

Grooming Policies

Appointments

To better serve our clients and their pets and to help ensure a smooth flow, Grooming does work on an appointment schedule. All grooming clients must drop their pet(s) off between 7:30am and 8:00am. We understand that emergencies can happen and cars "break down", all we ask is that you call us and let us know if you will be late.

Missed Appointments

The Paw Patch reserves the right to charge any client for a missed grooming appointment. The first missed appointment will result in a warning letter being mailed. The second missed appointment will result in a \$25.00 Missed Appointment Fee being charged. The third missed appointment will result in another \$25.00 Missed Appointment Fee being charged and ALL future grooming services to be paid in full in advance (at the time of scheduling an appointment).

Client Late Fee

Any client who is twenty minutes late or more for their scheduled grooming appointment (with out any prior arrangements having been made) may not be able to be groomed that day and/or a \$10.00 Late Fee may be charged. After 8:20am we begin filling empty grooming spaces from our waiting list.

Vaccines, Intestinal Parasite Screens and Fleas

Any pet that is dropped off for grooming does need to be current on vaccines. Required vaccinations and test for a dog includes Rabies, Distemper, Parvovirus, Bordetella (Kennel Cough), and a negative intestinal parasite screen. Required vaccinations and test for a cat include Rabies, Distemper, and a negative intestinal parasite screen. If proof is not provided, The Paw Patch will vaccinate or perform the necessary test(s) or my pet may not be groomed. If my pet is found to have fleas, I understand that The Paw Patch will treat my pet with the appropriate medication and that I will be responsible for the charge.

Client Signature

Date