

# Poshy Paws Feline Policies

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## **Emergencies**

Poshy Paws will seek professional veterinarian attention for any pet in its establishment at client's expense. In the event of an emergency Poshy Paws will make every effort to contact the client directly.

## **Coat Condition**

Poshy Paws believes in the comfort of every pet. Cats with mats will be shaved in the safest blade possible for their coat and skin. No dematting will occur on cats other than the shaving of the mats out. Mats being shaved out runs an increased risk for clipper burn or nicks to occur.

Poshy Paws does make every attempt to prevent this including referrals to seek veterinary attention. Extreme matting cases will get an immediate referral to a veterinarian to remove mats. Additional fees may occur to compensate for the groomer's time and effort to shave mats off.

## **Health**

Poshy Paws tries to be informed of any health condition that may impact your pet's stay. We understand there may be underlying conditions that lay dormant and get triggered by stress during grooming. Please let us know if anything changes healthwise with your pet so we can adapt to the changes. Poshy Paws also requires your pets to be up to date on all vaccinations prior to every grooming service.

## **Pests and Infections**

Poshy Paws does not treat fleas, ticks, or feline lice infestations. We also do not treat wounds or infections. A referral to seek veterinary attention will be required. Once the pests or infections are cleared up, the pet will be able to come for grooming services.

## **Aggression**

Poshy Paws can not do cats that show aggression to groomer that cannot be managed. Extreme aggression to groomers to the point that we can not control the situation and keep it safe will require a referral to a vet where they can perform a complete sedation groom.

## **Cancellation Policy**

Poshy Paws requires at least 48 hours notice for appointment changes and cancellations so we have an adequate amount of time to fill the appointment. Clients will be required to pay a cancellation fee upon their next appointment if they cancel less than 48 hours before appointment. Once two appointments are missed without giving proper notice, clients will be required to pre-pay prior to scheduling any future appointments.

## **Pick Up Policy**

Poshy Paws must require cats to be picked up shortly after completion. The salon is not equipped for holding cats for extended periods of time and therefore puts cats under unnecessary stress to wait in a kennel for their pet parent. Additional fees may occur if pick up is not promptly.

## **Refunds**

Poshy Paws is a small business not a corporation, we can not issue refunds because of the necessity of paying the groomer for their time and effort on each groom. We will do anything else possible to fix a groom or experience to the best of our abilities.