

Woofs N Wags Grooming Policy Agreement

Vaccines

Due to Woofs N Wags' large client list, it is essential that the client understands keeping their pets up to date on vaccines is their responsibility. Woofs N Wags requires the following vaccines: **Rabies, Bordetella, and Distemper/Parvo**. These must be up to date to receive any services.

Flea, Tick & Other Parasites

Any client's pet can be turned away at time of appointment if a parasite infestation becomes clear at check in. If Woofs N Wags decides to keep your pet regardless of an infestation, the client will be expected to pay for any and all additional charges associated with treating the pet's infestation. If Woofs N Wags becomes aware of any infestation at any point during the grooming process, they will proceed to take steps in eradicating any pests and the client will be responsible for any charges that arise from treating the pet's condition.

Behavior & Safety

Woofs N Wags strives to create a safe and stress free environment for the pets in our care. If at any point during the grooming process, your pet becomes aggressive we can/ and will end the appointment early. Payment may still be required depending on the time and the amount of services completed during the visit. Woofs N Wags may require a dog trainer's note of approval before making a new appointment with any client who has shown aggressive behavior previously.

Grooming can be a stressful process for many pets. If at any point during the process, a pet becomes too stressed (at groomers discretion) we will end the appointment early. Payment may still be required depending on the time and the amount of services completed during the visit.

Injuries can happen during grooming appointments. Each case will be taken seriously, and dealt with in a manner that Woofs N Wags deems fit. Our safety, and the safety of your pet is of utmost importance.

Client Expectations

Woofs N Wags has a strong drive to create lasting relationships with their clients. Clients will be expected to keep up with their pet's vaccinations, training, and grooming appointments. Woofs N Wags believes that with mutual respect, we can have wonderful experiences with our customers. Clients can and will be terminated if they show a lack of respect for our staff, or our business as a whole.

Cancellation Policy

Woofs N Wags has implemented a cancellation policy. Clients of Woofs N Wags are expected to keep up with their appointments, and if for any reason they are incapable of arriving at an appointment they are expected to give us 48 hour notice of cancellation. If the client fails to give 48 hour notice or no shows to their appointment, the client will be expected to pay a cancellation fee (per pet) before scheduling their next appointment with us. The fee will be 50% of the total cost of the missed appointment. You will not be able to make a new appointment, or keep pre scheduled appointments with us if the cancellation/no show fee is not paid.

If you are more than 10 minutes late to your appointment the groomer can cancel the appointment, and it will be considered a no show. Being late interferes with the entire day's schedule, and could put your groomer behind schedule.

Matting Removal

Woofs N Wags will not dematt/brush out any matts. We understand that matting happens, but the safest and most humane way to remove matting is to shave/clipper underneath the matting. In order to accommodate pets with matting, we do have to charge an additional fee that speaks to the additional time and skill that matting removal requires. Matting removal will be charged per pet at \$1/minute, which will be added to the total groom cost at pick up.

Unfortunately, matting can hide and cause a whole host of issues for your pet. Removal is difficult and dangerous. Matting removal can result in ear hematomas and clipper-related injuries, these are not the responsibility of Woofs N Wags to treat. Woofs N Wags is also not responsible for anything the removal might uncover such as, urine/feces burn, parasite infestations and skin bruising.

Pets can also have adverse behavioral reactions to having the matted removed. This is normal, and is due to a numbness tingling feeling that may occur on their skin as the tightness of the hair/fur pulling is removed. The behavior is also often caused by

suddenly being able to feel air and other sensations at the skin level after a long time of having a long matted coat.

If your pet is excessively matted, Woofs N Wags may have to split your service into two or more separate appointment times. Payment will be divided between each appointment based on services rendered at each appointment time. If your groomer is able to complete all services the same day, please know that we may have to give your pet breaks between other scheduled appointments throughout our regularly scheduled day, so that it does not impact our other clients.

Agreement Statement

By signing this agreement, the client understands and agrees to all expectations and policies listed within this document. The clients understand that failure to comply with these expectations and policies may result in additional charges at the time of, or before, their next scheduled appointment. The client also understands that Woofs N Wags can terminate our relationship with them at any point, for any reason.

Client Signature: _____

Date: _____