

Poshy Paws | Terms and Agreement

Pets are accepted for grooming only under the following circumstances...

The pet is fit and healthy, Grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health/skin conditions for which Poshy Paws cannot be held liable.

The pet's rabies vaccine is up to date (as required by law) unless otherwise discussed. In the event of an emergency, in your absence, you authorize Poshy Paws to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense.

Payment is to be made at the time of service. Payment can be cash, check, or credit card. Returned checks will incur a \$35 charge. Our rates are based on the breed of the pet, temperament, coat condition, and duration of the groom.

Our Bath and Brush or Bath and Haircuts services include nail cutting/grinding, ear cleaning, and teeth brushing unless the process is too stressful for the pet or too dangerous for the groomer. Anal Gland and Ear Plucking are only done unless asked by the person dropping off at the time of service, if not specified that service will not be completed.

Coat Condition: I understand that this establishment puts my pet's comfort above all else. In the event that my pet's coat is matted, I understand that the groomer will have to shave the mats out rather than perform a painful de-matting procedure. I also understand that if my pet is severely matted, that there is an increased risk for clipper burn, nicks, and redness or irritation can occur as soon as matts are removed or up to a couple of days after. I understand that all attempts will be made to prevent this including referrals to seek veterinary attention. Dematting or complete coat removal can dramatically alter your pet's appearance, the coat can grow back a different color or not grow back at all if it is a double-coated dog breed. I also understand that matted pets take additional time to groom and more wear and tear on the groomer's equipment so there will be additional fees added on to the regular grooming price if my pet's coat is matted or if we have to shave double-coated dogs

Health: I understand that grooming can be stressful to some pets and I will inform the groomer if my pet has ANY and ALL medical issues, heart conditions, or any stress-related issues prior to grooming. If a pet has to be medicated for the service of the groom we can still complete the service we just need to be informed and additional fees may be applied.

Pests and Infections: I understand that this establishment does not provide treatments for fleas, ticks, or canine lice infestations. I also understand that if my pet is found with any fleas, ticks, lice, untreated wounds, or untreated infections my pet will be referred out for veterinary attention. The pets will have to be completely treated and pest free. If caught after the bath since sometimes the pests don't get noticed until after the bath and they are drying we may charge you for the products and time we did spend on your pet.

Aggression or Behavior: I understand if my pet is showing aggression that the use of a muzzle may be used to complete services or services will cease to continue if it is becoming unsafe for the groomer or the pet. If the Pet is reluctant to walk back to the kennels or be picked up the services will be declined and you will have to pick up the pet immediately. Poshy Paws wants grooming to be as calming and stress-free as possible, forcing your pet through something could cause problems later on so we may work with your pet overtime, and certain things may not get completed every groom. Like humans, Pets have good and bad days as well so we do what the Pet allows during that grooming session.

Cancellation Policy: Poshy Paws need a 24-hour notice via a voicemail or Facebook Message by 5 pm for any cancellations or rescheduling. Any Messages that are received after 5 pm the day before(24 hours) or on the day of the appointment will be subject to a cancellation/No-Show fee of \$20 per Pet. If it is a reoccurring process you may be subject to paying 50% of what the groom cost would have been. The groomers at Poshy Paws have families at home as well and anything less than 24-hour notice makes it difficult for them to get other pets booked for that day and makes it hard for them to make ends meet as well.

Pick-Up Policy: I understand I must pick up my pet within one or two hours upon completion or by 5:30 pm whichever one comes first or a late pickup fee will be charged. The fee will be charged based on when the phone call was made and the time of pick-up. If a late Pick up will be needed I will inform Poshy Paws at the time off drop off or when the call is completed due to not having the space to hold on to a pet all day.

Late Drop-off Policy: I understand that I will drop off my pet on time at the scheduled appointment time. If I am running behind I will inform Poshy Paws immediately. If I am going to be 15 minutes or more late a drop-off fee will be added. Late Drop-off Fee prices are priced depending on when the appointment was and when I arrive at the facility. If I am running 30 minutes or more, unless discussed with the groomer my appointment will be canceled and the cancellation/No-Show fee will be charged.

Photography: Customers agree to allow Poshy Paws to use photos taken of their dog during appointments for social media, website, and marketing collateral.

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.*

Signature & Date
