

# Policy Agreement

**Every family will be asked to read and sign the Policy Agreement as follows:**

*I do here by entrust my pet(s) to Pause 4 Paws for the purpose of grooming my pet(s). I am aware that all due care will be taken with my pet(s) for the safety of pet and groomer. I am aware that neglect of my pet's coat can be a cause for problems after grooming such as clipper/brush irritation. If my pet is wiggly or doesn't remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors. I am aware that if my pet's coat is matted my options are:*

*\*1. If I want to save coat...but not pay for de-mat charges, I will brush out the coat and return to Pause 4 Paws at a later date to groom my pet, however I will incur a charge of 25% of the scheduled services.*

*\*2. I will let Pause 4 Paws brush out my pet if possible and safe, at a fee of a minimum charge of \$1 per minute up to a maximum of \$20.00 in addition to my regular grooming fee.*

*\*3. My pet will receive a dry shave down and start over but it's messy and there is an additional fee. If my pet is shaved and started over, but I want the ears and tail saved and it is matted, I understand that I will have a minimum de-mat fee to save them.*

*Flea/Tick Policy: In the event my pet(s) have fleas, I agree to pay Pause 4 Paws and additional \$7.00 to have my pet(s) treated for fleas.*

*Photos/Pictures: Photos and pictures may be taken of my pet before, during or after grooming, for use on the web site, advertising and education.*

**In the event I need to CANCEL my appointment:** *I understand that I must notify Pause 4 Paws at least 24 hours prior to my scheduled appointment. Leaving a message on the 'Land line' machine is fine. I am also aware that should I fail to do so I will have the cost of the missed appointment added to my next grooming charges or billed to me.*

*I understand that **cancellations** may occur at anytime by Pause 4 Paws due to personal emergencies. I understand that every effort will be made to contact me for rescheduling and will be on a case by case basis.*

*There is a \$30 fee for NSF/returned check at which time I will go in a cash basis only.*

**Pause 4 Paws has the right to refuse service:** *In the event of a pet we can NOT handle safely. Tranquilized pets will not be accommodated as they should be done in the safety of a vet clinic/hospital with an 'in-house' groomer. The use of muzzles, e-collar, slings, straps, etc., are acceptable safety measures. Grooming services can be stopped mid-groom if necessary for the safety of my pet or groomer and I understand I will pay for the portion of the groom completed.*

## **Signature Required for Grooming Services:**

*I the undersigned do understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Pause 4 Paws agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian emergency services in the event I am not available.*

**I authorize Pause 4 Paws to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and I agree to pay all costs.** *Any/all damages, loss or claim shall include but not limited to death, injury, or shock. Said pre-existing conditions shall not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or mental conditions.*

**I have read and understand my rights and obligations as written in this agreement for the services of pet grooming through PAUSE 4 PAWS.**

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owner signature & date