

# Terms of Service

FOR WHOLESOME DOODLE SPA

Last Updated: 01.01.2024.

Salon Owner's Name: Betty Peto

Salon's Name: Wholesome Doodle Spa

Salon's Location: 413 Debora Drive, Georgetown, TX 78628

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In this agreement, "I" or "me" will be used to refer to "Betty Peto," the owner of Wholesome Doodle Spa. "You," or "the owner" will be used to refer to you, the pet owner and client, engaging the services of Wholesome Doodle Spa. "Dog," Dogs," or "your dog" will be used to refer to your dog receiving grooming services at Wholesome Doodle Spa.

## Welcome

Thank you for choosing Wholesome Doodle Spa for your dog's grooming needs. I aim to provide a joyful and memorable spa day for both you and your dog. Please read and understand the following terms and conditions.

## Communication

### Email

**Scheduling, Rescheduling, and Questions** are arranged via email only. Please reach out at [booking@wholesomesdoodlespa.com](mailto:booking@wholesomesdoodlespa.com).

### Text Messages

**Please send notifications to Betty at (512) 955-4429** for the following:

- **"I've arrived with/to pick up Fluffy."**
- On the day of your appointment, with any questions regarding your appointment.
- **Last minute cancellations**

### Phone calls

- To stay safe and on track with grooming and do it undisturbed, I don't pick up the phone during business hours. I can reply to texts that cannot wait.

## Business Hours

- Open: Tuesday - Friday 10:00 a.m. - 5:00 p.m.
- Closed: Saturday - Sunday
- There is an option for before/after-hours scheduling with Skip the line! fee added to the total.

## Services Provided

Solo services (like nail trim and file, bath, and towel dry, etc.) and packages are provided (like Face, Feet, Fanny Trim with Nails, The Works, or Hairstyling only.)

Every appointment is customized to the doodle in question and needs and services will be discussed at the Meet and Greet at the time of drop off.

For a full list of services please refer to the website ([wholesomedoodlespa.com](https://wholesomedoodlespa.com)) or reach out at [booking@wholesomedoodlespa.com](mailto:booking@wholesomedoodlespa.com).

## Spa Specialty

Wholesome Doodle Spa is specialized and is taking only doodles dogs. Grooming for cats and other species is not provided.

## Reservations

**Booking confirmations and reminders are sent out automatically via email and text** to clients to contribute to a smooth schedule, without delays, and to avoid any late cancellations and fees.

## Client Responsibilities

- Requirement for up-to-date Rabies vaccination or Rabies titer test done and proof thereof.
- Disclosure of any known behavioral issues or medical conditions of the pet.
- Agreement to bring a well-exercised dog to appointments.
- Agreement to arrive on time for appointments.

## Estimates and Final Pricing

- **Initial estimates are subject to change** based on grooming complexities identified at the drop-off or during the session.
- **If we need to change the game plan for a spa day for any reason, you will be notified about style, time, or cost differences right away** and will have the opportunity to choose a new course of action **before any change occurs**.  
No surprise short shaves at Betty's, I'll brief you to make an informed decision and ask for your consent.
- **Please discuss any budget constraints beforehand** so I can accommodate your needs.

## Rescheduling, Cancellations, and No-Shows

- **Cancellations or rescheduling less than 48 business hours before the appointment** will incur a 50% charge of the appointment fee.
- Subsequent bookings after a late cancellation or no-show will require a deposit.

## Pre-Grooming Preparation

- **Please drain any pent-up energy a couple of hours before the appointment** with 30-60 minutes of walk/fetch time/fun runs depending on your dog's energy level to help with collaboration for grooming. Senior dogs are an exception, we want to preserve as much energy as possible, so don't do any walks.
- **If your dog has too much/too little energy to be groomed safely, the grooming will be stopped and split up**, even if it's a half-done job.
- **Please bring your dog's favorite treats and toys to the spa day** to make it more accommodating and fun.

## Drop-Off

- Under the city's leash laws, **all dogs must be on a leash at all times when entering or exiting the salon.**
- **Peemail/Poopcard:** Encourage your dog to relieve themselves before entering the salon. Biodegradable poop bags are available by the door for easy clean-up. There is a **big poop sticker to indicate which trash can to throw the tied-up bag into.**
- **Please refrain from dog-dog meetups** with other dogs before/after your appointment to avoid any delay.

## Appointment Policies

- **Drop-Off:** Please arrive slightly early or precisely at your scheduled appointment time.
- **Early Drop-Off:** I appreciate it if you were a couple of minutes early. Please text me upon arrival to minimize disturbance from the doorbell. I might be able to see you a bit sooner than your scheduled appointment.
- **Late Drop-Off:** If you are more than 10 minutes late, services may be reduced or rescheduled. Please notify me via text if you anticipate being late.
- **Pick-Up Notification:** You will receive a text from me approximately 30 minutes before your dog is ready. Since I offer 1-on-1 services only, timely pick-up is required since I am not set up for providing daycare services.
- **Late Pick-Up Fee:** A fee, based on the hourly grooming rate will be added to the grooming bill for late pick-ups (charged by the minute).

## Payment Methods

- **Payment is due at pick-up.** You will receive a 30-minute prior notice of total charges.
- **Accepted payment methods:**
  - **Cash**
  - **Check** (payable to "Wholesome Grooming LLC")
  - **Venmo** (@wholesomedoodlespa)
  - **Zelle** (betty@wholesomedoodlespa.com)
  - **Apple Pay** (512-955-4429)
  - **Cards** (via Stripe within the CRM system)
- An **itemized invoice** will be automatically sent via email or can be printed out at your request.

## Grooming Sensitivity and Socialization

Suppose a dog exhibits mild to severe sensitivities or lack of socialization to grooming, and the grooming session cannot be completed. In that case, the owner will still be responsible for the time allocated to the attempted grooming. However, any remaining grooming time will not be billed.

## Dog/Cat Sensitivity

Please remind me at the drop-off if your dog requires space due to sensitivities. This ensures that other animals, such as the dog before you get picked up, my cats and dogs, are kept away in a safe distance.

## Images and Videos

- I may take photos/videos for promotional and educational purposes. Please notify me if you do not consent to your dog's images and videos being shared with others.

## Amendments and Governing Law

### Amendments to Terms of Service:

- **Right to Amend:** Wholesome Doodle Spa reserves the right to update or modify these Terms of Service at any time without prior notice. This may be necessary to reflect changes in our services, changes in the law, or for other reasons.
- **Notification:** Clients will be notified of any significant changes to the Terms of Service. This notification may be delivered via email, posted on our website, or through other appropriate communication channels.
- **Acceptance of Amendments:** Continued use of our grooming services after any such changes constitutes your consent to such changes. If a client disagrees with the updated terms, they should discontinue the use of our services.

## Governing Law and Jurisdiction:

- **Governing Law:** These Terms of Service and any separate agreements whereby we provide services to you shall be governed by and construed in accordance with the laws of the State of Texas.
- **Jurisdiction:** By agreeing to these Terms of Service, you agree that any disputes or claims that might arise from or relate to our services shall be resolved by the courts located in Williamson County, Texas, which will have exclusive jurisdiction.
- **Compliance with Local Laws:** While Wholesome Doodle Spa operates under the jurisdiction of Georgetown, Texas, it is the responsibility of the client to ensure that they are in compliance with any local laws or regulations that may apply to their pet.