



704 Enterprise Drive, Cedar Falls, IA 50613

LANI SPAW GUIDELINES

Your pet is very important to us at Aloha Pet Resort and Spa. We want to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone during the grooming process, staff as well as the animals. You are required to complete the release form prior to any services being performed.

APPOINTMENT DROP OFF AND PICKUP

Grooming services are scheduled based on the estimated time required to complete the requested service(s). Grooming services are performed by independent pet stylists who establish their own schedules; therefore, appointments may occur outside of standard lobby hours.

Clients will be notified by staff upon completion of grooming services. Unless otherwise specified, clients are expected to retrieve their pet within one (1) hour of receiving such notification.

Clients agree not to drop off pets earlier than one (1) hour prior to the scheduled appointment time unless prior approval is granted. Early drop-offs or late pickups may result in additional fees.

For grooming appointments scheduled outside of lobby hours, clients are required to retrieve their pet within forty-five (45) minutes of the time a pickup notification is issued.

Failure to retrieve a pet within the applicable pickup window may result in the assessment of a late pickup fee ranging from \$15-\$30. Client agrees to pay any such applicable fees.

In the event a pet is not picked up during designated Sunday hours and the owner or authorized contact cannot be reached, Aloha Pet Resort & Spa reserves the right to place the pet in boarding care until the next available lobby hours. Applicable boarding fees may apply.

FUTURE APPOINTMENTS

Recurring appointments are a good idea, as the Lani Spaw schedule can fill up with services very quickly. This will ensure your pet has an appointment in a timely manner. We recommend scheduling your pet's next appointment during check out. Your pet stylist can recommend a time frame for future appointments based on services requested.

RECOMMENDATIONS

Your pet stylist will recommend how long to go between grooming appointments for your pet and provide education on how to properly take care of your pet's coat.

CONSULTATION

The pet stylist will need to go over a few things with you during your visits at the Lani Spaw. Please allow for 5 minutes for discussion before services begin at the scheduled appointment time.



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LANI SPAW RELEASE

HEALTH OR MEDICAL PROBLEMS

Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the pet's owner upon signing this release. Aloha Pet Resort and Spa does not accept liability for conditions had by a guest.

ACCIDENTS

Although accidents are very rare, there is always a risk when handling pets. Although we use extreme caution and care in all situations, grooming equipment is extremely sharp and possible accidents can occur, including but not limited to cuts, nicks, scratches, or quickening of the nails. In most cases, this can happen when a pet is wiggling or moving around. Your pet's safety and comfort are our number one priority. In the event an accident does occur, you will be notified. If Aloha Pet Resort and Spa feels it is an accident requiring veterinary attention and the pet owner is not able to be reached, Aloha Pet Resort and Spa will seek immediate veterinary care for the guest at the owner's expense.

VETERINARIAN AUTHORIZATION/MEDICAL EMERGENCIES

This release gives Aloha Pet Resort and Spa full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any medical emergencies while the pet is in the care of Aloha Pet Resort and Spa. All veterinary costs and expenses will be the responsibility of the pet's owner.

CURRENT VACCINATIONS

All dogs being serviced in the Lani Spaw must be current on their Rabies, Bordetella and DHLPP vaccination and provide documentation of such. All puppies must have at least one DHLPP and Bordetella vaccination. Puppies may be groomed prior to 16 weeks so long as all vaccinations are up to date according to age.

CANCELLATIONS/NO CALL-NO SHOW

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been filled by another guest, we ask that any rescheduling or cancellations be made at least 72 business hours in advance. Failure to do so will result in a charge on your account for \$25.00 per hour scheduled for your appointment. If you do not call to cancel and do not show up to your appointment, it is considered a "no call, no show" and will result in a charge on your account in the amount of the cancellation fees listed prior. These fees will immediately be applied to your account.

EXTENDED STAY/DAY STAY

Pets that are left in our care for more than 1 hour before their scheduled appointment and/or for more than one hour after we call/text you and/or leave a message, will be considered a "Day Stay". Pets will stay in our care within our lobby hours and will include necessary potty breaks.



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FLEAS/TICKS

Flea and tick treatment are required year-round to enter the Lani Spaw. If your pet has any fleas, they will be given a flea bath at your expense of \$10-\$25 in addition to the base cost of the bath or groom. If you do not want your pet to receive a flea bath, you can reschedule your appointment after the fleas are resolved by you.

DANGEROUS OR AGGRESSIVE ANIMALS AND REFUSAL OF SERVICE

Aloha Pet Resort and Spa has the right to refuse any service at any time. In the event that your animal is too stressed or becomes dangerous to groom, Aloha Pet Resort and Spa has the right to refuse service, stop grooming services or cancel the service at any time before, during, or after grooming and client will be charged a grooming fee for the services rendered until that point.

SEDATED PETS

We do not work on sedated pets as there is a risk of side effects from the sedation that we are not medically trained to handle. If you sedate your pet for their appointment and do not inform us of it, you understand that we will not be held liable for any repercussions related to the sedation. If we believe your pet has been sedated, we will refuse service or stop service and a fee will be charged for services rendered until that point.

MATTED COATS

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight and can ultimately damage and tear the pet's skin which provides a breeding ground for parasite infestations and infections. Aloha Pet Resort and Spa will not cause serious or undue stress to your pet by de-matting excessively matted coats and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that exist prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. If your pet needs to be shaved to remove matting, you acknowledge that you agree to this procedure and any risk presented. There will be an additional charge for this process as it is very time consuming and causes extra wear on grooming equipment. De-matting will be charged at \$1 per minute. If we must shave your dog, a Matted Shave Fee of \$10-\$50 will apply in addition to the cost of the groom.

ALLERGIES TO PRODUCTS

At Aloha Pet Resort and Spa, we are excited to offer creative grooming services. We only use hypoallergenic and pet-safe products, but pets may still be allergic and have allergic reactions to any of the products we use. Dying is not recommended for pets with sensitive skin or pets with skin conditions. Please make sure you have noted any sensitivities on the Lani Spaw New Guest form.

PAYMENT

Payment is due at the time of pick up. We accept cash, credit/debit card, and check. Credit and Debit Cards may incur additional processing fees. You are welcome to keep a credit card on file, if you choose, to conveniently be charged directly after each service. Tips for the groomer are appreciated but not required.



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LATE DROP OFF FEE

All grooming services are appointment based. The time scheduled is dedicated to that specific pet. Arriving late to your appointment will put the groomer and other guests behind. If you arrive late, it is at the groomer's discretion if they can complete the groom that day. If not, a cancellation fee will apply. If so, a late fee of \$1/minute will be charged to your account in addition to the cost of the groom.

SATISFACTION

Your satisfaction is important to us. If you are unhappy for any reason and would like something adjusted, we will be happy to make any adjustments when you pick up your pet from their appointment. We also understand that your pet is excited to see you when you pick them up, making it hard to closely evaluate the haircut or service rendered. If once you get home you decide that you would like something adjusted, please call us and we'll make arrangements to make it right. You must call us and bring your pet in within 24 hours of picking them up from their appointment, otherwise an additional fee may apply.

I have reviewed this contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the pet(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Aloha Pet Resort and Spa to accept telephone reservations or e-mails for service without additional signed contracts or written authorization. I understand that pricing and fees are subject to change. I have read, signed and agreed to the above.

Owner Signature: _____

Date: _____