

# Fluffy Puppies Policies



## 1. Cancellation Policy

WE at Fluffy Puppies understand that life sometimes gets busy, that appointments can get forgotten. For your convenience we provide reminder texts and calls the day prior to your appointment.

Appointments can be rearranged or cancelled up to 24 hours before your scheduled appointment without charge. If you contact us with less than 24 hours' notice, then a cancellation fee will be charged the full cost of the appointment. If you do not show up at your scheduled time, then you will be charged the full cost of the appointment.

As a small business we unfortunately cannot afford to lose out on income for these appointments so please let us know in plenty of time if you cannot make it.

## 2. Late Arrival Policy

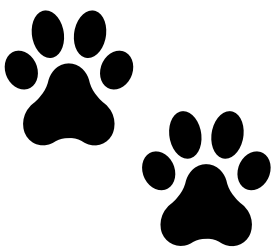
Your groomer reserves the right to reschedule clients that show up over 15 minutes late to their scheduled appointment. We will always do our best to accommodate our clients the best we can as we know life gets very busy.

## 3. Late Collection Policy

If you are running late to collect your pet, please let us know. You have one hour from the time we call you to pick up your pet. If you cannot pick up in that time frame you will be charged \$ 10 per ten minutes. Daycare is also an option if your dog is under 35lbs, and we have the required shot records. A \$25.00 charge will be added if your dog is in daycare under 4 hours. \$34.00 for over 4 hours.

## 4. Upon Arrival

Your dog must be on a leash when entering the premises



Please make sure your dog has been walked and has relieved him or herself before entering for grooming. You will be expected to clean up after your dog if they relieve themselves in the store - cleaning products are provided

## 5. Scheduling Appointments

Credit card required upon scheduling appointments

We need updated shot records

We will not accept a female dog in heat

We reserve the right to refuse if your dog is aggressive

We will not groom your dog if it has had a recent surgery without a vet's approval

Your dog must be on flea prevention.

## 6. Fleas

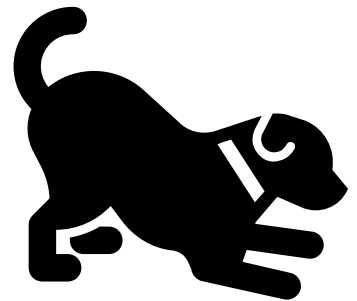
Due to the nature of our business, there is always a chance your pet has come in contact with fleas. We do not accept pets with visible fleas although it is possible for them to be missed at check in.



Please ensure your pet is protected by administering a monthly prevention from your vet.

Fluffy Puppies will not accept liability for your pet contracting fleas during their stay. If your pet happens to bring fleas into the shop, please note there will be a \$25.00 fee added to your tab.

## 7. Matting



We know that no owner deliberately lets their dog become matted. With that said it does happen quite easily and often.

When a dog's coat is matted, it will need to have a very short haircut using a clipper blade. This close of a haircut means the blade must be able to run below the mat and very close to the skin. This can cause irritation and the grooming process will take longer than normal. Clipper blades can become very hot so your groomer will have to take regular brakes to let the blades cool and avoid blade burn. We will always act in the best interest of your pet.

Fluffy Puppies reserves the right to turn away any client for severe matting

A de-matting fee will be applied when necessary - \$10 per 10 minutes

