

CandY Pet Palace Grooming Policy

In order to keep a stress free, safe environment for your best friend, we groom by appointment only and each pet is given a specific time based on breed and weight. **Because each pet is an individual and requires a different amount of time to be completely groomed, prices will vary. A price range can be given prior to your first grooming based on the services you are requesting; however, we cannot give you a solid quote until we see your pet. Please be aware, during our peak seasons, we will not give you an exact time of pick up. Generally, most small grooms are 2 hours. If you are needing a pickup because you are on a strict schedule, or you do not want your pet to be put in a kennel at any time, we offer Express Groom of \$100 plus tax. (this does not include add on services such as CapShield for fleas) Your pet will go from your possession straight to grooming.**

Safety First

ALL Dogs must be on leash and ALL Cats must be in a carrier.

Cancellations

Please call at least 24 hours prior to your appointment to cancel or reschedule.

Our Groomers use a gentle and loving approach in handling our clients, therefore our appointments are scheduled so that each four-legged client receives attentive care. **A missed appointment is a loss of income to a small business and our groomers.**

No-Shows

If an appointment is missed without a 24-hour notification, **a \$35.00 "No Show"/ "Late Cancellation" Fee will be charged** and a deposit of ½ the grooming cost may be required to reschedule a future appointment. We will take in consideration that "emergencies happen"

Late Arrive

We will not be able to groom your pet once you are 30 minutes late.

Late Pick-ups

Your pet is welcome to stay after their grooming appointment until our regular business hours. If you do not pick up by closing, you will be charged \$10 every 30 minutes for someone to stay until you are able to pick up.

Considerations

In order to keep a sanitary work environment, we ask that you walk your dog to relieve themselves prior to your appointment. **We also let them relieve themselves, but some pets continue to have diarrhea from prior grooming "treats" A clean up fee of \$5 may apply IF it is a repetitive problem.**

Aggressive Behavior and Bite Policy

Should your pet display aggressive behavior towards our groomers, we will make all attempts to finish grooming your pet with a muzzle. Should your pet bite and break the skin of any of our staff, a **\$25 fee** will be added to your bill. If your pet continues to display aggressive behavior and our groomer is unable to complete your appointment, you may be charged a partial fee for the amount of time spent attempting to groom them. **The safety of our staff is our priority.**

De matting

Pets groomed on a regular basis adjust and cooperate to the routine. **Pets that are not groomed every 4 to 6 weeks may become matted.** Matting occurs from lack of grooming, coat overgrowth, not routinely being brushed or a coat not being combed through prior to getting wet. Additional fees apply for de-matting a pet. When matting is severe and/or close to the skin the only humane way to remove the mats is to clip the coat off to the skin line. In some cases where the matting is not severe and only covers a small area, we can remove them by splitting, thinning and then brushing them out. **There is a fee of \$20 an hour to de-mat your pet.** Severe matting may require

longer. Matted coats are hard on our equipment and in most cases require two haircuts, the first to remove the matted coat prior to bathing and a second to even up the coat after bathing. We are not responsible for health conditions that may be revealed by removing a matted coat such as sores, etc.

Post Grooming Care

In order to provide you with excellent customer service, please notify us of any preexisting general physical/ emotional conditions prior to your grooming appointment. We strive to make the experience a happy one for both you and your pet. Our furry companions are as unique as we are, their skin can react differently to grooming equipment (blades and/ or shears). For short styles and shave downs it is not uncommon for redness or itchiness to occur. **If you notice any problem with your pet's style, we will make every effort to correct it if notified within 24hr of the original appointment.**

Vaccinations

We require proof of Rabies, Dhlpp (parvo) & Bordetella (kennel cough)

Fleas

Let's face it; fleas and a flea termination plan are an essential part of pet ownership. They can get them by just walking out your front door.

When you arrive for your grooming appointment, sometimes it is difficult to tell if there are fleas present until we get the animal wet. It will then be determined if a CapShield will be given, flea bath or flea dip. These are add on services and you will be charged accordingly.

Dogs and Cats that come to Candy Pet Palace for a grooming appointment with fleas are immediately given a flea bath at an additional fee. And/or for \$7 your pet will be given a CAPShield – this will begin killing the fleas within 30 minutes to prevent our other grooming clients from getting fleas. We use the Capstar along with a flea bath because fleas typically hide in the ears, nose and anus during the

bathing process. Although these fees may seem unusual, they are in place to prevent a flea infestation in our spa, and to cover the cost of the extra time it takes to sanitize our grooming areas when fleas are present and the extra time it takes to treat the fleas on your pet.

We sell topical flea medications for you to apply to your pet after their grooming session. Candy Pet Palace cannot be responsible for flea prevention or treating the environment your pet lives in. **Please ask our staff about other products to protect your pet and home from fleas.**

Clipper burn or razor rash is not really that uncommon. It usually manifests itself with red, raw skin, with or without bumps. It may cause the dog to agitate it by licking and/or scratching. It is caused by clipping the dog closely on the skin, whether it is just not used to such a close shave or because it has very sensitive skin and cannot take such a close "shave", does not necessarily mean the fault on the one who did the clipping. What about when the dog comes home from the groomer's and has clipper burn? Some signs of irritation would be excessive scratching or licking of a area, including rubbing his face on the carpet. This is probably also caused by using a clipper blade that shaves too close. The grooming industry does have certain "rules" as to which blade length is used on different parts of the body. So good communication with your groomer is very important. If you take your dog home and find clipper burn (it doesn't always show right away so the groomer may not even know about it), call your groomer IMMEDIATELY. Candy Pet Palace will not be liable for clipper burn or

By signing the grooming form, you acknowledge that you have read, understand and will comply with the policies of Candy Pet Palace. A copy of this will be scanned into your profile.

Thank you for your understanding and cooperation!

X _____

Date _____