**Posh Paws Grooming**

*Client Information*

Client Names: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Please Circle Preferred Contact Below*

Home Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vets Name and Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dog Names: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Health Problems (Seizures Heart Problems Ect.): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In order to continue to serve you from a home grooming environment we wanted to remind our clients of our most important policies. See back and Online for Complete Policies List.

Whenever possible, park in our driveway in order to keep the street clear.

Keep dogs on leash or in arms. Do not allow them to run into street or neighbors yards.

Do not allow dogs to relieve themselves in our yard or a neighbors. We have a designated potty area in the back yard. Please potty them before they come for grooming. If an accident happens please pick it up, we have bags for you.

Don’t come before being called or texted with a pick up time. Due to clients showing up before being contacted NO TIME ESTIMATES WILL BE GIVEN.

To keep our driveway available for pick ups and drop offs, please do not wait in the driveway or street

Be aware of our strict no show policies. Missed appointments and late cancellations can rarely be filled.

~ Policies and Procedures ~

Let it be known the main reason behind these rules involves the wellbeing of all dogs that come to Posh Paws Grooming. Unannounced calls and missed appointments can throw timing off, which in turn can force work to be rushed. Early pick ups and late arrivals can create situations that have the potential for dogs to accidentally be injured as our tools are very sharp. Safety is our number one concern with quality of groom being second. If you have a concern with any of our policies please let us know.

I do travel to competitions, dog shows and seminars on a monthly basis at minimum to continue my education. This can make getting in touch with me at times challenging. I have considered hiring someone just to manage appointments. I really enjoy the one on one bond I have with my clients and their pets. When I have worked at salons with staff it takes the personal touch out of things and it can complicate booking with too many people involved. I do understand I'm not the groomer for everyone. Some prefer instant gratification and quick in and out grooming, grooming quality and pet care isn't always a major focus at these facilities.

We highly recommend to prebook your next appointment when you leave. This will ensure you get the day and time you would like. During peak times of the year we do book 2 weeks or more in advance. To schedule appointments quickly we encourage email. For the safety of our home we will not automatically notify customers of vacations and such.

Please do not allow your dog to relieve themselves in our neighbor’s lawn. If your dog goes on our lawn please pick it up. If your dog didn’t go potty in the morning, and you are concerned they may need to while being here, please let us know. We do allow potty breaks in our secure back yard when needed.

Any appointment arrivals more than fifteen minutes late may be moved to the back of the schedule to be completed at the end of the work day. Any appointments missed by thirty minutes or more will be rescheduled for another date unless otherwise noted by Sarah or Jon. This also counts as a no show. Cancellations of less than 24 hours will be counted as a no show. This includes bringing less dogs than you scheduled to bring without 24 hour notice. If a client no shows MORE than once, that client must pay up front at time of reschedule, and pay the complete grooming fee for the missed appointment. Any client that no shows three times will be presumed to be seeking grooming services elsewhere.

Any dogs that arrive completely covered/infested with fleas will be given a Capstar, and owner of said dog will be charged ten dollars in addition to grooming fees.

Clients should be aware dogs typically average three to four hours in time spent at Posh Paws Grooming. Clients are advised to text (preferred) or call, Sarah's WORK line to communicate with Jon and Sarah, and wait for a call or text message in response. (For example, checking on a dog's status, scheduling a pick up, or making Sarah or Jon aware of tardiness.)

Let it be known that early/unannounced pick ups will NOT be tolerated. If a client shows up for their dog(s) early they will be given the pet(s) in whatever condition it is in at that time, even if that condition is unfinished. Always wait for a call or text message. If a client needs their dog(s) back by a specific, predetermined time, client must make us aware of said time during the scheduling process.

When entering the salon please keep your dogs secured on a leash or in your arms. We might have a dog loose that needs to be secured first. Not all of the dogs we groom are nice.

We appreciate your cooperation in making Posh Paws Grooming a safe environment for all clients. We look forward to continuing to improve our quality of work with streamlining the communication, drop off and pick up process.