

GENERAL LIABILITY

Luna's Dog Grooming Salon employs extensive safety and sanitary precautions to ensure your pets safety and health. Despite reasonable and prudent efforts, some pets may experience common side effects of the grooming process, including but not limited to: clipper burn, exposure of the quick, reactions to flea treatments and de-shedding dip treatments, hair splinters, and sharp nails (after clipping). By signing this agreement, you (the client) agree to relieve Luna's Dog Grooming Salon, and its agents from any and all liabilities, and or costs associated with any veterinary care, symptoms or discomfort of your pet related to or presenting after services rendered by Luna's Dog Grooming Salon.

The pursuit of any veterinary, behavioral, or rehabilitation services, and the payment there of, is the sole responsibility of the pet owner. Additionally, you agree to relieve Luna's Dog Grooming Salon and its agents from any and all liability associated with damages to person, pet, or property by or relating to services rendered or service equipment used by Luna's Dog Grooming Salon and its agents.

SOCIAL MEDIA

Luna's Dog Grooming Salon uses social media to post pictures of dogs that are serviced in our salon.

We do not share personal information in regards to you the client. You hereby authorize the use of photos and/or information related to your pet's experience at Luna's Dog Grooming Salon. You understand your pet may be used in publication including electronic, audio visual, promotional literature, advertising, community presentation, letters to area legislators, media and/or in similar ways.

Your consent is freely given as a public service without expecting payment. You release Luna's Dog Grooming Salon and their respective employee, officers and agent from any and all liability which may arise from the use of such news media stories, promotional materials, written articles, videos and/ or photographic images. If you do not want your pets image used on social media in such manner then upon each visit it is up to you the client to let the staff know that you are opting out of such services.

SALON POLICIES

Our goal is to provide the safest, most enjoyable grooming experience for you and your pet(s). We strive to maintain a clean and safe grooming salon and use only professional high-quality products and tools. Below are the policies we have implemented to ensure the safety and happiness of your pet(s) while in our care. These policies can change at any time, but we do our best to inform all current clients of any major changes.

FEES & PRICES INCREASES:

- We pay a reasonable commission and bonus to our staff in order for us to provide you and your pet the all star experience they deserve, fees maybe applied to services, empty tables do to no shows etc.
- Do to a competitive market to keep our staff, increase in product prices; we may increase our prices.

DROP-OFF, PICK-UP & CANCELLATIONS:

- All pets must be dropped off in a secure kennel/carrier or on a leash controlled by an adult. The salon may seek reimbursement for any damages done to the salons property if your pet is not properly controller by the client.
- All dogs must be walked before bringing them in for their appointment. If your dog requires a potty break on/near the property, you are responsible for cleaning up after them with your own poop bags or by asking us for one.
- If you will be late to your appointment, it is required that you let us know. If you are more than 15 minutes late, you may have to forfeit your appointment or have a change in service as time allows. An additional fee may be applied to the regular grooming price that was scheduled at our discretion.

- If you do not show for your scheduled appointment and do not call to inform us that you will not be able to make the appointment, you may be charged for the missed appointment in full and will not be able to re-book without paying for the no-show appointment.
- The salon closes at 5:00 pm or when the last pet is finished. Once you have been notified that your pet is ready for pick-up you have a 1-hour time frame to arrive for pick-up or daycare fees may apply with the exception to close. There may be daycare fees if you have been notified and it is after 5:30pm. If you are late to pick up, you may be charged additional daycare fees.
- If you need to change your appointment time or cancel it, it is required that you give at least a 24 hour notice so that the appointment time can be made available to another client who is on our waiting list.
 - If you miss two consecutive appointments without giving a 24 hour notice, you may be required to pre-pay a non-refundable deposit used as credit prior to scheduling any future appointments or may be refused any future service. All credits/deposits will be applied to any missed appointments and are non-refundable. If you show up for your appointment the credit will be applied to that services and a new deposit/credit will need to be applied to the next booked appointment.

GROOMING PROCESS:

- All pets must be bathed as part of the grooming process. This is not only for your pet's well-being, but also to not damage our grooming tools.
 - Unless your pet requires a prescribed medicated shampoo, we will use our products and take no responsibility for damages to your pets coat or skin that the client provides the shampoo for. There will also be no discounts.
- If at any point during the grooming process it is determined that your pet can not safely be groomed for any reason, services will be halted and you will be called to pick them up.
- Ear hair removal is a standard part of the grooming process for dogs that need it. If you prefer to not have your pet's ear hair removed or it has been advised by your Vet not to do so, please let us know at drop-off.
- Anal glands may be expressed externally only at the clients requests on small and medium dogs only.

COAT CONDITION:

- We put your pet's comfort above all else.
- Pets with matted coats require extra attention during their grooming session. In the event your pet's coat is matted, the groomer may have to shave the matts out rather than perform a painful dematting procedure. If your pet is severely matted, there is an increased risk for clipper burn, nicks, or cuts to occur. All attempts will be made to prevent this, however in many extreme conditions, it is unavoidable. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, causing skin irritations that existed prior to the grooming process that may not have been visible. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Matted pets take additional time to groom, so there may be an additional dematting fees based on the extra time it takes added on to the regular grooming price if your pet's coat is matted.
 - Any Poodle mix has their own pricing and will be charge based on their size. This is do to the complex nature of their coat extra fees may apply do to at home coat care (matted), and behavior.

HEALTH & BEHAVIOR:

- Your pet(s) should always be current on all necessary vaccinations, and be healthy to your knowledge.
 - If your pet is in need of medical attention, we reserve the right to bring them to a Vet of our choice. All medical expenses will be covered by the pet's owner unless informed otherwise.

- You MUST inform us if your pet bites, has bitten, or is aggressive to people, other pets, or specific grooming procedures.
- If we deem it necessary for the safety of your pet and us, a muzzle and or grooming restraints may be used.
 - Handling fees may be applied if your pet requires more than one groomer to groom.
- We may refuse/stop services for such pet(s) at any time before, during, or after the grooming process should the pet exhibit aggressive behavior.
 - A special handling fee may be added in addition to the regular grooming charges if your pet is excessively aggressive or anxious and requires extra care and attention.
- The pet parent is fully liable for any medical care expenses and damages that result from injuries to groomers, staff, other animals, or damage to equipment.
- You're required to disclose any health concerns including fleas, parasites, ticks, infections, or other contagious conditions prior to bringing your pet(s) to this establishment.
 - If the groomer determines that there is any condition that was not disclosed prior to grooming, services may be halted, you will be contacted about the concern, and the pet(s) will be sent home immediately. You may also be charged the regular grooming price if your pet arrives with any of these conditions, even if services were not completed, and may or may not be charged an additional clean-up fee.
- If more than one flea or a tick is found on your dog. A flea/Tick bath is given and a fee will be charged on top of the regular grooming process. Fleas/Ticks are considered a contagion and the salon has to take extra steps to quarantine any contaminated cages, tools, equipment etc that came in contact with your dog. We will also isolate them from the other dogs.

ACCIDENTS:

- There is always the possibility that an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible injuries could occur including cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to ensure your pet is groomed as safely as possible. In the event of an accident that requires Veterinarian attention, your pet will be brought to the closest Vet of our choice. Reimbursement of medical care expenses and discounted services will be assessed on a case-by-case basis

AGGRESSIVE DOGS

- In accordance with Ohio House Bill 247 ("Avery's Law"), effective March 20, 2026, all clients are required to disclose any known history of biting, snapping, aggression, or extreme anxiety displayed by their dog.
 - Clients with aggressive dogs agree to be financially responsible for any out of pocket medical expenses, property damage, or other losses caused by their dog while on the premises of Luna's Dog Grooming Salon.
- Clients authorize Luna's Dog Grooming Salon to use muzzles, grooming loops, specialized restraints, or other reasonable safety equipment deemed necessary to protect staff, other animals, and the dog being groomed.
- Luna's Dog Grooming Salon reserves the right to refuse or terminate grooming services at any time if a dog becomes excessively stressed, aggressive, dangerous, or otherwise unmanageable. In such cases, the client remains responsible for any grooming charges accrued up to the time services are discontinued.
- Clients authorize Luna's Dog Grooming Salon staff to seek immediate veterinary care if necessary

due to a behavioral incident or emergency involving their dog. The owner agrees to be responsible for all resulting veterinary expenses and any costs associated with injuries or damages caused by their dog.

- Luna's Dog Grooming Salon reserves the right to pursue legal remedies to recover such costs if necessary.
 - Client agrees to release and waiver of liability against Luna's Dog Grooming Salon, agents, and associates in any accidents that may result while handling client aggressive dogs.
 - Clients must provide a valid government issued photo ID at drop-off. A copy may be made for appointment verification purposes. Luna's Dog Grooming Salon does not retain identification documents longer than necessary for business and record keeping purposes.
 - Clients acknowledge that Luna's Dog Grooming Salon may request proof of animal bailee insurance or other applicable liability coverage with limits of up to \$100,000 per occurrence prior to providing services.
 - Clients with aggressive dogs agree that their will be additional handling charges added to service based upon required needs.
-
- - Required for all clients
 - - This policy is shown on the company page

This policy was created on January 16, 2020 and was last modified June 8, 2026