

Policies & Procedures

1. Appointment Procedures / Time Management
 - a. We will try to finish grooming your pet as quickly as possible, but please remember we are working with sharp tools, moving objects, and of course, your pet. Safety is our number one concern while grooming your pet, so please understand that certain animals will take longer than others and we will try our best to be as punctual and proficient as possible.
 - b. Please be on time for your appointment. If you are unable to arrive on time for your appointment, please call as soon as possible. If you arrive late for your appointment without calling at least 2 hours before your appointment we cannot guarantee that we will be able to groom your pet.
 - c. If you have multiple or large dogs or multiple children, I will be more than willing to help you escort your dog to the car. Please let me know if you need assistance.
2. Returned Checks
 - a. There is a \$35 dollar fee for returned checks. If your check is returned for any reason you will be required the pay this fee in addition to the cost of grooming.
3. **Additional Service Charges** – We reserve the right to charge extra for the following services and will try our best to notify the customer before the services are performed.
 - a. Mandatory Charges
 - i. Uncooperative/aggressive behavior handling fee - \$15.00-\$25.00
 - ii. Flea and Tick Shampoo – Any pet that is scheduled to be groomed that has fleas or ticks will be bathed with flea and tick shampoo. *If your dog has reactions to chemical shampoos please advise us ahead of time*
 - iii. Excessive matt charge. The extra charge will be determined by how long it takes to brush out the matted coat. A long hair coat needs to be brushed on a daily basis. If you have any questions or need advice on how to manage your pet’s long hair I will not hesitate to answer!
 - iv. Medicated shampoos and conditioners. To be determined at appointment.
4. Pet Behavior
 - a. If your pet has people or dog issues please let me know in advance when making your appointment so I can avoid any conflicts and make any necessary arrangements.
 - b. Please be honest when asked if your dog has ever bitten anyone or has exhibited aggressive behavior. It will help us be better prepared to handle your pet if we are aware of their past behavior.
5. Mandatory Boarding of Your Pet
 - a. Pride and Groom Pet Salon reserves the right to board your pet until the next business day at our boarding facility if you fail to pick up your pet after we close. The pet will be boarded at the owner’s expense. Please see our boarding rates under “Services” for applicable rates.

I, _____, have read and understood the above policies and procedures and will abide by the aforementioned policies to the best of my ability.

If you have any questions feel free to ask!!

Signature _____ Date _____