

## **The 4 Paw Policy**

Please [download our PDF document](#). All Pet Parents will be required to read and sign this agreement at the time of their first appointment and consultation.

### **APPOINTMENTS**

We will book your appointment and give you a 1 hour window. Appointments are normally set for the clients' convenience and our A4P team will make every attempt to arrive on time. We try our best and recognize that keeping everyone's schedule is very important and while we would love to give you an exact time, we will never jeopardize the safety or well-being of a pet or groomer. We entrust the customer acknowledges that unforeseen circumstances with pets, traffic, weather, equipment problems and other conditions that occur during the day may result in a delayed arrival time or, as a last resort, the rescheduling of the appointment. Please know each client is very important to us and we will do our best to stay on time however if we are running behind or even ahead of schedule, you will receive a courtesy call from an A4P staff member as soon as possible.

### **COMPLETION TIME**

Every effort will be made to keep our schedule running smoothly. Time requirement vary greatly based on the breed, temperament, type and condition of the coat, client requests and the grooming requirements for each individual pet. A typical, regular groomed pet's appointment can be completed in 1½ to 3 hours. If your pet(s) has behavior issues or skin and coat problems you may be looking at a longer period of time. If you need your pet(s) returned by a certain time please let us know prior to the groom and we are happy to work with you as much as possible.

### **PUPPIES**

It is very important to start your puppy off on the right paw! We want your puppy's first few visits to be as pleasant and enjoyable one, therefore during the first grooming session, the main idea is to familiarize puppies with the process. We will make every effort to ensure your little ones' first groom is a positive one. Your puppy should enjoy grooming and, to encourage this, a puppy's first haircut is not guaranteed. Teaching your puppy some basic discipline, e.g. to be still for brushing, professional grooming will be much easier for both pet(s) and groomer.

### **OLDER DOGS**

We will use extra care and patience for older pets; however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pet. If, in our judgment, brushing or clipping is determined to cause too much stress to the senior, we will modify or terminate the haircut, charging only for the completed portion of the grooming session. Please be sure to notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying, or clipping phases. A4P is insured for pet incidentals while in our care however, any grooming which takes place on an elderly or frail pet(s) is conducted at your risk.

## **VERY LARGE DOGS**

Please be sure to let us know what type of dog you have and what the dog's weight is when you make your first appointment with us.

## **Senior Pets & Pets with Health Issues**

Grooming procedures sometimes can be stressful and may expose hidden medical conditions or aggravate existing ones during or after the grooming. Because these pets have a greater chance of injury, they will be groomed for cleanliness and comfort in styles that will not add to their stress. All 4 Paws Pet Services will not be responsible for accident or injury to an elderly or health compromised pet during grooming.

## **PAYMENT**

All grooming fees must be paid, at the time services are rendered, by cash, credit card or debit. Failure to pay at time of service may render future services to be terminated.

## **CANCELLATIONS**

On rare occasions, All 4 Paws Pet Services may need to cancel appointments due to weather, road conditions, equipment failure. Every effort will be made to contact the client in advance.

A minimum of 24 hours is required for the cancellation or rescheduling of an appointment. Failure to notify may result in a \$30 service fee which must be paid prior to my next grooming appointment.

## **NO-SHOW POLICY**

In the event that All 4 Paws Pet Services arrives at my home or office for a scheduled appointment, and finds no way to access the pet and released into their care, they will wait 15 minutes before leaving. I understand further, that failure to keep my scheduled, confirmed appointment may result in being assessed a \$30 service fee charge.

## **PICTURES**

I understand that All 4 Paws Pet Services, may take pictures of my pet, before and after grooming, for their website, advertising and education.

## **REFUSAL OF SERVICE**

All 4 Paws has the right to refuse service for the following reasons:

- Pet(s) will not be groomed if not safe to handle.
- Grooming service can be stopped in mid-groom if necessary for the safety of the pet and the groomer and if this is necessary the client may be charged the price of the groom, tax and travel

fee. If it is deemed that client's location is unsafe due to traffic or certain street or parking and access/egress situations or is located in a high crime area.

- Service may be terminated for repeated cancellations without 24 hr. notice, as described above.
- Service may be terminated if a mutually cordial business relationship cannot be maintained for whatever reason.

### **GROOMING PROCEDURES - Safety First for pets and people during the grooming process**

- Due care will be taken for the safety of both the pet and groomer.
- Client must inform All 4 Paws during booking procedure if the pet has bitten someone or has aggressive tendencies.
- If necessary for the safety of the pet and the groomer, muzzles, slings, straps etc. will be humanely used.
- The grooming process will be terminated if the groomer feels the animal's behaviour is compromising safety and some charges will still apply.
- Owners will be held liable for bites received by groomer due to unprovoked aggressive behaviour or property damage caused by their pets.
- We require current rabies vaccinations for every adult pet. Proof of vaccination must be provided.
- For the pet to properly respond to the groomer it is essential that clients do not assist with the grooming unless requested to do so. If the pet does not respond to the groomer or is distracted from commands to remain still during the grooming procedure, accidents such as nicks from clippers, scissors or toenail trimmers can happen.

### **Matted or tangled Coat**

If your groomer determines that the animals coat condition will not permit a regular grooming service due to matted condition of the coat then you will be given the choice of one of the following alternatives:

- With client's permission the pet will be completely shaved. Charges for the shave down or shaving ears and tail, if they are matted, are determined on a per pet basis.
- Severity of the matting and time permitting - the groomer will de-mat the pet (if possible) at fee of \$60 dollars an hour, in addition to the regular grooming fee. If the client requests the mats be combed out, the groomer will not do so if it causes pet undue stress or pain.
- A rescheduled appointment will be offered to allow client time to remedy the problem prior to a regular grooming. Suggested methods to remedy will be offered. A \$30 service fee will be incurred at this time

- A rescheduled, extra time appointment will be offered if client wishes de-matting be done over a few appointments or at a later date by All 4 Paws Pet Services. It is understood that this option will also incur de-matting charges as well as the regular grooming fee.
- Refusal of service by client or All 4 Paws

\*Please note all de-matting services will require an additional waiver signed at the time of service by the Pet Parent

Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his understanding of client's directions and his ability but no other guarantee is made.

As the owner, I am responsible for the condition of my pet's coat and I will not hold All 4 Paws Pet Services, responsible in the event of adverse effects of mat removal and/or shaving.

## **Veterinary Care**

We make every effort to ensure your pet's grooming is pleasant and safe, if your pet becomes ill or is hurt and the services of a veterinarian are required, you, as the owner, hereby give All 4 Paws Pet Services permission to obtain treatment if you are not available to do so and you agree to pay such expenses. (See Pet Health section)

## **PET(S) HEALTH CONDITIONS**

- Allergies and Sensitivities: Your dog's safety and comfort is our primary concern. A list of any allergies, sensitivities, or pre-existing medical conditions is required during the booking procedure so we can avoid aggravating these situations.
- Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.
- All 4 Paws understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well-being of the pet, we will not continue with any grooming procedure that will cause pain, discomfort to the pet or harm to the groomer. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian.

## **FLEA INFESTATION/SALON SANITATION**

If fleas are found on your pet, All 4 Paws will treat with a flea and itch relief shampoo to eradicate the fleas in order to maintain salon sanitation. A charge of \$50 service fee will be added for the disinfecting of the mobile salon. This is at the groomer's discretion and at the client's expense. The shampoo is gentle, non-alkaline and hypoallergenic.

## **AGGRESSIVE/VICIOUS PETS**

All 4 Paws understands that although most pets are very well behaved, not all are “perfect angels”. I understand All 4 Paws Pet Services will make every attempt in the safe handling of my pet. In the event that my pet demonstrates aggressive behavior, or if I have misrepresented my pet’s tendency/history of doing so that All 4 Paws Pet Services reserves the right to refuse service to my pet and I will be charged a \$30 service fee or for the portion of the groom completed, whichever is greater. I also understand that all bites will be reported to the local authorities as required by law.

## **HOME AND PROPERTY DAMAGES**

All 4 Paws Pet Services will not be held responsible for damages to my yard, home or property during the grooming of my pet or pets.

As the owner or care giver, I authorize All 4 Paws Pet Services to perform scheduled grooming appointments while I am away from my home or property. In the event where a key to my home is left or given to All 4 Paws Pet Services they will not be held responsible for any damages or theft to my home or property. I will sign a credit card authorization form for the payment of my pets grooming service. I understand a receipt will be emailed to me.

## **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 All 4 Paws Pet Services 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 All 4 Paws Pet Services and/or agent thereof 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 be limited to death, injury, or shock. Said pre-existing conditions shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or medical conditions.

Pet Owner / Caregiver Signature:

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Print Name:

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Date:

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- I accept that All 4 Paws Pet Services sends me information, newsletters and appointment reminders via email. Please note that you can unsubscribe at any time