

PAWSH CLE CLIENT SERVICE AGREEMENT

Last Updated: 8/12/2024

Pawsh CLE. prides itself on providing compassionate pet grooming, and with that philosophy we will care for your pets as if they are our own! We will do everything possible to keep your furry friend safe, calm and comfortable.

OUR #1 PRIORITY IS THE HEALTH AND SAFETY OF YOUR TRUSTED COMPANION. In an effort to keep your pets happy, safe, healthy and looking their best, we have a few policies:

Current Vaccinations/Veterinarian Information

The health of your pets and our staff is very important to us! By booking with Pawsh CLE, you attest that your dog is up to date on all vaccinations required by their veterinarian and are on a flea and tick preventative. **This includes Rabies, Bordetella, Parvo, Distemper, and all puppy shots and boosters.** By signing this contract, owner verifies their pet(s) are current vaccines and is healthy to the owner's knowledge. Current veterinarian information and proof of vaccination shall be provided to PAWSH CLE (In The Making, LLC) upon request.

Aggressive or Dangerous Pets

There are many different reasons that may provoke aggression in a dog. The most commonly seen in a salon includes Dog/Social Aggression, Owner Protective Aggression, Kennel Aggression, Fear Aggression, and Pain/Irritable Aggression.

Owners MUST inform Pawsh CLE. (In The Making, LLC) if your pet(s) bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles or a Groomer Helper may be used if necessary. Muzzling and Groomer Helpers will not harm your pet and protects both the pet and the groomer. The Cleveland Pawsh Salon (In The Making, LLC) reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge a handling fee for Aggressive Dogs in addition to the regular grooming charge. If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

Health, Medical Problems & Senior Pets

Grooming procedures can sometimes be stressful, especially for a senior or ill pet. Grooming can also expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for

cleanliness and comfort. In the best interest of your pet this contract/agreement will give Pawsh CLE. (In The Making, LLC) permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, and then take your pet to the nearest animal hospital if you are not able to do so. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

Matt Removal

Pets with matted coats need extra attention during grooming. A matted coat can cause health issues before, during, and after removal. Prevention is the best defense against matting by consistently grooming, including brushing and combing regularly at home, and/or scheduling “brush out” appointments in between grooms. Removing a 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, revealing skin irritations that exist prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations, abrasions and/or wounds and failure of hair to re-grow. Shaved pets are also prone to sunburn and should either have sunscreen 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.

Shaving Pets with Thick and Double Coats

Shaving a double coated pet during the summer is not recommended. In both hot and cold weather, a pet’s coat helps regulate body temperature and provides insulation and protection from the sun. Coats that are shaved off, particularly on double coated dogs (such as Huskies and Shepherds) may grow back dull, patchy, or not at all. If you are looking to cut back on shedding or keep your pet cool, the best course of action is frequent bathing and brushing to allow air to move freely within your pet’s coat and the use of our de-shed program.

Anal Gland Expression/Ear Cleaning

Pawsh CLE. (In The Making, LLC) offers these services as courtesy care for your pet. If ear infection is suspected, it is the owner’s responsibility to seek veterinary care. We only use mild external expression for anal glands and makes no guarantees that anal glands will not become overfull, rupture or become infected between grooming visits as results vary for each pet. Pets with chronic anal gland issues should be expressed by a veterinarian.

Accidents

There is always the possibility an accident may occur. Even though we use extreme caution and care in all situations, possible injuries could include cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to ensure your pet is groomed safely. Should a medical emergency arise, by signing this agreement you give us permission to seek immediate emergency veterinary care for your pet at our expense.

Parasites

If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites, and an extra fee will be applied. Ticks found will be removed. Please note that parasites are a health hazard to your pet as well as humans.

Media Release

Any photograph(s) or video(s) taken by or sent to Pawsh CLE. (In The Making, LLC) or their associates are considered to be the property of Cleveland Pawsh Salon (In The Making, LLC), and can be used and/or reproduced in marketing and other materials without any further consent or authorization and the Client will not be entitled to any compensation for their use.

Canceling & Rescheduling

We best serve our clients by offering one-on-one "straight through" grooming. By doing this we are able to stay true to keeping our grooming environment as stress-free as possible for you and your pet. Because of the structure of our business, a last-minute cancellation or no-show can have a great effect on the business, and we may not be able to fill your time slot right away. Therefore, we have set the following guidelines and policies:

We send text messages to remind you of your appointment. Please respond "Y" to confirm your appointment. An unconfirmed appointment risks being canceled.

If you wish to cancel or reschedule, you must do so at least 24 hours prior to your appointment or a re-booking/last minute cancellation fee up to \$30 per dog will be applied at your next appointment.

If we haven't heard from you 15 minutes past your scheduled time, your appointment will be automatically cancelled, marked as a no-call/no-show, and there will be a \$30 re-booking fee.

If you no-call/no-show and we don't hear from you at all... there will be a \$30 re-booking fee, and you may be required to pay a 50% deposit prior to your next appointment. There is also a

possibility that you will no longer be accepted as a client at our salon at all.

While all circumstances and situations are taken into consideration for last-minute cancellations and rescheduling, we first review a client's attendance history when making a decision to apply fees.

Pick-Up / Drop-Off

Because of the structure of our business, we have a strict policy where pets must be picked up and dropped off in a timely manner. At drop-off we will give you an estimated time of how long the service will take (typically 1-4 hrs.), and text or call you when your pet is 20 minutes from completion.

Potty Please! Please make sure you take your pet to the grassed areas to prior to entering the building. Potty bags provided if needed. Also, please keep your pet leashed in the lobby area if they are likely to mark, run away, or are aggressive towards others. Thank You.

Dropping Off: We offer a 15-minute grace period before charging a late fee. If you contact us and you will be between 15-30 minutes late and we are still able to groom your pet, a \$10 late fee will be applied. If you think you are going to be 30+ minutes late, we will have to reschedule, and your appointment will be treated as a last-minute cancellation where fees may amount up to \$30.

Picking up: We will text you 20 minutes before they are ready.

Pick your pet up within 30 mins of completion to avoid late pick-up fees.

0-30 mins after ready ----- NO FEE

30-45 mins after ready-----\$10 LATE FEE

45-60 mins after ready-----\$15 LATE FEE

60+ mins after ready-----\$30 LATE FEE

Early Drop Off: If you think you will need to drop your pet off early, please contact us to make arrangements, especially if you are the first appointment of the day. We are able to accommodate drop-offs up to 30 minutes prior to your appointment time at no charge. If you are not the first appointment of the day and need to drop your pet off early, please be aware that your pet may not be serviced until your scheduled time. Please keep in mind that late arrival for an early drop-off will still be noted as "late", and a fee may apply.

Staying during service: We DO allow pet parents to stay in the lobby area while the pet is being groomed, but if at any time the pet is distracted by your appearance, we may ask you to

leave until the services is complete. Thank you for your understanding.

Creative Color

Coloring products do not have the same results on all coats and may be different than expected in shade and vibrancy...and depending on the type of product used, the color may slowly fade over time or can only be removed by cutting the dyed fur. Please discuss the permanency of the color used on your pet prior to coloring.

Please understand that color may end up in other places besides the original area due to the pet moving, shaking, jumping, and sitting during the process and that results may not look perfect.

Additionally, please be aware that color transfer may occur from my pet to other surfaces, such as clothing or furniture. Only pet safe products will be used, but also be aware that any pet can have a reaction to a product and therefore it is recommended that you start with a small area of fur for the first time.

If at any time we feel that your pet is not fit for coloring due to behavior or health, we have the right to refuse any future coloring services for you and your pet.

By signing this agreement, and if requested, you grant permission to this grooming establishment to use pet safe coloring products on your pet and agree to not hold them liable Should an allergic reaction happen. And in the event of a medical emergency, you authorize this establishment to obtain emergency veterinary treatment for your pet at your expense.

Client Service Agreement:

By signing this contract, you (or your Agent) agree to hold Pawsh CLE. (In The Making, LLC), its owners, operators, employees, and directors harmless from any damage, loss, or claim arising from any condition of your pet(s), either known or unknown to the company. You have read, understand, and agree to all of the components (Grooming Services, Canceling & Rescheduling, Pick-up & Drop-off, Pet Sitting/Daycare, Creative Color, and House Call Policies), policies, and statements within as long as they apply. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

I have read the above document entirely and have had the opportunity to discuss its terms with Pawsh CLE. to my satisfaction and agree to its terms in its entirety.