

Fleas/Ticks

Paws and Pamper strives to be a flea-free salon. If your pet has any fleas they will be given a flea bath at your expense of \$10 - \$20 (depending on size of dog)

_____ **Pet Owner's Initials**

Dangerous or Aggressive Animals-Refusal of Services

Paws and Pamper has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, Paws and Pamper has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee (for what was done up until that point).

_____ **Pet Owner's Initials**

Use of Muzzles

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, Paws and Pamper has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

_____ **Pet Owner's Initials**

Interruptions During Grooming Services

For the safety of the animals being groomed, as well as the Certified professional pet groomer, it is asked that you do not interrupt the groomer during grooming. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. After dropping your pet off, please do not stop back in the shop until you have received a phone call from us that your pet is ready. If you have any questions after drop off, please call us. If interrupted, your pet may leave at that time and you will be charged for your groomer's services

_____ **Pet Owner's Initials**

Matted Coats

Animals with severely matted coats require extra attention. Mats in an animal's coat grow tight, and can ultimately damage and tear the animal's skin, which provides a breeding ground for parasite infestations. Paws and Pamper will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove, and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-8 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is time consuming, and causes extra wear and tear on grooming equipment.

_____ **Pet Owner Initials**

Cancellations

Because we book Private appointments yet offer other services cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, or could leave me behind for another appointment. I ask that any salon cancellations are made at least 24 business hours in advance. My cancellation fees and policies are as follows **Cancellation's**. I ask for 24 hours' notice of appointment cancellation so that we may book other clients and conduct normal business. A \$35.00 fee applies to no shows and late cancellations. We allow two missed appointments. After that a credit card must be provided to book all future appointments. A \$35.00 fee applies for all missed appointments. This applies to no shows and any cancellation under 24 hours.