



*Proud Paws
Mobile Grooming*

Policies and Procedures

Appointments

New clients are required to pay a deposit for all new appointments booked. A \$100 deposit per pet must be paid within 24 hours of the booked appointment to keep the scheduled date. Any deposit that hasn't been paid within 24 hours after booking will result on appointment slot cancelled.

All cancellations and reschedule requests must be made within 48 hours of appointment day. Cancellations and reschedule requests under 48 hours will be charged 50% of scheduled services or deposit non refundable, no-shows and same day cancellations will be charged 100% of scheduled service. We can not guarantee we will be able to reschedule your appointment to another day, if we are unable to reschedule the appointment you will have to wait until your next scheduled appointment, if a spot opens up sooner we will contact you. Frequent cancellations, reschedules, and/or no-shows will result in termination of future scheduling or will be required to make a deposit for any future scheduled appointments.

Appointments will receive a text confirmation 7 & 4 days before the scheduled day/time. You will receive a text after your appointment for your next scheduled appointment date. Appointments must be confirmed 48 hours before the scheduled time. You will also receive a reminder the day before. Non-confirmations may be considered a cancelled appointment by the client if not confirmed and may be removed from the schedule.

Regular scheduled appointments of 2, 4 or 6 week intervals are required to remain active on the client list. If you choose not to schedule your next appointment, we will not guarantee availability for future appointments. Appointments must be pre scheduled for a minimum of 3 months up to 1 year in advance.

We allow a 2 hour window for your groomer to arrive. We ask that you are home within an hour of your scheduled appointment time. An ETA will be sent when your groomer is on the way. Each appointment is scheduled based on each dog's individual needs. You can request a time estimate for how long each service will take. If you choose to leave during the appointment, please be back 30 mins before the estimated finish time if not using latch key services. Clients are not allowed inside the van during groom sessions. due to limited space, safety, and liability.

There must be adequate parking at the residence. A flat level surface is ideal. Parking clearances lower than 10"4 feet will not accommodate parking. At arrival if there is not suitable parking, the appointment will either be rescheduled or the residence may be non-eligible for services. Apartments/condos are required to meet outside their building upon arrival.

Our groomers reserve the right to refuse or cancel the service at any time before or during an appointment. Charges may still apply.

Payment and Communication

Our mobile unit is not equipped with a cash drawer/petty cash for safety reasons. Please provide the exact cash payment amount due and/or tip at the end of service.

Please write checks out to Proud Paws LLC with the exact amount owed. Tips can be included in the check.

We accept all card types. Card payments will be processed through Square payment. Credit Card processing fees do apply when making payments with a card. Invoices must be paid upon completion of services.

There will be a \$15.00 fee for everyday the invoice remains unpaid. Failure to pay after one week will result in termination of all future services and can be reported to the authorities as theft of service.

All clients are required to keep a card on file, if services have not been paid after 48 hours Proud Paws LLC Grooming reserves the right to automatically charge the card on file for payment. A 20% gratitude will be automatically added to services that are paid with the card on file.

The main form of communication is via text messaging and email. Please allow 48 hours to receive a response.

We also ask that existing clients do not give out phone numbers when giving referrals. Please direct inquiries to our website.

Pricing

Pricing listed on Proud Paws LLC website are starting base price estimates. Pricing is based on the pet's breed, size, coat/skin condition, style of cut, temperament, age. Pets who require longer grooming sessions will be charged according to the amount of time needed to complete services.

Special handling fees will be applied to aging pets and pets with behavioral issues. These pets are considered high risk grooms and require special handling and care. If live active fleas are found present during the grooming session an automatic charge of \$100 will be added and a flea bath will be given to your pet. Proud Paws LLC has a zero tolerance policy for fleas and ticks, we require each pet to be on preventative measure such as but not limited to topical or oral preventatives against external parasites. Impacted undercoats will be charged an automatic \$60-80 for removal. Head to toe shave downs due to matting is an automatic \$75-100 added to the total service price.

All additional fees charged are at the discretion of the groomer. Fees average \$15-\$100.

Inclement Weather

The following conditions are considered unfavorable for mobile grooming services:

- Severe thunderstorms
- Snow and/or Ice present
- Heavy Rains/Flood Warnings
- Temperatures below 30F
- Winds averaging 40+ mph

If any of these weather conditions occur it is our responsibility to reschedule appointments to a more convent day. This is for the safety of your pet(s) and our staff. You will be notified if scheduling changes need to be made. If local weather reports show unfavorable future weather conditions you will be notified as soon as possible if your appointment needs to be rescheduled. There may be times where we can not predict the weather while we are out or it may worsen. Please allow our staff to remain safe before traveling to their next appointment.

Latch Key Services

It is the clients responsibility to provide a safe and accessible place to leave your pet for your groomer. We will not chase your pet around the house or yard. If we are unable to safely retrieve your pet, services will be rescheduled to a later date when the pet parent is home and a travel fee of \$100 will be charged. Please provide a lockbox, key, or code entry to receive pets who will be waiting inside the home. Latch key services will be invoiced upon completion of service. Invoices must be paid upon completion of services.

An additional emergency contact number must be provided in case we are unable to contact the client's main number under the account for latch key clients.

Pet Safety

All pets must be up to date on rabies and bordetella vaccinations prior to the scheduled appointment. If we do not receive your pets records or vaccinations have expired, your appointment will be rescheduled to a later date when proof of updated vaccinations can be provided. If your pet can not have certain vaccinations, proof from your veterinarian must be provided in writing for our records.

Heavily tranquilized or sedated pets will not be accommodated as they should be in the safety of a vet's office with an in house groomer. Dogs prone to easily seizure, recently torn ACL, open wounds, recent surgeries, Stitches, Pregnant, and extreme matting may not be eligible for services and will be referred to a vet. Any dog that shows aggression or behavioral issues may not be eligible for services. The safety of your pet and our groomer is our priority.

If your groomer is unable to complete the scheduled service for your pet due to medical, behavioral, age, or any other unforeseen circumstances, the full service price will be charged for the scheduled appointment regardless if the service was not fully completed.

If your pet needs immediate medical attention you give Proud Paws LLC the right to perform CPR and First Aid. If the pet owner/caregiver is not home you give Proud Paws LLC the right to transport your pet to receive medical care.

- ***Proud Paws LLC will not be responsible if health, behavioral, or special needs are not made aware or unknown by the owner prior to the scheduled service. I agree to not hold Proud Paws LLC responsible if any injury or death occurs as the result of health, behavior, age, or special needs for my pet.***

Humanity Over Vanity

We offer comfort grooms for aging pets until they are no longer able to be comfortably groomed. Comfort grooming is less stressful and quicker for your pet. This includes a short maintenance cut and less frequent appointments. When our groomers are no longer able to safely and comfortable groom a vet referral will be given.

We evaluate each dog's coat before going over style options. Light matting or dogs who require dematting will be charged a fee of \$15-35. Severe/Pelt matting WILL BE shaved and charged a fee of \$100 an hour. We believe in starting fresh and teaching our clients how to maintain their

desired look. Matting is not only painful to your pet but can also cause some serious health problems. Why is it more to shave my matted dog? Your pet essentially gets two hair cuts and a bath. Matting must be pre shaved/rough cut before the bath to prevent worsen matting and a finish full style. This process is longer and can be more stressful to some dogs. We make sure your dog is comfortable during this process.

- **By requesting an appointment i agreed to not hold Proud Paws LLC responsible for any injuries related to matting. This includes bruising, scabs, skin irritation, hematomas, muscular and tissue damage as these are results of improper grooming and conditions under the owner's care.**

SOCIAL MEDIA

Proud Paws LLC reserves the right to post video and pictures of grooming, finished haircuts, and pets who receive services from the business. I agree to authorize the use of photos and/or information related to my pets experience at this establishment. I understand my pet may be used in publications including electronic, audio visual, promotional material, advertising, community presentations, letters to area legislators, media and/or similar ways. Consent is freely given without expecting payment or discounts. I release Proud Paws LLC and their respective employees, officers, and agents from any and all liability which may arise from the use of such new media, stories, promotional materials, written articles, videos and/or photographic images.

COVID POLICY

All dogs should be securely leashed upon arrival. If not a slip lead will be used to secure them to bring them out. Please do not hand over your pet into the groomer's arms.

We encourage all clients to use our invoicing service to help minimize surface contact.

Please wear a mask unless medically you are unable to do so. Please practice social distancing when communicating your service needs. Our groomers are required to wear a mask when interacting with all clients to protect themselves and our clients.

If you or anyone you've been around is experiencing symptoms please inform us immediately. It may be required to wait 2 weeks or have tested negative before services can be rescheduled.

All surfaces and equipment are disinfected after each appointment.

Our groomers will greet you outside of your home at arrival and finish times. We will not be entering homes unless the client is not home or available. Clients who are not home are required to have pets safely secured somewhere close to the pickup entrance so they are easily accessible for the groomer.

If your groomer has been exposed or has tested positive for COVID, appointments will either be rescheduled to another available staff member or your groomer's soonest availability. Staff members are required to provide a negative test result before returning to work.

THANK YOU FOR ENTRUSTING US WITH THE CARE AND NEEDS OF
YOUR FURRY-FAMILY MEMBER.

PROUD PAWS LLC.