

FLUFFY DOGGY -- GROOMING POLICY

Vaccinations:

All pets must have current rabies vaccinations. We highly recommend your dog gets DH2PP and Bordetella Vaccination as well, as it prevents your dog from getting infected during direct contact with other grooming dogs.

We reserve the right to decline to serve pets that are not current on vaccinations. Dogs who just received their vaccination shot should wait 48 hours to receive our service.

Pets with communicable diseases will not be groomed until 14 days after their last treatment.

Injuries:

Please let us know immediately if you notice any behavioral or physical problems of your dog after his/her grooming appointment. We cannot take responsibility for problems reported to us more than 24 hours after grooming. If you think you may need to take your pet to the vet, please contact us before you do so.

Fleas:

Fluffy Doggy is a flea-free dog grooming salon, but we understand that it's not always possible to prevent your dog from getting fleas, especially during summer time. We would greatly appreciate it if you followed a regular flea prevention program in-between your grooming visits.

You will need to notify our staff before check-in if your dog does happen to have fleas, otherwise fluffy doggy has the right to return the dog and refuse the service.

We do offer medicated flea shampoo treatments for an \$15-\$30 additional charge.

De-matting:

Heavily matted pets require additional time to either be brushed out or shaved. A dematting fee of \$1 may be charged for every minute required to de-matt the hair.

Since Dematting is very stressful for the pet, a maximum of 30 min will be used on each dog, and if your dog is extra matted, a shave will be required and we will inform you either before his/her appointment or call you before his trim.

Heavily matted pets may need to be shaved prior to bathing. A charge of \$15-\$50 may be added for additional time required to do so.

Late arrival:

In order to schedule our grooming appointment for the convenience of our clients, we appreciate when you arrive at your appointment on time. We reserve the right to cancel your appointment if you show up more than 15 minutes late without prior notice.

Late pickup:

All pets brought in for grooming **must be picked up within two hours** of the time the client is informed the pet is ready. Pets remaining after that time will be charged a daycare fee of \$25 .

We reserve the right to decline future appointments for clients who fail to pick up their pet on time on more than one occasion.

Our grooming area closes at 5pm, if the pet has not been picked up by 5pm and we can't get a hold of the owner, the pet will be boarded at the Fluffy Doggy Hotel in San Mateo, for an extra \$65 boarding fee.

Cancellations:

In order to schedule grooming appointments for the convenience of our clients, we must make maximum use of every appointment slot. Clients who cancel in less than 24 hours before their appointment or who do not show up for a scheduled appointment will be rescheduled only if other clients have been accommodated.

We will charge a \$25 "no show" fee on your next grooming visit and we will request a prepayment for future appointments.

We reserve the right to decline future appointments for clients who fail to keep a scheduled appointment three times in a calendar year without adequate prior notice.

Behavioral issues:

We will make every attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets or our groomers.

We reserve the right to decline a return appointment for pets whose behavior makes it unsafe for us to groom them.

Senior dogs / dogs with medical issues:

Grooming for senior pets and pets with health problems may be more stressful, we will only groom these pets for cleanliness and comfort purposes. We reserve the right to refuse service to dogs we deem unfit.

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming.

Payment: Payment is due when service is rendered, prepayment may be required for some clients.