



## CLIENT SERVICE AGREEMENT

### Policies and Guidelines Covered:

- Grooming Services
- Canceling & Rescheduling
- Pick-up & Drop-off
- Pet Sitting/Daycare
- Creative Color
- House Call Policies

## GROOMING SERVICES

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**

We require every adult pet to be current on their rabies, distemper and parvo-virus vaccines and for all puppies to have started their vaccine series. By signing this contract, owner verifies their pet(s) are current on Rabies, Distemper and Parvo-virus vaccinations, and that their dog(s) is healthy to the owner's knowledge. Current veterinarian information and proof of vaccination shall be provided to Cleveland Pawsh Salon (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 sun screen 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.

## GROOMING SERVICES (CONTINUED)

### 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, please, 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 1-2 hrs), and text or call you when your pet is **10-15 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.

**Sitting Fee (Late Pick-up):** If you don't arrive within 30 minutes after your pet is complete, a \$12 sitting fee will be applied. After 60 minutes late, you will be charged an additional \$5 for each 10 minute increment of being late. For example: if you arrive an hour and a half late, you will be charged a \$22. If you feel you may need sitting services for your pet, you may pre-schedule sitting time at a lower rate.

**Late Fee (Late Drop-off):** 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.

**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. Drop-offs more than 30 minutes prior to your appointment time will be scheduled and charged as pet sitting (see next section). 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.

## PET SITTING/DAYCARE

We understand that you, as a pet parent, have your own personal schedule to work around. To offer you more flexibility and accommodation, we offer pet sitting/daycare service for pets who need to stay a little while longer before or after their grooming.

**Hourly Rate:** Your pet can stay at our salon for **\$8 an hour** for a total of up to 3 hours (not including groom time).

If you do not pick your pet up by 4:00pm, the rate will increase to the sitting fees for late pick-ups (see above section). Accommodations for pet sitting as early as 8:00 am may possibly be arranged if you contact us prior to your appointment but there's no guarantee.

Pet sitting is provided only for pets who are current on all vaccinations and who don't display any signs of aggression towards other pets. If your pet shows aggression towards other pets, please let us know ahead of time. If your pet has a habit of marking, is extremely anxious/skiddish, displays excessive barking, or shows any other signs or displays any other behaviors that will require us to remove them from "free roam" areas into the pet suite, it will be made sure of that they are comfortable for the remainder of their stay.

During their stay, we do not provide anything but fresh water and sometimes treats. We do not administer food or medications. Potty breaks are only provided for full day guests.

If at any time we feel that day care is not a good fit for your pet, we have the right to refuse any request for hourly or full day pet sitting services.

## 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.

## HOUSE CALL POLICIES

We understand that in some cases, a grooming a salon and the car ride there can be stressful for you and your pup. We believe in keeping options open for pet parents like you and that is why we offer house call services based right out of the comfort of your home. Since we are bringing the salon experience to your home, it is important that we cover a few details beforehand:

**Duration:** The grooming process can take anywhere up to 4 hours per dog to complete depending on what services are requested as well as their size, coat, and behavior. Your pet stylist can give you an accurate time frame once a thorough assessment of your pet(s) and their needs have been made.

**Working Space:** It is important that your groomer has adequate working space. A space of at least 4 square feet with natural sun light is preferred. Understand that the space you provide for your groomer must be clean, clear of any obstructions that could interfere with mobility, must have sufficient lighting, and a working outlet. This is to ensure a safe grooming experience for both your pet and the groomer.

**Distractions:** Some dogs get excited about the things around them including other pets, people, and noises inside as well as outside the home. An overly excited pup can create an unsafe and stressful work environment. We ask that during the grooming process you keep all distractions in your control to a minimum, which includes keeping other pets and children in another room until the job is finished.

**Bathing Area:** The bathing area must be clean and accessible for your groomer to bathe your dog. The bathroom tub, kitchen sink, or utility sink are all appropriate as long as your groomers or dogs safety is not at risk. Outdoor washing is also acceptable when weather permits and as long as your dog can be properly restrained to prevent escape. Please remove any soap, bottles, toys, rugs, towels, etc. from the area. We ask that a safe, accessible bathing area be provided for your dog(s) and their groomer.

**Blow Drying:** Blow drying can be noisy and is a step in the grooming process that can last up to an hour depending on your dogs coat density, texture, and tolerance. Blow drying will cause shedding fur to travel quite some distance. The amount of fur can sometimes be excessive especially for double coated shedders. If this is a concern for you, a salon appointment may be a better option. Please inform your groomer if your pet does not do well with blow drying.

**Cleaning:** Grooming can be messy but your groomer will be responsible for clean-up of any debris and hair removal to the best of their ability and with and cleaning products/tools you provide. This includes hard floors, carpets, sinks, tubs, counters, and drain catches.

**Safe Grooming:** Our first priority is the safety of your pet and our groomers. Your groomer will always make the best decision if your pups health or safety is at risk. Understand that if in any case your groomer has to cease services to protect your pup and their self, you will still be charged for the services that were completed in addition to distance and pet handling fees.

**Release of Liability from Home/Property Damage:** Pawsh CLE. (In The Making, LLC) or its associates will not be held responsible for damages to my yard, home or property while on the service call for grooming my pet(s).

By signing this agreement 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 entering and providing services in your home.

## CLIENT SERVICE AGREEMENT

By signing this agreement 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. At any time Pawsh CLE has the right to refuse service to any client for any reason.

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.

**Client Name:** \_\_\_\_\_

**Client Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_