



Policy Agreement

Every client will be asked to read and agree to Helping Paws Policy Agreement prior to any grooming services being performed.

Client hereby entrusts pet(s) to Helping Paws Pet Grooming, for the purpose of grooming services

Client understands that policies are subject to change and understands that it is their responsibility to be aware of any changes.

Payment Information

Payment is due at time of service. Helping Paws accepts cash, Venmo, Apple Pay, Google Pay, and all major credit cards. Any credit card information is exclusively run through Square, Inc. and is not accessible/saved by Helping Paws. For safety purposes our staff does not carry cash on hand, and Helping Paws cannot accommodate making change. Any overage would be accounted for as gratuity for the groomer performing service.

Payments returned NSF (non-sufficient funds) will incur a fee of \$40, plus any bank fees charged. No further service will be provided until fees are paid. Payments are due the day of service.

Pricing

Actual grooming prices will vary from pet to pet, and are charged accordingly based on Helping Paws individual rate. Factors such as frequency of grooming, condition of the pet's coat and the amount of time, skill and product required to groom your pet will determine the final price of the groom. Helping Paws does not provide a discount for a household with multiple pets.

A minimum \$20 fee will be applied even if grooming services are unable to be completed due to the pet's medical condition, behavior or any other condition where Helping Paws is not at fault.

Although Helping Paws will strive to make sure Clients are informed of any pricing changes, please note that all prices are non negotiable and subject to change without notice.

Cancellation Policy / No Show

On rare occasions, Helping Paws may need to cancel your appointment due to equipment failure, weather, illnesses, etc. Every effort will be made to contact Client in advance to reschedule.

Clients unable to keep their appointment, must notify Helping Paws, via text or email, 24 hours in advance to avoid a \$20/pet late cancellation fee. Any clients with multiple pets scheduled, that decide to make changes or cancel services for a pet at the last moment, will be subject to the cancellation fee. No call/no show appointments will incur a \$30 cancellation fee. Helping Paws will wait 15 minutes before considering the appointment a no call / no show. Clients will be responsible to pay any incurred fees prior to being rescheduled. Clients on a recurring schedule will need to pay their fees within 7 days to secure their spot.

Ultimately it is Client's responsibility to confirm and keep track of their scheduled appointments, however Helping Paws will send a courtesy confirmation via text 3 days prior. Clients who fail to confirm within 24-hours of appointment may have their appointment canceled. Please address any scheduled conflicts to Helping Paws as soon as possible.

Appointment Times

Appointments are scheduled on a one hour arrival window. Please do not confuse this as the start and completion time for the services you booked. This hour arrival window, by no means, is an implied price estimate or indicates how long we reserved for your pet(s) appointment.

Matted Or Neglected Coat

In addition to the hourly rate, Helping Paws will add a \$20 fee for any matted pet.

Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort to the pet and can aggravate, or cause skin problems. Client is aware that neglect of the pet's coat can be cause for problems after grooming, such as clipper/brush irritation. If Client's pet does not remain still accidents can happen, such as

cuts, nicks, etc. from clipper or scissors. However, it is at Helping Paws discretion to determine if it is safe for the pet to be de-matted; if not, a “shave-down” of the pet’s coat will be completed. Shaving your pet may dramatically change your pet’s appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. Client’s pet will receive a shave down and start over (additional fees may apply). Closely shaved pets are also prone to sunburn and should either have sunscreen applied daily, or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. In certain breeds and coat types, the coat may not grow back the same. Removing a heavily matted coat includes the risk of nicks, cuts, and/or abrasions due to moles, fungus, bacteria or skin irritations that exist prior to the grooming process. The after-effects of mat removal procedures may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow. Client is responsible for the condition of the pet’s coat and will not hold Helping Paws responsible in the event of adverse effects of mat removal.

Current Vaccinations / Veterinary Information

It is understood that it is the Client’s responsibility to monitor their pet’s vaccinations. Client affirms that their pet has a current Rabies vaccination, as required by law.

Safety / Dog Behavior

For our safety and the safety of your pet(s), clients must inform Helping paws prior to grooming if your pet has bitten someone or has aggressive tendencies. We need to know how to safely approach, handle and groom your pet(s). Helping Paws does not accept highly aggressive dogs. If false accusations about the pets behavior were made on the New Client Form, or when asked while booking an appointment, we will discontinue service and the Client will still be responsible for the full grooming charge.

If your pet’s behavior requires additional equipment (muzzles, suspension hammocks, e-collars, etc) an additional \$50 handling fee will be applied. Clients will be liable for any bites or property damage caused by their pet(s). Helping Paws has the right to refuse service in the event a pet cannot be handled safely. For overly aggressive or overly stressed pets, Helping Paws will not be able to maintain you as a client.

Senior Pets & Pets with Health Issues

Helping Paws will charge an additional fee of \$30 for any senior pets that require special care and/or handling. We do not currently accept new clients with senior pets over the age 12 years old. Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health conditions. Because senior pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will

not add to their stress. Helping Paws will not be responsible for accidents or injury to an elderly or health-compromised pet during their grooming.

Flea / Tick Infestation / Salon Sanitation

Flea and tick infestation cannot be tolerated. Clients are responsible for keeping their pet(s) flea and tick free. If any fleas or other parasites are noted, services will be stopped immediately. We do not use flea shampoos, dips, or any oral/topical treatments to treat parasite infestation.

Pre-Existing Conditions

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of your pet, Client designates Helping Paws as agent and understands that if Helping Paws is unable to contact Client first, then Helping Paws, in its sole discretion, may engage the service of a veterinarian at Client's expense.

Pictures

Client consents that Helping Paws may take pictures and/or video recordings of your pet before and after grooming and utilize the same for their website, social media for any and all and/or advertising purposes at Helping Paws discretion.

Client Satisfaction

Helping Paws will make every effort to meet your grooming expectations, as far as your pet will tolerate and the coat condition and type allows. Your pet's welfare, safety, and peace of mind will always be placed first and foremost. Helping Paws wants every Client to be satisfied with their pet(s) grooming. Please notify us within 24-hours of appointment, however, with any requests and/or inquiries regarding your visit. Helping Paws does not guarantee a follow-up visit. We will not refund or discount grooms for a Client unsatisfied with their service.

Client affirms they are rightful legal owners, or care giver to the pet for which services are rendered.

I agree to and understand the above terms for grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold Helping Paws harmless from any and all damages, loss, or claims to pets, personal or real property. I acknowledge that the interpretation of this provision is to be read in the broadest sense possible and encompasses any real or proceeded negligence and all acts

performed reasonable within the scope of service by Helping Paws, its agents, its employees or representatives. The terms, special services or handling shall include but are not listed to emergency veterinarian services in the event I am not available.

I authorize Helping Paws and/or agent thereof to act as my agent in the event emergency veterinarian services, boarding, caretaking, and/or transportation is necessary and agree to pay all costs. Any/all damages, loss or claims shall include, but not be limited to death, injury, or shock. Said pre-existing conditions shall include, but not limited to advanced age, extreme nervousness, neurosis, illness, prevent injury, skin or coat conditions, or medical conditions.

I have read, understand, and agree to the above terms and my rights and obligations for grooming and maintenance as stated in the agreement for services of pet grooming through Helping Paws.

Print Name: _____ Signature: _____ Date: _____