

# Policies and Procedures

**Appointment Deposit:** There is a **\$35 deposit per pet** required for all appointments. This deposit guarantees your appointment time and is applied to the price of your pets grooming. **It is fully refundable only if we are given a 48-hour cancellation notice.** Once we establish a regular relationship with you, we will eliminate this policy.

**Appointment Confirmation:** Upon scheduling an appointment, you the client, are agreeing to the date and time you approved. Appointment reminder calls are made 48 hours prior to appointment as a courtesy to all clients. **If you cannot keep your scheduled appointment, you agree to inform Rags to Riches Pet Salon LLC by call or text 48 hours prior to the appointment. Failure to give a 48-hour notice will result in a cancellation fee of \$35.**

**Appointment Times:** An appointment time is an estimated time of arrival. As a mobile service, our schedule is subject to traffic, accidents, refueling, driving distance from a previous appointment, or a previous appointment taking longer than expected. We will make every effort to be on time. Should we be running behind or ahead of schedule, we will always call to let you know. Salon appointments: if you are more than 15 minutes late, you may need to reschedule and a \$35 no show fee will be applied to your next appointment.

**Cancellations:** Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any grooming cancellation be made **at least 48 business hours** in advance, **less than 48 hrs. will result in a fee of \$35. (Thanksgiving and Christmas week is a 3 business day notice).** We understand **EMERGENCIES** happen and will try to work with you. If this should happen repeatedly, we will no longer schedule any future appointments.

**Payment:** Payment is due at the time of service. We accept cash, check, credit/debit cards. Returned check charge is \$35. plus, bank fees.

**Current Vaccinations:** To vaccinate or not is a personal choice of the owner. Rags to Riches Pet Salon LLC recommends any vaccines that the pet's veterinarian recommends. Rags to Riches Pet Salon LLC may not ask for proof of vaccinations. However, by signing this contract, you (the owner) agree that if you do not properly vaccinate your pet(s), **YOU** are responsible for any health risks that your pet(s) may come into contact with and you, the owner, agree **not** to hold Rags to Riches Pet Salon LLC responsible for any illness contracted by your pet(s) while in the salons' care.

**Accidents:** Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quacking of nails, etc. In most cases this can happen when an animal is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If Rags to Riches Pet Salon LLC feels it is serious, and the owner is not home, Rags to Riches Pet Salon LLC will seek immediate veterinary care for your pet with your veterinarian on file. All medical expenses for veterinary care will be covered by

the pet's owner upon signing this contract/agreement unless the injury or illness is a direct result of negligence of Rags to Riches Pet Salon LLC staff.

**Fleas/Ticks:** Rags to Riches Pet Salon LLC is a **FLEA FREE SALON**. If your pet has or shows signs of fleas, we prefer that you use a vet recommended flea and tick preventative a few days before your grooming appointment. If upon arrival, we discover that your pet has fleas, we will not be able to groom your pet and you will need to schedule another appointment. Please keep in mind that this will be considered a missed appointment you and you will be charged 1/2 of your pet's grooming fee.

**Dangerous or Aggressive Animals-Refusal of Services:** In the event that your pet is too stressed or becomes dangerous to groom, Rags to Riches Pet Salon LLC may stop and/or cancel grooming services at any time before, during, or after grooming and the pet owner will be charged a grooming fee. If a groomer is bitten, we are required by the state to report the incident. Rags to Riches Pet Salon LLC cares about the well-being of your dog, and wants to prevent this in every way. Rags to Riches Pet Salon LLC does not force upon your pet that which it is not comfortable with; NO EXCEPTIONS. One bite can put a groomer out of work forever. The pet owner **MUST** inform Rags to Riches Pet Salon LLC if your dog bites, has bitten or is aggressive to people, other animals or specific grooming procedures. If the dog bites someone or another animal while in the care of Rags to Riches Pet Salon LLC, the pet owner agrees that they will be held responsible for any and all medical bills, recovery costs, and loss of income.

**Matted or Grooming Neglect:** We at Rags to Riches Pet Salon LLC, **DO NOT DEMAT** any pet that has had their grooming needs neglected. We will do what is necessary to make your pet comfortable, which usually results in a **VERY SHORT**, down to the skin haircut (which will result in an additional fee). At this point we can get your pet on a regular grooming schedule where you can manage the coat and have the trim you desire. Please understand that pets in this condition can be extremely uncomfortable and may even have skin irritation from the mats being tight on the skin. Also, please be aware that pets that are closely shaved can sunburn and should be kept out of the sun until their hair grows back. In some cases, your pet may react with changes in behavior (not wanting to walk or acting depressed). In certain breeds and coat types, the coat may not grow back the same. Rags to Riches Pet Salon LLC will not be held responsible for any skin problems arising from this type of grooming.

**Pre-existing Conditions:** Occasionally grooming can expose or aggravate a condition that may not be known. This can occur during or after the grooming. Rags to Riches Pet Salon LLC will inform you, the client, of any condition that is discovered, but will not be held responsible for any injury other than gross negligence.

**Senior Pets:** Grooming procedures can sometimes be stressful. Older pets and pets with health issues can have a greater chance of injury. These pets will be groomed for cleanliness and comfort. For the safety of your pet and our groomers, Rags to Riches Pet Salon LLC does **NOT** take on any pet 10 years of age or older as a "new client" and will not be held responsible for any accident or injury to a senior or health compromised pet during their grooming. Rags to Riches Pet Salon reserves the right to refuse service or stop service at any point should a pet become too stressed from the grooming process and will charge the owner accordingly.

**Puppies:** It is best to start your puppies grooming as soon as possible! It is **NOT** wise to wait until they are 4, 5 or 6 months old. A good breeder will start grooming their puppies at 4 and 5 weeks old. Think of it like this, if you want to be good at something, you need to PRACTICE, PRACTICE, PRACTICE! The more often you are doing something with your puppy, the better they will be about having it done. Grooming does not come naturally, it is something that you need to "teach" your puppy. A good grooming dog has been taught to be **tolerant** of the many grooming procedures. Getting your puppy in a good basic obedience class is a good way to start. Just remember, obedience is NOT for your dog, it's for YOU!! It is for you to learn how to train your dog.

**Clipper Rash or "Clipper Burn":** Is **NOT** what it sounds like!! This is actually an "irritation" to the skin that a pet can get from not being used to a close shave and their skin becomes itchy. It is **NOT** from the clipper blade being hot. If your pet has experienced this in the past, please be sure to let us know.

**Satisfaction:** Your satisfaction is important to us. We will do our very best to communicate and understand what style of trim and length of hair you are looking to achieve. We do our best and take notes so we know exactly what we did/used on your pet. Please keep in mind that the first grooming is a starting point and anything you would like done differently will be done at the next appointment.

**Photographs:** This release form authorizes Rags to Riches Pet Salon LLC to take photos of your pet for client file and for company website and Facebook page. All photos taken are the property of Rags to Riches Pet Salon LLC. Client information is kept private.

**I have received, reviewed and accept Rags to Riches Pet Salon LLC Grooming Policies and understand the contents of this contract. I affirm that I am the rightful legal owner or guardian of the pet(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Rags to Riches Pet Salon LLC to accept appointments for service without additional signed contracts or written authorization. I understand that pricing is subject to change. By signing below, I have read and agree to the above.**

Sign \_\_\_\_\_ Date \_\_\_\_\_