

# The Groom Shoppe Policies and Procedures

## Vaccinations:

\_\_\_\_\_ All pets must be current on **Rabies, Bordatella and Distemper**. Proof of vaccinations is required before any grooming appointment can be scheduled.

## Health / Behavioral Issues:

\_\_\_\_\_ The Groom Shoppe reserves the right to refuse service to any customers whose pets may pose safety issues. This includes, but is not limited to:

- Aggressive behavior such as biting, thrashing, etc.
- Excessive fear behaviors such as urinating, defecating, self anal expression, etc.
- Health issues such as seizures, heart conditions, hip and joint issues, weight, etc.

## Shave Down / De-Matting:

\_\_\_\_\_ Your pets' comfort and safety are our utmost concern. We reserve the right to alter or cease your pets groom if our trained professional staff deem it necessary to maintain your pets safety. De-matting can be done on a case by case basis at the groomers discretion. **ALL HEAVILY MATTED PETS WILL BE SHAVED**. Removing a matted coat may cause nicks, cuts, abrasions and/or reveal skin irritations that existed prior to the grooming process. It can also trap moisture and urine near the pet's skin, allowing mold, fungus, or bacteria to grow. After-effects of mat removal can include itchiness, redness, self-inflicted irritations or abrasions, ear hematomas or failure of hair to regrow. In some cases, pets may also exhibit brief behavioral changes. \*\*\*Extra fees will apply and to be determined.

## Fleas and ticks:

\_\_\_\_\_ If fleas/ticks are found during the grooming process, we will automatically provide your pet with a flea bath and conditioning treatment, AND/OR, a Capstar pill may be administered to your pet which will begin killing fleas within 30 minutes. Extra fees apply and to be determined. **\*\*NOTE:** Neither service is considered a flea preventative. Please speak with your veterinarian about a preventive that is right for your pet.

## Cancellations / No-Call No-Show / Late:

\_\_\_\_\_ We understand events come up that may prevent you from fulfilling your appointment obligation. Late arrivals can NOT be guaranteed their appointments will be honored. If this occurrence arises, we respectfully request the following:

- Cancellations must be done 48 hours in advance. Less than 48 hr notice may result in \$35 cancellation fee to be paid prior to future services
- If late, customers MUST CALL to inform the groomer of tardiness and to confirm the groomer will still accept a late appointment, AND/OR, a late fee may be applied.
- After 3 occurrences, we reserve the right to decline providing future services for your pet.

## Pet Photos:

\_\_\_\_\_ We take photos of our clients(pets) to utilize for Facebook and Instagram. If you would like for us to NOT use your pets photos, please advise your groomer.

By signing below, you acknowledge that you understand and agree to our terms of service; that you release The Groom Shoppe, its employees and affiliates, from any and all liabilities, expenses, damages and costs, including attorney fees, associated with any and all injuries or medical problems, up to and including loss of life, that may be uncovered and/or occur during the grooming process. You further authorize The Groom Shoppe to seek veterinary care in the event of an emergency, and agree that any resulting veterinary bills will be your sole responsibility. You also acknowledge that terms of service may be updated and changed at any time.

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Signature

Date