Terms of Service Addendum

Below please find our terms of service. We ask that if you have any questions, to let us know, and we will do our best to answer them.

**Missed Appointments & Appointment Cancellations on the Day Of the Appointment**

When you make an appointment, we block off that time and that crate for your pet.  When you do not give us 24 hours notice, we cannot fill that spot with another pet, resulting in lost wages.  We will require a **nonrefundable** prepayment for your next appointment if you cancel the day of your appointment or do not call and do not show up.

**Aggressive Pets**

Our safety and the safety of your pet is our primary concern. To prevent a career-ending or physical injury to our staff and harm to your pet, the groom or nail trim is over when it becomes dangerous for either of us. Our minimum charge is half the service fee for that pet’s service.

It is up to the owner to inform Furry Tails Grooming Salon & Spa staff of any aggressive behaviors that may impact grooming. I understand that should my pet harm any of the staff of Furry Tails Grooming Salon & Spa, I will be liable for the injuries caused by aggression. A $20 bite charge will be added to the groom for punctures.

I have read the Terms of Service Addendum and agree and understand these changes to the Furry Tails Grooming Salon & Spa Terms of Service.

Printed Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed Date