



## **Policies and Release Form for Pampurred Paws LLC (Pampurred Paws):**

**Hours of Operation :** Grooming appointments are scheduled from 8:00 AM - 3:00 PM. Appointments are offered five days a week (Tuesday – Saturday). Major holidays, inclement weather conditions, road construction/traffic, vehicle/equipment maintenance/unexpected repair, or groomer wellness may temporarily affect hours of operation. Office hours are 7:00 AM - 5:00 PM Tuesday – Saturday, with all messages (phone, email, text) being checked throughout the day.

**Appointments :** Appointments can be requested online at [www.pampurredpaws.com](http://www.pampurredpaws.com), by calling the office at 256 -224 -7349, or directly with Leah upon completion of your current appointment. Appointments are on a first-come basis and must be secured with a credit or debit card to be confirmed. When services are provided, you may utilize the card on file or provide a different payment method.

\_\_\_\_\_ **Cancellations :** Please provide as much notice as possible if an appointment needs to be cancelled or rescheduled. The fees for cancellation are below.

- 2 days (48 hours) notice - no cancellation fee
- 1 day (24 hours) notice - \$30 cancellation fee
- Same day, including upon arrival or no one being home ("no show") - cancellation fee **equal to 50% of services booked** for that appointment. Appointment will be cancelled if the client is more than 15 minutes late to produce pet for the scheduled appointment.

I understand that emergencies do come up and with sufficient notice, I will work with you to get you rescheduled in lieu of a cancellation fee, when possible.

\_\_\_\_\_ **Payment :** Payment for services rendered are due **in full** at the time of service. Returned checks or payments (any method) later determined not valid may be assessed a \$35 handling fee. Past due amounts may be turned over to a third-party collection agency. Grooming services and current prices can be found at [www.pampurredpaws.com](http://www.pampurredpaws.com) under “Services”. Cash, card or check payment accepted.

\_\_\_\_\_ **Vaccinations** : Pet(s) shall be current on rabies vaccination while receiving services from Pampurred Paws. Pet parent affirms that the pet(s) is (are) in good health and current on such vaccine. Proof of rabies may be requested and presented at any time. If there is a medical reason pet is not current on rabies vaccine, a medical pardon from pet's veterinary is required.

\_\_\_\_\_ **Health and Safety** : Pampurred Paws cannot provide grooming services for pet's that are pregnant (and up to 4 weeks after giving birth or actively nursing), in splints, casts, stitches, bandages, or have contagious conditions, sores, or open wounds. Pets with a pre-existing health condition (i.e heart conditions, history of seizures, etc.) should be cleared by your veterinarian/veterinary clinic before being groomed. In lieu of a maximum age, the determination of ability to be groomed is on a case-by-case/pet-by-pet basis. A pet may be turned away for grooming services or an appointment shortened if Leah has concerns about pet or groomer safety.

\_\_\_\_\_ **Matting** : If your pet is moderately to severely matted, Leah may determine that any service other than a partial or full shave is not humane and therefore will prioritize "humanity over vanity." Matted coats can cause a variety of skin and health problems. Matted fur does not allow for proper air circulation or for the skin to dry properly. This may cause hot spots, rashes, or other bacterial or fungal issues/infections. Matted fur pulls, binds, and visibly bruises the skin causing pain; in extreme cases, the matting may cut off circulation to ears, tails, feet, and legs causing hematomas or issues in the extremities. Matting also pulls the skin and may increase the likelihood of being cut during grooming. Upon assessment, a fee may be added at Leah's discretion, to address one or more of these situations. Pricing is listed online under "Additional Fees."

\_\_\_\_\_ **Photo Release** : Pampurred Paws may take photos and/or videos of pet while receiving services or while in Pampurred Paws care. Pet parent hereby grants Pampurred Paws perpetual, irrevocable, royalty-free right and license to publish, distribute, adapt, modify, or otherwise use the photos, in any manner for any commercial or non-commercial purpose without Pet Owner's advance notice, review, or approval.

As a private business, Pampurred Paws reserves the right to refuse service to anyone.

\*I confirm that all information provided in this document is correct. I further agree to the policies, terms, conditions, releases, services, and prices of Pampurred Paws.