

# Terms and Conditions – Julia’s Pet Spa

**Effective Date:** June 17, 2025

Welcome to Julia’s Pet Spa. By booking our services or using our website, you agree to the following Terms and Conditions. Please read them carefully.

---

## 1. Services

Julia’s Pet Spa provides mobile pet grooming services directly at the client’s location. We groom most dog breeds and sizes, subject to safety and behavior assessment.

---

## 2. Booking and Cancellations

- Appointments can be booked online, by phone, or via messaging.
  - We require at least **24 hours' notice** for cancellations or rescheduling.
  - **No-shows or last-minute cancellations** may incur a fee of \$50 (per pet).
  - Frequent cancellations may result in refusal of future service.
- 

## 3. Pet Behavior and Safety

- For the safety of your pet and our groomers, we reserve the right to refuse or stop service if your pet shows aggressive or overly anxious behavior.
  - The client must inform us of any known behavioral issues or health conditions prior to the appointment.
  - Muzzles or calming aids may be recommended if necessary.
- 

## 4. Health and Vaccinations

- All pets must be up-to-date on rabies and core vaccinations unless exempted by a licensed veterinarian.
  - Julia’s Pet Spa is not responsible for underlying health issues that may be aggravated during grooming.
-

## **5. Sanitation and Cleanliness**

- We follow strict hygiene protocols. Each pet is groomed with clean tools and single-use towels.
  - Our van is sanitized between appointments to ensure a safe environment for all pets.
- 

## **6. Parking and Accessibility**

- Clients must provide a legal and safe parking space near the grooming location.
  - If we are unable to park within a reasonable distance, the appointment may be rescheduled or canceled.
- 

## **7. Payments**

- Payment is due at the time of service via credit card, cash, Venmo, Zelle, Checks.
  - A receipt will be provided upon request.
- 

## **8. Liability**

- Julia's Pet Spa is not liable for any injury, illness, or condition that arises during or after grooming, unless caused by our proven negligence.
  - The client assumes full responsibility for any damage caused by their pet to our equipment or personnel.
- 

## **9. Photos and Media**

- With your permission, we may take photos of your pet for use on our website or social media.
  - You may opt out of this at any time by notifying us in writing.
- 

## **10. Changes to Terms**

We may update these Terms at any time. The latest version will always be available on our website.

---

## **Contact Us**

If you have questions about these Terms, please contact us at:

✉ [juliapetspa@gmail.com](mailto:juliapetspa@gmail.com)

☎ 301-3662311