

pawsitively purrfect pet spaw

policies & procedures

Your pet's health and safety are our main concerns. Please take a moment to look over our policies which help ensure a positive spaw experience for your animal. Please contact us if you have any questions.

--PLEASE READ CAREFULLY AND SIGN BELOW--

1. Veterinary Care

We make every effort to ensure your pet's grooming is pleasant and safe, however, if your pet becomes ill or is hurt and the services of a veterinarian are required, you hereby give us permission to obtain treatment if you are not available to do so and you agree to pay such expenses.

2. Safety

Safety comes first for everyone during the grooming process, people as well as pets. You must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Owners will be held liable for any bites or any property damage caused by their pets. We will stop the grooming process if we feel your pet's behavior is compromising his safety or ours. Pro-rated charges will apply.

3. Senior Pets & Pets with Health Problems

Grooming procedures sometimes can be stressful, especially for a senior pet or pet with health problems, and can expose hidden medical conditions or aggravate existing ones, during or after the grooming. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. Pawsitively Purrfect Pet Spaw will not be responsible for accident or injury to an elderly or health compromised pet during their grooming.

4. Parasites We reserve the right to refuse service to any pet(s) that may have parasite problems (other than fleas). Please understand that the drying process may infest the grooming area, and pose a risk of infestation to any and all other pet(s) being groomed. Recommendations can be made for treatment of your pet prior to grooming upon request.

5. Mat Removal

Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that exist prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved pets are also prone to sunburn and should either have sun screen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. As the owner, You are responsible for the condition of your pet's coat and may not hold Pawsitively Purrfect Pet Spaw responsible in the event of adverse effects of mat removal.

6. Summer Shave-downs

Shaving a heavily coated dog during the summer is NOT recommended. In both hot and cold weather, a dog's coat helps regulate body heat, provide insulation and protect from the sun. Coats that are shaved off, particularly on arctic breeds, may grow back patchy, uneven or not at all.

7. Cancellations

On rare occasions, Pawsitively Purrfect Pet Spaw may need to cancel appointments due to weather, road conditions, equipment failure, etc. Every effort will be made to contact you in advance. If you cannot keep your appointment, please call us 24 hours in advance so we may fill your spot. Failure to call in advance or failure to have your pet available for the grooming services scheduled may result in the full grooming charge which must be paid prior to your next appointment.

8. Returned Check Policy

All grooming fees must be paid at the time services are rendered. We gladly accept checks or cash only. Checks returned due to insufficient funds will be subject to a \$25 returned check fee.

9. Receiving Policy

Upon the first visit, Pawsitively Purrfect requires you to be present. Upon future appointments, your presence is not required; however please adhere to the following procedures to ensure a trouble free grooming experience. If you will not be present for consecutive appointments, please make arrangements prior to your appointment with regards to access of your animal(s) when Pawsitively Purrfect arrives. Failure to do so may result in extra fees due prior to your next appointment.

Signature: _____ **Date:** _____

Owner's Name: _____

Pet's Name(s): _____

Breed: _____ **Breed:** _____ **Breed:** _____

Address: _____

Phone# (H) _____ **(C)** _____ **(W)** _____ **Emergency#** _____

Veterinarian: _____ **Medical Problems?** _____

Allergies, Sensitivities, Etc. _____
