

Grooming Policies

Thank you for the opportunity to groom your pet! The purpose of the following is to inform you of our policies & procedures. Please check the website periodically, as they may be updated. We try to run Sassy Paws like a well-oiled machine & our policies help to preserve the physical and mental safety of yourself, your dog & our staff. We always do our best to provide consistent, high-quality professional service. Please read the following carefully!

Communication is key:

All clients receive appointment reminder texts &/or phone calls, please confirm your appointment. If you are running late for drop off or pickup, please call/text to let us know (and to help you avoid fees). If you need to cancel, please do so with 48 hours notice, so we may re-book that timeslot. Please keep your phone on you while your pet is with us, your groomer may have questions. We will make sure to verify your cell phone number at drop off, we will call &/or text when service is complete. Initials: _____

Entering the shop: Dogs on leash, cats in carriers

All dogs must be leashed and all cats must be in carriers when they enter the shop. Other clients and their dogs will most-likely be in the lobby as you arrive. We require all dogs to be leashed for everyone's safety. If you forget your leash, please come inside without your dog, and borrow one of ours. Also, please make sure to walk your pup outside a little to give him a chance to go potty before coming into the shop. Initials: _____

Booking and payment:

Returning clients can schedule their next appointment in-person or by calling in to the shop. We recommend regular grooming every 4 to 6 weeks, depending on the type of cut & coat. All clients are required to have a credit card on file. The client will have the option to pay via credit card, cash or check at pickup. All payments will be taken at the pickup time. There will be a \$25.00 fee for all bounced checks. Initials: _____

No-shows & Cancellations: less than 48hrs notice = \$35 fee

No-shows and last-minute cancellations are detrimental to our business. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment, had we known you were unable to make it. Please let us know 48 hours before your appointment, to avoid being charged a \$35 cancellation/no-show fee. Clients who arrive more than 15 minutes late risk being considered a no-show. Initials: _____

Pricing:

There is no flat fee for grooming. The price you may have been quoted was an estimate. Prices are based upon many variables like: the dogs' size, type & condition of coat, services needed, behavior of the dog, length of time between appointments, as well as other costs (shampoo, water, electricity, etc). Pricing for grooming services will vary. Initials: _____

Blow out fee:

If your dog is blowing its coat, or a has thick undercoat (examples: Bernese mountain dogs, huskies, goldens) we may need to blow out the dog prior to bathing. This can add an additional 30 minutes to the grooming process and will incur an additional fee of \$15 to \$30, depending on the size of the dog. Initials: _____

De-Matting Fee: \$1/min, may result in shaving

We will discuss options for matted pets at check-in. Pets with matted coats require additional time and attention to address this issue. Mats left in a pet's coat only become tighter and can cause skin irritation, as well as other health conditions. Sassy Paws will comb/brush out a matted coat if it can be done safely and without causing discomfort to the pet. Some matting cannot be brushed out and therefore will need to be shaved. Removing a heavily matted coat

increases the risk of nicks, cuts, or abrasions. Heavy matting can also trap moisture/urine near the pet's skin, which causes skin infections and irritation. Skin irritations caused by matting may not be evident at check-in; once the coat is removed all skin irritations are made 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. Sassy Paws is not responsible for conditions resulting from the removal of mats. Shaved pets are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. Pets may also exhibit brief behavioral changes, such as hiding or acting embarrassed. Prevention is the best defense against matting by scheduling regular grooming appointments and daily brushing/combing. **De-matting, will incur an additional fee of \$1 per minute.**

Initials: _____

Reactive dogs:

Some dogs can become reactive during the bathing/drying/grooming process. Our team has learned through experience many ways to safely care for these dogs. However, some dogs are much more difficult to groom than others. Dogs with behavioral issues will be assessed an additional handling fee of \$25.00- \$45.00. Factors that influence this fee are, but not limited to: If a dog needs multiple handlers to complete service; if a dog breaks our equipment; if a dog snaps at or bites an employee. Depending upon the severity of the behavior, it may be grounds for dismissal. If dismissed, client may be responsible for charges.

Initials: _____

Pick up: 1 ½ hour pick up window closing time=4PM

After your pet is done being groomed, the front desk will notify you via phone call or text. Clients have 1 ½ hrs. or until 4:00PM to pick up their dog. After waiting in the crate for longer than 1 ½ hrs, some dogs have accidents and need to be re-bathed & dried. A bathing/drying fee of \$20 may apply.

We close at 4:00PM. If a client does not arrive to pick up their dog prior to 4:00PM, a late fee of \$1.00 per minute will be added to the total bill. If the dog is picked up at 4:30PM, the client will be charged for the grooming services & the late pickup fee of \$30. If a dog is not picked up by 4:30PM, the dog will be relocated to a boarding facility for overnight care. The client's card will be charged for the grooming services & overnight pet sitting fee of \$85.

Initials: _____

Want more off the top?

If for any reason you would like is to tweak your dog's grooming, call us within 48 hrs. of your pick of time and we will correct issues free of charge.

Initials: _____

Emergency care for your dog:

In the unforeseen event that your dog needs immediate medical care, we will contact you immediately and drive your dog to a local vet. You will be responsible for all costs associated with the vet visit.

Initials: _____

Current Vaccinations/Veterinarian Information:

By signing/initialing this contract, pet owners verify their pets are current on all age-appropriate vaccinations recommended by your veterinarian and required by law. Proof of rabies vaccination shall be provided to Sassy Paws upon request, as well as current veterinarian information.

Initials: _____

Health Conditions & Senior Pets:

Please let us know, in advance, if your pet has special grooming needs because of age or a health condition. Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health conditions. Grooming may expose hidden health conditions or aggravate current ones during or after the groom. Senior pets and pets with health conditions have a greater chance of injury; these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. This contract/agreement gives Sassy Paws permission to obtain immediate veterinary treatment for your pet, should it be deemed necessary by Sassy Paws. We will do our best to contact you first, then take your pet to your authorized veterinarian or to the nearest veterinarian that is available. **By signing/initialing you are also agreeing that veterinary care expenses will be covered by the pet's owner. You are also verifying that your pet is free of transmittable diseases.**

Initials: _____

Accidents:

Every effort is made to ensure that your pet is groomed as safely as possible, but there is always the possibility an accident may occur. Pets are wiggly and excitable at times. Grooming equipment is sharp, even though we use extreme caution and care, it is still possible to injure a pet. Injuries may include, but are not limited to; cuts, nicks, scratches, quicked nails, brush burn, etc. Initials: _____

Parasites:

Please let us know if you are aware or suspect that your pet has fleas or ticks at check-in. **If fleas or ticks are found during the grooming process, Sassy Paws will use a flea and tick shampoo to remove the parasites.** Flea and tick shampoo is necessary to prevent the spread of parasites to other pets in the facility. Please let us know, in advance, if your pet has sensitivity to flea products. Initials: _____

We reserve the right to refuse service to anyone.

Hold Harmless Agreement:

By signing this contract you (or your Agent) agree to hold Sassy Paws Dog Grooming, LLC, it's owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to Sassy Paws. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed. Initials: _____

By signing below, I confirm that I have read and agree to the policies of Sassy Paws Dog Grooming.

Signature: _____ Date: _____

Client info:

Name: _____

Address: _____

Cell Phone: _____

Email: _____

Pet info:

Pets Name(1) _____ Breed: _____ Age: _____

Pets Name(2) _____ Breed: _____ Age: _____

Pets Name(3) _____ Breed: _____ Age: _____

Pets Name(4) _____ Breed: _____ Age: _____

Please list any special circumstance that we should know about your pet(s):

