

# Spa La Paws

This is a copy of our standard policies form. ***Policies are in order to insure efficient, quality and friendly services to all patrons.*** Please read and fill out the new client form and sign and date at the bottom that you have read and agree to our policies. This is given to all clients at their first appointment. Please feel free to ask any questions if you are uncertain about anything.

***It is the owner's responsibility to provide a healthy and groom-able pet.***

- \* All pets must be up to date on all vaccinations.
- \* Aggressive/biting dogs will not be tolerated. If your pet has ever shown aggression or bitten anyone please notify us prior to the groom. **Unsatisfactory behavior can influence whether a dog can and will be finished by the groomer. Please understand that an unmanageable dog can be dangerous to themselves as well as the groomer.**
- \* Untrained dogs that continuously struggle, urinate, or defecate during the grooming process will be returned to owner unfinished at half the price of the groom.
- \* Pets must be healthy and able to stand on their own.
- \* It is preferred that pets be on a maintenance schedule of no longer than 6 weeks between grooms. If you choose to be added to the schedule without setting a maintenance schedule, you can be *postponed* or canceled for someone who is willing to commit to a regular schedule, especially during the holiday seasons when grooming services are in high demand.
- \* There will be additional charges for pets with more than 6 weeks growth, or matted coats.
- \* Prices are non-negotiable. Discounts are not available for multiple dogs.
- \* Pet owners will be responsible for any and all damage caused by their pets. This includes damage to the grooming salon, and/or groomer.

**\*Fleas/ticks** We **do not** use chemical dips. Any pet showing signs of live fleas or ticks will be required to have a flea bath. Due to the rising cost of flea products an \$8 fee will be added to the cost of the grooming. Pets with a severe flea infestation will not be groomed in our shop. You can contact your vet for Capstar and re schedule an appointment for a later date.

**\*Cancellations:** We require at *least* a 24 hour notice of cancellation prior to your scheduled appointment. A \$40 charge will be applied to no shows or same day cancellations, and must be paid prior to the next scheduled (or rescheduled) appointment. We understand that emergencies can arise and will be taken into consideration and the fee will be waived at our discretion.

Three no shows or last minute cancellations within 6 months we will no longer provide service for you.

**Occasionally we may need to cancel appointments due to weather conditions, equipment/vehicle failure and health reasons. Every effort will be made to contact you as soon as possible.**

**\*Anal Glands** This is a grey issue as to who is responsible for this procedure between veterinarians and groomers. Anal glands are *located internally*. Typically this would not be considered part of a grooming process; Therefore, it is considered a veterinary procedure. We will check your pet's glands, and *if possible*, if they can be expressed with **minimal effort** (*external method only*) we will do them. We are not responsible for ruptured or impacted anal glands. We will notify you if we feel they need veterinary attention.

\*We ***do not*** sedate dogs in our establishment. We will accept dogs that have had medications approved from a veterinarian given at home prior to their appointment as long as they are able to stand and are able to be groomed. PLEASE notify us if you have given your pet any sedatives prior to the appointment. We are not responsible for any emergencies that may result from adverse reactions from medications given at home.

Please provide an alternate number to contact for emergencies should they arise.

**Returned Check Policy:**

Payment is due at time of service by cash or check only, please. Canceled checks or checks returned due to insufficient funds will be subject to a \$35 returned check fee.

Tipping is not required but is greatly appreciated!