

# POLICIES

## GENERAL REQUIREMENTS

- Pets must be healthy and up-to-date on rabies vaccinations.
- Puppies under one year must have all vaccinations.
- Payment is due at service, with a \$35 fee for returned checks.
- Rates depend on size, coat, behavior, and grooming duration. Nail trimming and ear cleaning are included unless unsafe.
- Owners must disclose any aggression history and are responsible for pet-related injuries.

## CANCELLATIONS & NO-SHOWS

- Cancel or reschedule 24 hours in advance to avoid a fee.
- Late cancellations incur a 35% fee. Multiple late cancellations may require a deposit.
- No-shows are charged 50%-100% of the grooming cost.

## DROP-OFF & PICK-UP

- Late arrivals (15+ minutes) may be rescheduled.
- Early drop-offs or late pick-ups may incur a \$5 fee.
- Pets left 2+ hours after pick-up will incur a \$5 fee.

## MATTED COATS POLICY

- Severely matted coats must be shaved; refusal results in cancellation.
- Unresponsive clients may have mats removed.
- Shaving may alter appearance or expose skin issues. We are not liable.

## RIGHT TO REFUSE SERVICE

- We reserve the right to refuse service to any pet or client.