

These Policies are effective beginning August 3, 2014.

CANCELLATIONS and NO-SHOWS

We strive to make all scheduled appointments, however you will be called in the event of tornadic, icy, or snowy conditions if we don't believe it is safe for us, our, van, or your pets.

Sometimes emergencies happen and an appointment must be rescheduled. However, we often drive 20 minutes or more to your home. If you're a No-Show or last minute cancellation, that creates a 1-2 hour gap or more in our day. We lose much needed revenue to stay in business and we could have possibly filled the spot had we been given notice. Due to an unmanageable increase in "No Shows" and late cancellations, we have been forced to implement the following policy:

- If you cancel an appointment at least 72 hours in advance, no charges apply.
- A **first time cancellation** with less than 72 hours notice will result in a bill for **half the price** of your pet's scheduled service.
- A **second time cancellation** with less than 72 hours notice will result in a bill for the **full price** of your pets scheduled service. After your second time you will either not be booked by us again or for some we may make an exception and put a credit card or paypal account on file. You will be billed at the time of booking on that account and it will be non refundable should you miss the appointment.
- In the event you have booked multiple dogs and decide you want less than that groomed when we get to your house or with less than 72 hours notice you will be billed half the price of the other scheduled appointments for the first occurrence. After that it will be full price. *(Some haven't wanted to call and tell me one of their other dogs have passed on and I understand that is hard. In this event please send me a courtesy text or email if you cannot call.)*
- If we arrive at your home and no one is there we will leave you an invoice for the FULL COST OF THE SCHEDULED GROOM, plus a trip charge of up to \$25. I usually will try to call and see if you are home or on your way however I will not wait in excess of 10 minutes if I don't hear from you. Please be aware that I am available to groom your dogs even if you cannot be home. Just leave a key or a way in and a form of payment.
- Payment is due at time of service.

Print Name: _____

Signature: _____ Date: _____

REFUND POLICY

Once we have received payment that is evidence of your satisfaction with the groom and a refund will not be issued.

MATTED DOG POLICY

It is common to find rashes, redness, oozing, sores, balding, bumps or other skin irritation beneath matted coats or coats that are long and hide the condition. Posh Paws and Shari Wilder and Lonnie Wilder will not be held liable for uncovering preexisting skin problems, or for nicks and/or clipper irritation that may result from grooming matted coats. By signing this you release Posh Paws from any liability of these skin conditions. A charge of \$15 or more in addition to grooming charge may apply to matted pets. If your pet is too matted for your desired trim they will need shaved. By signing this you give me permission to shave your pet if needed.

RECURRING APPOINTMENT POLICY

Most dogs need groomed every 4 to 6 weeks. Dogs should be rebooked no less than every 8 weeks. It is best to book more than one appointment in advance especially your holiday appointments. You may book as many appointments in advance as you would like.

RETURNED CHECK POLICY

Checks returned will result in payment of any bank charges I receive plus \$30. Next form of payment for grooming must be in cash. Repeat offenders will be terminated.

OTHER ISSUES

- Ear hair and anal glands are cleaned on request per your veterinarians recommendations. In the event we cannot do either your vet will need to do them.
- Please take your pet to do it's "business" before we begin grooming especially if you have an early morning appointment.

Print Name: _____

Signature: _____ Date: _____

Name: _____

Address: _____

Home Phone: _____

Cell Phone: _____

Cell Phone: _____

Email: _____

Alternate Email: _____

Emergency Contact: _____

Veterinarian: _____

Best to remind you by (circle preferred) email, text, or phone call.