

Pucci Pet Spa

CLIENT GROOMING POLICY

Pucci Pet Spa prides itself on offering **cage-free grooming** for your pet. In order to keep a stress free, safe environment for your best friend, we groom by appointment only and each pet is given a specific time based on breed and weight. **Because each pet is an individual and requires a different amount of time to be completely groomed, prices will vary. A price range can be given prior to your first grooming based on the services you are requesting; however, we cannot give you a solid quote until we actually see your pet.**

Safety First

ALL dogs must be on a leash and ALL cats must be in a carrier. Please make sure your companion has a secure collar or harness with identification.

Appointment Reminders

Automated text reminders are sent 3 times (booking of initial appointment, 3 days prior to appointment, and 1 day prior to appointment). We would like to take this time to remind you these spots cannot be filled at the last minute, which affects other clients, the groomer, and the business. With that being said, we understand that emergencies can happen and will give consideration to your situation.

Cancellations

Appointments canceled less than 48 hours before the scheduled time, will be charged 50% of the service cost. All appointments canceled less than 48 hours, thereafter, will need to be paid in advance in order to rebook. Our groomers use a gentle and loving approach in handling our clients, therefore our appointments are scheduled so that each four-legged client receives attentive care in a soothing and calm environment. Your spa appointment is a reservation for services and for the attention we provide for each pet. We can only take a limited number of appointments each day. **A missed appointment is a loss of income to a small business and our groomers.**

No- Shows

No-shows will be charged the full grooming fee. No-shows will be charged the full service fee that was originally booked. This cost of service will need to be paid in advance in order to rebook.

Late Arrivals

Please call us if you know you are going to be late for your appointment. We are only able to perform the grooming services for your pet in the time allotted for your scheduled appointment. **If you arrive more than 15 minutes late to your scheduled appointment, we may not be able to perform your scheduled grooming services and you may need to reschedule your appointment so that we can stay on schedule with our other clients.**

Late Pick-Ups

At the time you drop off your pet, we will be able to give you an approximate time (average 2-3 hours) for pick up. We will also call as soon as your pet is finished. **We ask that you pick up**

your pet within 15 minutes of the call unless prior arrangements have been discussed with staff. If you are late, an additional fee will be added to accommodate the time spent caring for and keeping your pet comfortable until you arrive. **Late pick-up fees are as follows; \$5 for each 10 minutes after a 15 minute grace period.**

Considerations

In order to keep a sanitary work environment, **we ask that you walk your dog to relieve themselves prior to your appointment.** A clean up fee of \$5 may apply if this is a repetitive problem.

Aggressive Behavior and Bite Policy

Should your pet display aggressive behavior towards our groomers, we will make all attempts to finish the grooming with your pet muzzled. **Should your pet bite and break the skin of any of our staff, a \$25 dollar fee will be added to your bill.** If your pet continues to display aggressive behavior and our groomer is attempting to groom them. **The safety of our staff is our priority.**

De-Matting

Pets groomed on a regular basis adjust and cooperate to the routine. **Pets that are not groomed every 4-6 weeks may become matted.** Matting occurs from lack of grooming, coat overgrowth, not routinely being brushed or a coat not being combed through prior to getting wet. Additional fees apply for dematting a pet. When matting is severe and/or close to the skin, the only humane way to remove the matts is to shave the coat to the skin line. In some cases where the matting is not severe and only covers a small area, we can remove them by splitting, thinning, and then brushing them out. **There is a fee of \$70 per hour to de-mat your pet.** Severe matting may take longer. Matted coats are hard on our equipment and in most cases require two haircuts, the first haircut is to remove the matted coat prior to bathing and then a second haircut to even up the coat after bathing. We are not responsible for health conditions that may be revealed by removing a matted coat such as sores, etc.

Post Grooming Care

In order to provide you with excellent customer service, please notify us of any pre-existing general physical/emotional conditions prior to your grooming appointment. We strive to make the experience a happy one for both you and your pet. Our furry companions are as unique as we are, their skin can react differently to grooming equipment (blades and/or sheers). For short styles and shave downs, it is not uncommon for redness or itchiness to occur. **If you notice any problem with your pet's style, we will make every effort to correct it if notified within 24 hours of the original appointment.**

Vaccinations

We do require proof of rabies vaccination. Please advise staff of the rabies expiration date.

Thank you for your understanding and cooperation!

Signature _____
Date

Please email signed document to puccipetspa@gmail.com prior to your appointment