**Thank you for considering Grrs ‘n’ Purrs Grooming, Inc. for your pet’s grooming needs.**

**Maintenance Schedule**

Pets benefit greatly from adhering to a preventative maintenance schedule. The client understands that in order to keep the pet in the best possible health, a schedule of 1 to 8 weeks will be required. This will be based on the stylist’s recommendation.

**Matted/Neglected Coats**

We do not offer extensive de-matting services. Any pet that is matted will need to be clipped smooth. Ears and tails that are not matted to the skin may be brushed out at our groomer’s discretion for an additional fee. The client understands they are responsible for the condition of their pet’s coat and will not hold Grrs ‘n’ Purrs Grooming, Inc for adverse reactions related to mat removal. All precautions will be taken to minimize any reactions.

**Parasites**

We are a parasite free facility and do not accept any pet with fleas or ticks. Infestations put our other clients at risk and we do everything possible to minimize this risk. If we discover parasites during the bathing/drying we will use a flea shampoo on your pet and you will be charged a $25 fee for product and cleaning/disinfecting. Pets must be treated and 100% parasite free to be accepted back on the schedule.

**Cancellations and “No-Shows”**

Grrs ‘n’ Purrs Grooming, Inc requires at least 48 business hours notice for rescheduled and cancelled appointments. Any appointments that are cancelled with less than 48 business hours notice, or no-shows, will be charged the full grooming cost. If this occurs on first appointment with us, we will not reschedule. If client arrives to pet’s appointment more than 15 minutes late, the appointment will need to rescheduled. The entire fee for the missed groom will be payable before the appointment can be rescheduled. Repeated failure to respect these policies will result in the discontinuation of future services.

**Pricing and Payments**

Grooming prices are estimated and can vary greatly based on coat condition, skin condition, size, special handling, temperament, etc. Pets who go longer between appointments or those with matted coats are subject to additional fees.

Fees must be paid in full at the end of each grooming session. Grrs ‘n’ Purrs Grooming, Inc accepts credit cards, cash and checks. Returned checks will incur a $35 fee. Prices are subject to change without notice.

**Social Media** Grrs ‘n’ Purrs Grooming, Inc may take photos of client’s pet before, during or after being groomed to publicly post (with client anonymity) on grrsnpurrs.com and/or social media

**Veterinary Services**

The client will not hold Grrs ‘n’ Purrs Grooming, Inc responsible for any self-inflicted injuries or illnesses. Veterinary services may be required if a pet becomes ill or injured during a session. The client hereby gives the salon permission to obtain veterinary care of their choosing for client’s pet if client is unable to do so, and reimburse Grrs ‘n’ Purrs Grooming, Inc for such expenses promptly.

**Vaccinations**

Washington state requires rabies vaccinations for all pets by law. Clients are responsible for vaccinating their pets, and Grrs ‘n’ Purrs Grooming, Inc. will not be held responsible for any illness resulting from a lack of vaccinations. We may ask for proof of rabies vaccination at any time and Grrs ‘n’ Purrs Grooming, Inc may contact your veterinarian to verify the pet(s) is current on their rabies vaccine. We do not require proof of non- required vaccinations however, we highly recommend all pets be vaccinated according to their veterinarian’s recommendations. This usually includes for dogs: Parvovirus, Distemper, Adenovirus, Parainfluenza and Bordetella. For cats: Feline Distemper, Rhinotracheitis, Feline Calicivirus and Feline Leukemia. The salon will not accept any pets that are showing any signs of illness.

**Safety**

To ensure safety and prevent potential injury to Grrs ‘n’ Purrs Grooming, Inc employees and my own pet, the client must inform Grrs ‘n’ Purrs Grooming, Inc. if the pet has behavioral issues, aggressive tendencies, or any health problems. Senior pets will be groomed for cleanliness and comfort only. Some services may not be performed if pet exhibits signs of excessive stress and this is at the sole discretion of the salon. Grrs ‘n’ Purrs Grooming, Inc. reserves the right to refuse service for any reason.

**Early Drop Offs and Late Pick Ups**

If a pet is dropped off early or picked up late, this increases the number of pets in our care. We strive to maintain a calm and safe grooming environment at all times and overcrowding can cause excess stress to some pets. More pets also means it is harder to monitor all the pets in our care for their happiness and safety. Fewer pets in the salon equates to more attention for your pet. To this end, any pet dropped off more than 30 minutes before their scheduled appointment or left longer than 30 minutes after their pickup time will incur a fee of $10 per half hour or portion thereof. This will be added to the grooming cost.