



Prestige Pet Products and Grooming Salon

GROOMING POLICY

Misty's PET DEPOT prides itself on providing the best grooming experience for you and your pet. In order to keep a stress free, safe environment for your pet, we groom by appointment only and each pet is given a specific time based on breed and weight. Our pricing policy can be found posted in our salon and on our website at www.mistypetdepot.com. We reserve the right to change/update any of these policies at any time.

SAFETY FIRST

All dogs must be on a leash and all cats must be in a carrier. Please be advised that we will not be responsible for your pet's collar, harness and/or leash. These will be given back to you after your pet is checked in and safely secured in our crates.

SCHEDULING APPOINTMENTS

We have two methods of scheduling grooming appointments. One way is calling the store directly and the other is via our website. Please note that if you are scheduling via the website that we will reach out to you first by email and then via a courtesy call. We want to take care of all your pets. That being said, we might not be able to accommodate in one day all pets if there are more than two. If it is your desire that we do any pets numbering more than 2 in one day then we will require a 50% deposit to secure the appointment. This amount will be applied to the total of the groom at checkout. The amount is non-refundable if the appointment is cancelled or if you are a no-show.

CANCELLATIONS

Please call at least 24 hours prior to your appointment to cancel or reschedule.

In our efforts to keep our grooming salon as calm as possible, our appointments are scheduled so that each client receives attentive care in a soothing and calm environment. Your spa appointment is a

reservation for services and should be treated as such. A missed appointment is a loss of income to a small/local business such as ours and also to our groomers.

NO-SHOWS

If an appointment is missed without a 24 hour notification your name will be flagged and a deposit of ½ the grooming cost may be required to reschedule a future appointment.

LATE ARRIVALS

We are only able to perform the grooming services for your pet in the time allotted for your scheduled appointment. If you arrive more than 10 minutes late to your scheduled appointment, we may not be able to perform your scheduled grooming services and you may need to reschedule your appointment so that we can stay on schedule with our other clients. This will be left up to the groomer's discretion and if the decision is made to perform the service then you will be on the groomer's time and your pet will be worked on in between our other scheduled appointments.

LATE PICKUPS

At the time you drop off your pet, we will do our best to inform you of an approximate timeframe for pickup. This is for courtesy purposes only and is not the definite pickup time. The groomer will call you when your pet is finished and is ready to be picked up. Due to the confined space of our grooming salon, you will have up to two hours to pick up your pet once called. It is your responsibility to be aware of the groomer's phone call and have the necessary means to receive the call (i.e. voicemail options on phone, recognizing the salon's phone number, giving the correct number at check in). We will not waive fees incurred due to "not receiving a phone call". In addition to the late fee charge, you also may incur additional charges up to \$50 for the time spent caring for and keeping your pet comfortable until you arrive. Late pick up fees are as follows: \$10 each hour after the two hour grace period has expired.

AGGRESSIVE BEHAVIOR AND BITE POLICY

It is our number one priority to maintain the safety of not only your pet but also our groomers. We expect our clients to make our groomers aware of any potential aggression issues prior to leaving their pet for grooming. A temperament check will be assessed at check-in and the groomer will decide if they feel safe taking care of your pet. Should your pet display aggressive tendencies towards our groomers, we will make all attempts to finish grooming your pet with a muzzle as long as your pet isn't showing visual signs of distress (i.e. heavy panting, bright red ears, skin, pads of feet, purplish tint to tongue). Should your pet bite/scratch and break the skin of any of our staff (including non-groomers) a \$25 fee per person injured will be added to your bill. If your pet continues to display aggressive behavior and

our groomer is unable to complete the service, you may be charged a partial fee for the amount of time spent attempting to groom them, especially if it causes a delay in pick-up of other client's pets.

DE-MATTING

Pets groomed on a regular basis adjust and cooperate to the grooming routine. Pets that are not groomed every 4-6 weeks may become matted. Matting occurs from lack of grooming, coat overgrowth, not routinely being brushed or a coat not being combed through prior to getting wet. Matted coats are hard on our equipment and our groomers therefore additional fees apply for de-matting a pet. When matting is severe and/or close to the skin the only humane way to remove the mats is to clip the coat close to the skin. In some cases where the matting is not severe and only covers a small portion, we can attempt to remove them by thinning and brushing them out. We will attempt to brush out mats only if it does not cause harm or distress to the animal. The groomer will determine when mats can be brushed out or need to be clipped out. If there is not agreement between you and the groomer then the service will not be performed. Severe matting may require a longer than normal grooming time therefore the groomer will decide whether or not the service can be performed that day or if another appointment will be appropriate. We will not be responsible for health conditions that may be revealed by removing a matted coat such as sores, redness, itchiness, minor nicks and cuts. Fees for matting will be determined by the groomer and range from \$5 - \$20 in addition to the cost of the groom.

POST GROOMING CARE

In order to provide you with excellent customer service, please notify us of any preexisting general physical/emotional conditions at check in. These include but are not limited to hip/joint issues, seizures, recent surgeries, recent vaccinations, eye/ear conditions, behavioral issues, etc. Our furry companions are as unique as we are and their skin can react differently to grooming equipment (blades and/or shears) and shampoos/perfume mists. If you notice any problems with your pet's style/cut, please try to address it at time of pick up with the original groomer. If the groomer is not present at time of pickup, then we will make every effort to correct it if notified within 24 hours of the original appointment.

VACCINATIONS

We do not require proof of vaccinations unless our staff or clients (including pets) are bitten by your pet. Vaccination protocol is up to the owner and their veterinarians' discretion as to what vaccines are applicable and frequency. As long as you are comfortable with your pets' level of protection we are too. We are not responsible for any health issues incurred after your pet leaves our salon.

FLEAS

Let's face it...fleas are everywhere. If you own a pet, you have to have a flea prevention plan in place. This has become an essential part of pet ownership. You and your pet are carriers for fleas simply by walking out the door...

When you arrive for your grooming appointment, sometimes it is difficult to tell if there are fleas present until we get the animal wet. Dogs and cats that come to our salon for a grooming appointment with fleas are immediately given a flea bath at an additional fee of \$15. This is to prevent our other grooming clients from getting fleas. This fee is in place to prevent a flea infestation in our spa, and is to cover the cost of the extra time taken to sanitize our salon when fleas are present and the extra time it takes to treat your pet. This in no way prevents your pet from getting fleas once they leave our salon. These measures are in place to kill the fleas while your pet is in our care. It is your responsibility to treat your pet with a monthly treatment and to treat your home and yard to prevent re-infestation. If you are coming to our salon to request a flea bath, this is not a flea prevention method. This only starts the process. We are not responsible if your pet has fleas once you leave our salon. You must have a flea prevention plan in place to treat your pet and your home in order to prevent re-infestation.



DISCLAIMER AND RELEASE FORM

Upon arrival you will be asked to fill out paperwork. One of the forms is the following Disclaimer and Release form. We ask that you read this prior to arrival.

Misty's PET DEPOT reserves the right to refuse to groom any pet for the health and safety of the pet, the groomer and other clients. Misty's PET DEPOT will not be held responsible for any stressful effects that grooming may have upon any pet or their owner. Misty's PET DEPOT will not be held responsible for any loss of or injury to the pet while it is in custody of the salon. Misty's PET DEPOT is expressly released from liability for loss or injury due to any other causes post grooming. Misty's PET DEPOT will not be held responsible for any veterinary costs incurred post grooming. By signing Misty's PET DEPOT release form, you acknowledge that you have read, understood, and will comply with Misty's PET DEPOT's Grooming Policies and Procedures. Failure to sign the release form will result in our refusal to groom your pet.

