Health

Grooming can expose a hidden medical problem or aggravate a current one. Grooming is also stressful for Senior Pets (7 and above).

* All pets are strongly recommended to be current on all vaccinations and are REQUIRED to be up to date on their Rabies vaccination to receive grooming services. Pet Parlor will not cover Vet Bills for your decision not to give your pet the optional Kennel Cough Vaccine.
* We cannot fix in 1 hour what took a week to occur. If your pet has knots/mats …. Groomers will shave it!!!!
* No refunds on any coloring services. Sorry, pets shake, or sometimes color comes out different on some coats.

Accidents and Pet Safety

**Boarding and Grooming Clients.** Accidents are rare, there is a risk when dealing with animals, and Grooming equipment is sharp, and your pets do wiggle and move. If a severe injury has occurred, we cannot notify you or take your pet to a vet if deemed an emergency. Again, this is at your expense. You will assume any payment due to us upon pick up or pay the vet if your pet needs to stay at their facility**. Pet Parlor will not accept any financial responsibility of any kind for your pet’s service or visit while on the premises. Examples of things that may occur are**:

Cuts

Scrapes

Abrasions

Clipper burns

Dog Tiredness /Fatigue

Brush Burns

Mat Removal incidents

Shampoo Allergens

Ear / Eye Infections

Skin Tag/Moles being cut

Reaction to Semi-permanent

Skin Dryness

Dewclaws being cut

Pet Anxiety

Pet Hoarseness

Death

Heart complications

Diarrhea

ECT.

If an accident occurs, please bring us proof of vet visit/price, proof of age, and pictures; We will submit information to insurance in which “ they” will make other decisions or any refunds.

**Fleas**

Pet Parlor strives to be a flea-free salon.  If your pet has any fleas, yes, you will pay for a flea dip.

**Groomers Safety**

If your pet does not allow it…it will not get done!!! We use muzzles, nooses, and cages. If your pet is aggressive, we may recommend your pet get a sedation pill from a vet designed for grooming pets.

**No Shows**

If you do not call to cancel any time before your appointment, Pet Parlor will charge a NO-SHOW fee of $15 for your next visit. We also reserve the right to reschedule someone else if you are 15 minutes late.

- We will waive this fee for our Weekly and Bi-weekly. After your 3rd consecutive no-show, you will be removed from our repeat schedule and possibly lose that date and time.

Cancellations Via answering machine are accepted if no one answers the phones.

**Pet Pick-Up Policy**

**Groomers will notify you when your pet is ready via text message** from our systems software. Please pick up within an hour after a text message or call. We work by apt. Only and our hours do vary. Pet Parlor will be boarded each pet for a charge of $26.50 per pet after 5:30 pm. Please call and communicate, we do not receive text backs from messaging software.

Pet Name: Owners : Date: