

Our Grooming Policy

No Shows & Cancellations: A missed appointment is a big loss of income to our small business and our groomers. We ask that you please call at least 48 hours prior to your appointment to cancel or reschedule. If an appointment is missed or canceled without a 48 hour notification, a **\$30.00 “No Show”/“Late Cancellation” Fee** may be charged at the time of your next appointment. Please be advised if you are more than 15 minutes late for our appointment it is considered cancelled. Emergency situations will be taken into consideration.

Drop Off - We ask that you are on time for your appointments. We understand that things happen and we try to be understanding unless it becomes a repetitive problem. We ask that if you are going to be late that you call to let us know, failure to call ahead may result in your appointment being marked as a “no show”. If you are more than 15 minutes late for an appointment, your appointment will need to be rescheduled.

Pick Up - We ask anywhere between 2-4 hours for all appointments and require that pets are picked up within an hour of the groom’s completion. We do not offer daycare services and do not offer “all day” drop offs. If you are not able to pick up within an hour of the groom’s completion, please make sure you arrange this with our staff when you schedule your appointment. Pets that are repetitively left for extended periods of time may be charged a **fee of \$15.00 per hour** after pick up time. Emergency situations will be handled on an individual basis.

Vaccinations: It is required that your pet is up to date on all vaccinations, however, we only require proof of rabies. **We do not accept tags as proof as they do not have the due date on them.** You must wait 48 hours post-vaccination for services. Special circumstances will be taken into consideration.

Fleas, Ticks, & Other Parasites: All pets are required to be on preventatives for all parasites. Amelia’s Muttley Crew does not provide flea and tick treatment or deworming medications. If fleas are found on your pet, it is our policy to give a flea and tick bath immediately at an additional cost of **\$10.00**. If it is discovered that your pet has any type of contagious skin issue, disease, fungus, or worms you will be required to pick up immediately. A signed letter from your veterinarian clearing the pet for grooming will be required before your next appointment.

Pets in heat, Pregnant, & Nursing: Amelia's Muttley Crew does not groom pets who are in heat, pregnant, or nursing for your pet's safety. In addition, any animal that has recently been spayed/neutered must wait a minimum of two weeks after surgery before grooming.

Overnight Stays: Amelia's Muttley Crew is not a kennel or boarding facility and is not licensed as such. Any pets left overnight will be taken to a boarding facility and the owner will be responsible for paying any fees incurred as well as a fee for not picking up their pet. **Any pet that is left for more than 48 hours without word from the owner will be considered an owner surrender.** By making an appointment with AMC the owner agrees to this surrender policy and cannot persecute Amelia's Muttley Crew or it's staff for new placement of the pet(s) or surrendering it to an agency or shelter.

Matted Pets: Pets with matted coats require extra attention. There is a greater risk of nicking, scratching, cuts, etc. a matted dog during the grooming process. In addition, the skin may appear red, itchy, and irritated due to the lack of oxygen reaching the skin under the matts. We will not be held responsible for any injury sustained while grooming a matted dog or any after effects. If the matting is minimal and the pet responds well, we may brush them out. **De-matting fees of \$1 per minute will be applied.** If we do not believe we can safely remove the matts in a timely manner or if we feel your pet is in any pain or distress from the de-matting process, we will stop immediately. We firmly believe in humanity over vanity and will not put your pet through the discomfort of unnecessary de-matting. We will notify you before shaving your pet; however, if permission to shave down or go shorter is denied, your pet will not receive service and must be picked up as is. A fee will be charged dependent on the work that has been completed up to that point, if any.

Health/Medical Problems & Senior Pets Policy: Grooming procedures can be especially stressful for senior pets or pets with health problems and may expose hidden medical problems as well as aggravate current ones. Because senior pets and pets with health problems have a greater risk of injury, these pets will be groomed for cleanliness and comfort as Amelia's Muttley Crew will not compromise any pet's health and/or well-being to achieve "the perfect groom". The pet owner must advise us of any medical, physical, or emotional issues; allergies, sensitivities, or preexisting conditions. The owner will also inform us of new conditions as they arise. Amelia's Muttley Crew will not be responsible for accident or injury to an elderly or health-compromised pet during or after their grooming.

Dangerous/Aggressive Animals or Behavior Issues: WE NO LONGER ACCEPT PETS OVER 30LBS THAT ARE HUMAN AGGRESSIVE. Owners *must* inform Amelia's Muttley Crew if your pet bites, has bitten, is aggressive, unpredictable, and/or has any other behavioral issues. If owner fails to notify us of any potential danger or behavioral issue, you will be liable for all medical fees, out of work compensation,

as well as any and all property damage. We will make every attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets, or our groomers. We reserve the right to muzzle any pet for their own safety and ours. All bites will be reported to local authorities as required by law. Amelia's Muttley Crew has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and a fee may be charged dependent on work completed up to that point. We reserve the right to charge a **special handling fee of \$15.00 per hour of hands on time**, if necessary, for pets who have a repetitive behavioral problem.

Vet Care: Accidents can happen and even though Amelia's Muttley Crew will do everything to ensure your pets safety, things may go awry. The owner agrees not to hold Amelia's Muttley Crew or it's staff liable for any accidental injury. Furthermore, the owner agrees that Amelia's Muttley Crew may seek medical attention for my pet(s) from any licensed veterinarian in the area if necessary and agrees to pay any fees incurred. Every effort will be made to contact the owner in the case of a medical emergency, but the pet's care and safety are our first priority.

Signature : _____

Date: _____