

Paw Prints Policies – Updated 1/19/26

- 🐾 Paw Prints has my permission to do whatever they feel is appropriate for the well-being of my pet. Should Paw Prints determine, at its sole discretion, that veterinary care is warranted, I agree to pay all associated fees and costs. Paw Prints will not be responsible for any conditions or problems discovered during grooming. Should veterinary care be necessary as a result of any services rendered by Paw Prints, Paw Prints must be notified within 48 hours of such care. Reimbursement for such care will be at the sole discretion of Paw Prints.
- 🐾 I understand and agree that I am to provide a credit/debit card to have on file and authorize Paw Prints to use the card on file to use for payment for any missed appointment fees for not showing up for an appointment or late cancellation of an appointment.
- 🐾 Paw Prints will not be held responsible for clipper burn, minor nicks, or skin irritation resulting from grooming; nor will we be held responsible for stressful effects that grooming may have upon any pet.
- 🐾 Paw Prints shall not be held liable for any after-grooming effects of de-matting clipping procedures or problems uncovered on a badly matted or otherwise neglected coat including, but not limited to: itchiness, skin redness, or self-inflicted irritations/abrasions from excessive external rubbing. I understand that time and costs associated with de-matting are unpredictable and subject to the particular condition of my pet; consequently, I agree to pay whatever fees are incurred as a result of de-matting. Whether a dog is “matted,” furthermore, is at the sole determination of Paw Prints.
- 🐾 I agree to pay all costs for the grooming of the dog including, but not limited to, special handling requirements, de-matting, and fees due for missed appointments/late cancellations. I agree to have my credit card on file charged for any charges that I owe for.
- 🐾 Paw Prints reserves the right to refuse to groom any pet for the health and safety of the groomer and the pet. A soft muzzle may be used, or services discontinued or refused if Paw Prints determines that a pet presents an unsafe condition. Such conditions include, but are not limited to: behavior issues, health problems, fleas or parasites. Paw Prints can require for a pet with bad behavior to take a sedative before they can be groomed (administered by the pet’s owner).
- 🐾 I understand that Paw Prints requires all pets to be updated on vaccinations and on a flea preventative and I assume the risks if I choose not to comply.
- 🐾 I agree to inform Paw Prints prior to grooming if the pet has ever bitten any human or other pet or has any aggressive tendencies whatsoever. I understand and agree that I will be held solely liable for any harm, injury, or property damage caused by my dog.
- 🐾 I understand that any appointments cancelled without a 24-hour notice, will incur a fee from 50% to 100% of the estimated grooming charge (depending on how many previous cancelled appointments there has been). For clients with multiple pets, each pet getting groomed is considered an individual appointment. So, for example, if you have 2 pets and decide to only get 1 pet groomed, you must cancel one of your appointments 24 hours before your scheduled arrival time to avoid fees. Emergencies will be considered on an individual basis.

- 🐾 I understand that any appointments cancelled without 72 hour notice before the following holidays, will incur a cancellation fee from 50% to 100% of the estimated grooming charge; Independence Day, Thanksgiving Day & Christmas Day.
- 🐾 Bad Weather: Paw Prints continues normal operations during Level 1 and Level 2 advisories. If an appointment is cancelled during a Level 1 advisory without the required 24- or 72-hour notice, it will be treated as a regular cancellation and cancellation fees will apply.
- 🐾 For any clients that are over 15 minutes late past their appointment time will be considered a cancellation and will be charged accordingly.
- 🐾 Salon Grooming: I agree to pick my pet as soon as their grooming session is finished. I further agree to pay the late pick-up fee starting at a minimum fee of \$5.
- 🐾 Mobile Grooming: Clients must be home during the Grooming Appointment arrival time unless other arrangements are made. For any clients that are over 30 minutes late past their arrival time will be considered a cancellation and will be charged accordingly.
- 🐾 Paw Prints has my permission to take a picture of my pet(s) while grooming them and use them for marketing/social media.
- 🐾 If for any reason I am not satisfied with my pets grooming, I will notify Paw Prints within 72 hours after their grooming for Paw Prints to fix any issue there may be.
- 🐾 I agree to make sure my pet has relieved itself prior to the grooming session. There is a minimum \$5 charge for excessive clean-up or having to rebathe a pet.
- 🐾 I understand that the payment is due when my pet is groomed. If payment is not made there will be a late payment fee of a minimum fee of \$25.
- 🐾 Mobile Grooming: For clients that have been pre-authorized for Check Payments: I understand that for any returned check there will be a minimum fee of \$30.
- 🐾 I affirm that I am the rightful legal owner of the dog for which services are rendered.
- 🐾 I have read understand and agree to the policies of Paw Prints as set forth in this form.