

# DANDI PAWZ GROOMING LLC

## POLICIES AND PROCEDURES

### APPOINTMENTS

All cancellations and reschedule requests must be made within **1 WEEK** of appointment day. Cancellations and reschedule requests under 1 week and no-shows will be charged 50% of scheduled services or deposit non refundable. We can not guarantee we will be able to reschedule your appointment to another day, if we are unable to reschedule the appointment you will have to wait until your next scheduled appointment or if a spot opens up sooner we will contact you. Frequent cancellations, reschedules, and/or no-shows will result in termination of future scheduling. Appointments will receive a text and email confirmation through Square 1 week and 48 hours before the scheduled day/time. You will also receive a text after your appointment for your next scheduled appointment. Appointments must be confirmed within 48 hours. Non-confirmations may be considered a cancelled appointment by the client if not confirmed.

**Regular scheduled appointments of 1, 2, 4 or 8 week intervals are required to remain active on the client list. We do not offer 3 or 6 week intervals as this creates scheduling issues and overlapping appointments. If you choose not to schedule your next visit at checkout, we will not guarantee availability for future appointments. Appointments must be prescheduled for a minimum of 6 months up to 1 year in advance.**

We allow a 1 hour window for your groomer to arrive. We ask that you are home within 30 minutes of your scheduled appointment time. An ETA will be sent when your groomer is on the way. Appointments are scheduled for 1-3 dogs a visit or 4 Hr intervals. Pet groups larger than 1-3 or longer than 4 hours will be scheduled in separate visits or a break may be included in the schedule for the groomer on staff. Each appointment is scheduled based on each dog's individual needs. You will be given a time estimate for how long each service will take. If you choose to leave during the appointment, please be back 30 mins before the finish time. **Clients are not allowed inside the van during groom sessions.** due to limited space, safety, and liability.

There must be adequate parking at the residence. A flat level surface is ideal. Parking clearances lower than 9 feet will not accommodate parking. At arrival if there is not suitable parking, the appointment will either be rescheduled or the residence may be non-eligible for services. Apartments/condos are required to meet outside their building upon arrival.

Our groomers reserve the right to refuse or cancel the service at any time before or during an appointment. Charges may still apply.

## PAYMENT AND COMMUNICATION

Our mobile unit is not equipped with a cash drawer/petty cash for safety reasons. Please provide the exact cash payment amount due and/or tip at the end of service.

Please write checks out to Dandi Pawz with the exact amount owed. Tips can be included in check.

Venmo Payments can be sent to DandiPawz.

We accept all card types. Card payments will be processed through square payment. Invoices must be paid by the end of the business day you received services. We prefer clients to use ACH transfer to pay invoices to help lower processing fees. There will be a \$5.00 fee for everyday the invoice remains unpaid. Failure to pay after one week will result in termination of all future services and can be reported to the authorities as theft of service.

The main form of communication is via text messaging and email. Please allow 48 Business hours to receive a response. We also ask that existing clients do not give out phone numbers when giving referrals. Please direct inquiries to our website.

## PRICING

Pricing listed on Dandi Pawz Grooming LLC website are starting base price estimates. Pricing is based on the pet's breed, size, coat/skin condition, style of cut, temperament, age, and any added services needed. Pets who require longer grooming sessions will be charged according to the amount of time needed to complete services.

Special handling fees will be applied to aging pets and pets with behavioral issues. These pets are considered high risk grooms and require special handling and care. If live active fleas are found present during the grooming session an automatic charge of \$30 will be added and a flea bath will be given to your pet. Impacted undercoats will be charged an automatic \$50-80 for removal. Head to toe shave downs due to matting is an automatic \$50-80 added to the total service price.

**All added fees charged are at the discretion of the groomer.** Additional charges will be quoted and confirmed with the owner before or during services. Fees average \$15-\$80,

## INCLEMENT WEATHER

The following conditions are considered unfavorable for mobile grooming services:

- Severe thunderstorms
- Heavy Rains/Flood Warnings
- Winds averaging 40+ mph
- Snow and/or Ice present
- Temperatures below 30F

If any of these weather conditions occur it is our responsibility to reschedule appointments to a more convenient day. This is for the safety of your pet(s) and our staff. You will be notified if scheduling changes need to be made. If local weather reports show unfavorable future weather conditions you will be notified within 48 hours of your appointment if we will be operating that day. There may be times where we can not predict the weather while we are out or it may worsen. Please allow our staff to remain safe before travelling to their next appointment.

## LATCH KEY SERVICES

It is the clients responsibility to provide a safe and accessible place to leave your pet for your groomer. We will not chase your pet around the house or yard. If we are unable to safely retrieve your pet, services will be rescheduled to a later date when the pet parent is home and a travel fee of \$50 will be invoiced. Please provide a lockbox, key, or code entry to receive pets who will be waiting inside the home. Latch key services will be invoiced for services at the end of the business day. Invoices must be paid by the end of the following business day.

**An additional emergency contact number must be provided** in case we are unable to contact the client's main number under the account for latch key clients.

*I THE OWNER AND/OR CAREGIVER AUTHORIZE DANDI PAWZ GROOMING LLC TO PERFORM SCHEDULED GROOMING APPOINTMENTS WHILE YOU ARE AWAY FROM THE HOME AND/OR THE PROPERTY. IN THE CASE WHERE A KEY IS LEFT OR GIVEN TO MY HOME, DANDI PAWZ GROOMING LLC WILL NOT BE HELD RESPONSIBLE FOR ANY DAMAGES OR THEFT TO MY PROPERTY UNLESS SIGNIFICANT PROOF HAS BEEN PROVIDED TO SHOW JUST CAUSE.*

## PET SAFETY

All pets must be up to date on vaccinations prior to the scheduled appointment. If we do not receive your pets records or vaccinations have expired, your appointment will be rescheduled to a later date when proof of updated vaccinations can be provided. If your pet can not have certain vaccinations, proof from your veterinarian must be provided in writing for our records.

Tranquillized or sedated pets will not be accommodated as they should be in the safety of a vet's office with an in house groomer. Dogs prone to easily seizure, recently torn ACL, open wounds, recent surgeries, Stitches, Pregnant, and extreme matting may not be eligible for services and will be referred to a vet. Any dog that shows aggression or behavioral issues may not be eligible for services. The safety of your pet and our groomer is our priority.

If your groomer is unable to complete the scheduled service for your pet due to medical, behavioral, age, or any other unforeseen circumstances, the full service price will be charged for the scheduled appointment regardless if the service was not fully completed.

If your pet needs immediate medical attention you give Dandi Pawz Grooming LLC the right to perform CPR and First Aid. If the pet owner/caregiver is not home you give Dandi Pawz Grooming LLC the right to transport your pet to receive medical care.

*DANDI PAWZ GROOMING LLC WILL NOT BE RESPONSIBLE IF HEALTH, BEHAVIORAL, OR SPECIAL NEEDS ARE NOT MADE AWARE OR UNKNOWN BY THE OWNER PRIOR TO THE SCHEDULED SERVICE. I AGREE TO NOT HOLD DANDI PAWZ GROOMING LLC RESPONSIBLE IF ANY INJURY OR DEATH OCCURS AS THE RESULT OF HEALTH, BEHAVIOR, AGE, OR SPECIAL NEEDS FOR MY PET.*

## HUMANITY OVER VANITY

We offer comfort rooms for aging pets until they are no longer able to be comfortably groomed. Comfort grooming is less stressful and quicker for your pet. This includes a short maintenance cut and less frequent appointments.

We evaluate eachs dog's coat before going over style options. Light matting or dogs who require dematting will be charged a fee of \$15-35. Severe/Pelt matting WILL BE shaved and charged a fee of \$50-80. We believe in starting fresh and teaching our clients how to maintain their desired look. Matting is not only painful to your pet but can also cause some serious health problems. Why is it more to shave my matted dog? Your pet essentially gets two hair cuts and a bath. Matting must be pre shaved/rough cut before the bath to prevent worsen matting and a finish full style. This process is longer and can be more stressful to some dogs. We make sure your dog is comfortable during this process.

*BY REQUESTING AN APPOINTMENT I AGREE TO NOT HOLD DANDI PAWZ LLC RESPONSIBLE FOR ANY INJURIES RELATED TO MATING. THIS INCLUDES BRUISING, SCABS, SKIN IRRITATION, HEMATOMAS, MUSCULAR AND TISSUE DAMAGE AS THESE ARE RESULTS OF IMPROPER GROOMING AND CONDITIONS UNDER THE OWNER'S CARE.*

**SOCIAL MEDIA**

Dandi Pawz Grooming LLC reserves the right to post video and pictures of grooming, finished haircuts, and pets who receive services from the business. I agree to authorize the use of photos and/or information related to my pets experience at this establishment. I understand my pet may be used in publications including electronic, audio visual, promotional material, advertising, community presentations, letters to area legislators, media and/or similar ways. Consent is freely given without expecting payment or discounts. I release Dandi Pawz Grooming LLC and their respective employees, officers, and agents from any and all liability which may arise from the use of such new media, stories, promotional materials, written articles, videos and/or photographic images.

By submitting a request for services and digitally signing you agree to all terms and policies listed above and agree you have read it entirely.

THANK YOU FOR LETTING US TAKE CARE OF YOUR BEST FRIEND!  
DANDI PAWZ GROOMING LLC

CLIENT:

PRINT NAME \_\_\_\_\_

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_

GROOMER:

PRINT NAME \_\_\_\_\_

DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_