groom Hub, its
employees and affiliates, from any and all liabilities, expenses, damages and costs, including attorney fees, associated with any and all
injuries or medical problems, up to and including loss of life, that may be uncovered and/or occur during the grooming process. You further
authorize The Groom Hub to seek veterinary care in the event of an emergency, and agree that any resulting veterinary bills will be your

Client initials: _____

CLIENT & PET INFORMATION

Client Name _____ Pet Name _____

Phone _____ Email _____

Client Signature _____ Date _____