



Service Agreement

This document governs the ongoing business and financial relationship between The Noble Hound (the "Salon") and the client (the "Client"). By scheduling an appointment or utilizing our services, the Client agrees to comply with the following operational terms.

1. Service Descriptions, Pricing, and Inclusions

- **Canine Styling:** The Salon provides professional, hygiene, and wellness therapies tailored to the specific breed standard, owner requirement and condition of the pet. Final service rates are calculated dynamically based on breed standard, overall size, coat condition, behavioral compliance, and styling complexity.
- **Included Hygiene Services:** Standard grooming sessions inherently include routine nail trimming, filing, and aural cleansing. However, should a pet exhibit severe behavioral resistance or kinetic distress during these specific hygiene procedures, the Salon reserves the right to omit them for the pet's immediate safety, without reduction to the base service fee.
- **Exclusion of Specialized Clinical Procedures (Anal Glands):** The Noble Hound does not perform anal gland expression. This is considered an invasive medical procedure that should only be executed by a licensed veterinary professional to prevent internal punctures or infection.

- **Vaccination Mandate:** For the safety of all canine guests and staff within our salon space, all pets must be current on their core vaccinations, specifically including Parvovirus. Proof of current vaccination status must be provided upon request.

2. Payment Terms and Methods

- **Card-on-File Mandate:** To secure any reservations at The Noble Hound salon, a valid credit or debit card must be securely maintained on file.
- **Immediate Settlement:** Payment in full is strictly due upon the completion of the grooming service and prior to the release of the pet. We accept cash, major credit cards, and electronic payments.
- **Failed Transactions:** Any failed electronic transactions or returned payments will incur a \$35.00 administrative fee, and future booking privileges will be suspended until the outstanding balance is cleared.

3. Cancellation, Rescheduling, and No-Show Policies

- **48-Hour Notice Window:** Cancellations or rescheduling requests must be submitted a minimum of 48 hours prior to the scheduled reservation.
- **Late Cancellation Charges:** Cancellations or rescheduling requests made with less than 48 hours' notice that cannot be successfully rebooked within the same calendar week will automatically incur a fee equivalent to 50% of the scheduled service cost, billed directly to the card on file.
- **Day-Before and Day-Of Cancellations:** Cancellations made after 5pm the day prior to, or the day of, the scheduled appointment do not leave sufficient operational time to reallocate the session to another client. Consequently, these late-stage cancellations will be billed at **100% of the scheduled grooming fee**, automatically charged to the card on file.
- **No-Show Penalty:** Failure to arrive for an appointment without prior notification will result in an immediate charge of 100% of the scheduled grooming fee to the card on file, and booking privileges will be suspended.

4. Customer Responsibilities & Salon Attendance

- **Punctuality:** Clients must arrive at their scheduled time. Arrivals exceeding 15 minutes past the designated time may result in immediate appointment cancellation and the application of a Late Cancellation Fee.
- **Communal Safety:** For the security and tranquility of our salon environment, all dogs must enter and remain on a secure, non-retractable leash or inside an appropriate pet carrier while in the reception area.
- **Late Pick-Up and Environmental Holding Fees:** Pets must be collected within 45 minutes of receiving our notification of completion. Pets remaining past this grace period will incur a holding fee of \$25.00 per half-hour to maintain our low-occupancy, tranquil luxury atmosphere.
- **Concierge Pick-Up and Drop-Off Services:** The Client (or an authorized representative) must be physically present during the agreed transport window, or provide seamless, pre-arranged security access to the home. If the Client cannot be physically present, they must provide explicit, detailed instructions and clear, safe physical access for our staff to securely retrieve and return the pet to the home. If our transport professional arrives and is unable to secure the pet within 15 minutes due to a lack of physical access, missed communications, gated community restrictions, or client absence, the transport will be aborted, the appointment will be designated as no-show, and 100% of the scheduled grooming and concierge transport fees will be automatically billed to the card on file.
- **Gastrointestinal Health and Decontamination Surcharges:** For the health and safety of all canine guests, pets experiencing gastrointestinal distress, loose stool, or acute diarrhea must be completely symptom-free for a minimum of 48 hours prior to entering the salon or utilizing our concierge transport. If a pet experiences an involuntary, severe gastrointestinal event while in our care, or engages in excessive, continuous spoiling, an emergency Biohazard Sanitation & Decontamination Fee of \$50.00 will be applied to the invoice to cover medical-grade sterilization, specialized waste management, and tool/suite restoration.
- **Zero Tolerance Conduct Policy:** The Noble Hound is committed to maintaining a safe, respectful, and elite environment for our staff and guests. Any aggressive, abusive, threatening, or highly disrespectful behavior from a Client toward our styling professionals or salon staff will result in the immediate termination of the service, permanent banishment from the establishment, and full billing of the scheduled session.

5. Pet Behavior Requirements

- **Basic Compliance:** Pets must be reasonably compliant during standard salon handling. Pets requiring multiple stylists to safely manage behavior, or those demanding significant extra time due to stubbornness or resistance, will be assessed a Special Handling Fee starting at \$30.00.
- **Lifting and Structural Safety:** Due to commercial insurance, occupational health, and liability protocols, clients are not permitted past the reception area to assist in lifting or handling animals. If a dog cannot be safely handled or lifted by our professional staff using mechanical or manual salon aids, the service will be declined.

Parasite & Flea Policy

The Noble Hound maintains a medical-grade sanitation standard to ensure a pristine and luxurious environment for all canine guests. A parasite infestation poses severe operational disruptions and health risks to our styling team, equipment, and subsequent clients. By utilizing our services, the Client explicitly acknowledges and agrees to the strict protocol, procedural containment, and financial obligations outlined below should external parasites be detected.

1. Mandatory Scheduling for Historically Susceptible Pets

- **Restricted Appointment Windows:** For pets known to be highly susceptible to recurrent parasite issues, or if the Client explicitly discloses a suspected flea presence prior to arrival, appointments will be strictly confined to the absolute final operational time slot of the calendar day and the business week. This specific allocation ensures our styling team can execute the required deep-cleaning lockdown protocols and environmental remediation overnight and over the weekend without compromising the safety of other daytime clientele.

2. Verification of Infestation and Immediate Mid-Day Turn-Away Protocol

- **Active Detection:** If live fleas, ticks, or undeniable evidence of external parasites (such as flea dirt) are discovered upon arrival, check-in, or during the active grooming process, the session will immediately transition into an emergency containment and remediation cycle.
- **Right of Immediate Refusal:** If an active parasite infestation is discovered during standard, peak operational mid-day hours, The Noble Hound reserves the absolute

right to halt the grooming process immediately and refuse further service to insulate the salon from widespread environmental contamination.

- **100% Service Forfeiture Charge:** If a pet is turned away mid-day due to an undisclosed parasite infestation, the Client is fully financially responsible for **100% of the scheduled grooming fee** to cover the lost operational time block, automatically billed to the card on file.
- **Emergency Isolation Treatment:** If management determines a fast-acting, natural therapeutic flea elimination bath must be administered immediately on-site to prevent active parasites from migrating into the salon space before the pet is collected, the Client will be responsible for the cost of the treatment alongside the full grooming fee.

3. Mandatory Remediation and Medical-Grade Sanitation Surcharges

- **Compulsory Remediation Fee:** To offset the significant costs of premium parasite elimination treatments, highly extended labor, and the deep, chemical-grade lockdown sanitation required for the salon workstations, a mandatory **Remediation & Decontamination Surcharge of \$120.00** will automatically be appended to the final invoice if a flea-contaminated pet enters the workspace.
- **Operational Disruption:** This surcharge covers the cost of medical-grade environmental sanitation, tool sterilization, and the structural downtime required to safely ensure the treatment zone is certified parasite-free for future guests.

4. Client Responsibility, Eradication Mandate, and Rebooking Restrictions

- **Environmental Eradication Requirement:** The Client acknowledges that treating the pet alone is insufficient. It is the sole legal and financial responsibility of the Client to execute a comprehensive parasite eradication plan across their home, personal vehicles, and living environments prior to requesting any future scheduling at the Salon.
- **48-Hour Decontamination Window:** Pets must be completely free of live fleas, ticks, or parasite evidence for a minimum of 48 hours before entering the salon premises. The Noble Hound reserves the right to request proof of recent, vet-approved preventative treatment before allowing a previously contaminated animal back into the facility.

By confirming your booking and presenting your pet at the premises of The Noble Hound, you explicitly certify that your pet is free of active external parasites. You understand that if fleas or ticks are detected during a mid-day appointment, you will be turned away immediately and billed for 100% of the service fee.