

Poochies Terms & Conditions

1. Pet Health, Behavior & Safety Policy

- **Zero-Tolerance Aggression Policy:** The safety of our grooming staff and the pets in our care is our absolute priority. Owners **must** disclose if their pet has a history of biting, aggression, or severe anxiety during grooming.
- **Right to Refuse or Halt Service:** We reserve the right to refuse service or stop a grooming session at any point if a pet becomes dangerous, destructive, or excessively stressed.
- **Partial Charges for Interrupted Grooms:** If a groom cannot be safely completed due to a pet's aggressive or unmanageable behavior, the owner will still be held responsible for a partial service fee to cover the time, labor, and products used up to that point.
- **Muzzling:** Humane muzzling may be used for the safety of both the pet and the groomer. Muzzling will be discontinued if it causes the pet extreme respiratory distress.

2. Medical Emergencies & Liability

- **Emergency Medical Care:** In the event of a medical emergency during the grooming process, we will attempt to contact the owner immediately. If the owner cannot be reached, Poochies is authorized to seek immediate veterinary care at the owner's expense.
- **Pre-Existing Conditions & Seniors:** Owners must inform us of any pre-existing medical conditions, allergies, or physical limitations (such as arthritis or heart murmurs). Grooming can be physically stressful, and Poochies is not liable for the flare-up of any pre-existing conditions.
- **Mat Removal:** Removing severely matted coats involves inherent risks, including skin irritation, nicks, or clipper burns. We prioritize humanity over vanity; if a coat is severely matted, it will be shaved for the health and comfort of the pet. Poochies is not liable for skin issues resulting from the removal of severe matting.

3. Cancellations, No-Shows & Pickups

- **Cancellation Policy:** We require at least **24 hours' notice** for any appointment cancellations or rescheduling. Cancellations made with less than 24 hours' notice may be subject to a fee equal to 50% of the scheduled service.
- **No-Show Policy:** Missing an appointment without notifying the salon will result in a **No-Show Fee** equal to the full cost of the missed service. Future appointments cannot be booked until this fee is paid.
- **Late Pickups:** Pets must be picked up within 45 minutes of the completion notification. Late pickups without prior communication may incur a daycare/kenneling fee.

4. Vaccinations & Parasites

- **Vaccination Requirement:** For the health of all animals in our facility, all dogs must be up-to-date on Rabies, DHPP, and Bordetella vaccinations. Proof of vaccination must be provided before or at the time of the first appointment.
- **Parasite Policy:** If a pet is found to have fleas or ticks during the groom, they will automatically be treated with a flea-and-tick bath at the owner's expense to prevent infesting the salon.

Owner Signature: _____ Date: _____

Pet Name(s): _____

This is for informational purposes only. For medical advice or diagnosis, consult a professional. AI responses may include mistakes.