



## Our Policies

**1. Our philosophy is to offer a stress free grooming experience for your dog. We pay special attention to older pets and pets with health issues.**

- Your pet's safety and comfort are our first priority.
- We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes but is not limited to nail trimming, nail grinding, ear hair removal, packed anal glands, and teeth brushing.
- Senior pets will be groomed for cleanliness and comfort.

**2. You, the dog owner, will advise us of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions.**

- These may include prior surgeries, hip or joint issues, warts, moles, ear infections, skin problems or general depression.

**3. If your dog has behavior problems, please let us know.**

- Uptown Pooch Parlor reserves the right to muzzle your dog.
- If we arrive at your home and your dog cannot be groomed, a \$50.00 minimum groom fee will apply.
- The dog owner will be held liable for any bites that require medical treatment and for any property damage caused by their pet.
- All bites will be reported to the local authorities as required by law.
- Uptown Pooch Parlor reserves the right to refuse service.

**4. Appointments**

- We will arrive as close to the scheduled appointment time as possible, however, sometimes situations occur that will disrupt the daily schedule of the groomer. This includes traffic, weather, mechanical difficulties, spending more time with an older/younger dog or a difficult dog. The dog's safety will never be compromised by rushing to meet a schedule. You will be called and advised of an arrival time when schedules change beyond our control.

**5. Pricing varies for each dog and is determined by breed, size, and condition of your pet.**

- Additional charges apply for de-matting, excessive de-shedding, excessive coat and flea treatments due to the additional time it takes.
- Additional charges may apply due to the dog's temperament and behavior during the groom.

**6. Matting**

- If you would like your pet brushed out, **de-matting fees are \$1.00 per minute.**
- If your pet cannot be humanely de-matted, we may ask permission to clip the hair short and "start over." We will always ask for your permission.
- Please keep in mind that a matted coat can cause numerous health conditions including but not limited to itching, irritation, skin infections, and ear hematoma. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Uptown Pooch Parlor is not responsible for any pre-existing conditions due to a matted coat.

- if you would like to reschedule your grooming appointment to allow you time to brush or comb out the excess matting a \$50.00 minimum groom fee will apply.

**7. Uptown Pooch Parlor will not groom any dog that is not up to date on their rabies vaccination.**

- Unless a note from the vet is provided with a medical reason as to why the pet cannot be vaccinated.

**8. We require 24 hour notice to change or cancel an appointment.**

- We will contact you by phone, text, voicemail or email to remind you of your appointment.
- Failure to call 24 hours in advance may result in a charge of \$50.00 that must be paid prior to your next grooming appointment. Giving advance notice gives us the opportunity to fill your grooming slot and rearrange our schedule.
- If we show up for the appointment and there is no one at home to release the pet, a \$50.00 cancellation fee will apply that must be paid prior to your next grooming appointment.

**9. Payment**

- We accept cash and debit/credit card.
- Payment is due at completion of groom.
- We do not accept checks

**10. Photographs**

- We may take a picture of your pet for our Facebook, Instagram or our Website.

**RELEASE FORM**

I understand and do agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Uptown Pooch Parlor Mobile Dog & Cat Grooming, agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian services in the event I am not available. I authorize Uptown Pooch Parlor Mobile Dog & Cat Grooming to act as my agent in the event emergency veterinarian services, care-taking and/or transportation is necessary and I agree to pay all cost. Any/all damages, loss or claim shall include, but not be limited to death, injury or shock. Said pre - existing shall include, but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

If you have concerns about your dog(s) or cat(s) groom, please notify us within 24 hours of the appointment. We will discuss rescheduling an appointment at the earliest time available.

I have read and accept this policy for the groom today and for any and all future grooming appointments.

Owner \_\_\_\_\_ Date \_\_\_\_\_.

Address \_\_\_\_\_ Town \_\_\_\_\_.

Home Phone \_\_\_\_\_ Cell Number \_\_\_\_\_.

Email Address \_\_\_\_\_.

Name (DOG or CAT) \_\_\_\_\_ AGE \_\_\_\_\_ BREED \_\_\_\_\_.

Vet \_\_\_\_\_ Town \_\_\_\_\_.

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