

Grooming4less

prides itself on offering **kennel-free grooming** for your pet. In order to keep a stress free, safe environment for your best friend, we groom by appointment only. At the time, only grooming small to slightly medium breeds. Roughly 20 lbs and under. If your not sure please call to verify I can groom your pooch.

Safety First

ALL Dogs must be on leash or in a carrier. Please make sure your companion has a secure collar or harness with identification. On wet weathers please bring your dog as dry as possible, either in a pet carrier, stroller or shopping carts works great as well. If you bring your pet wet, he/she might be subjected to reschedule.

Cancellations

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

I use a gentle and loving approach in handling my clients, therefore my appointments are scheduled so that each four legged client receives attentive care in a soothing and calm environment. Your spa appointment is a reservation for services and for the individualized attention I provide each pet. I can only take a limited number of appointments each day. Due to the severity of your emergency, I will take under consideration. But keep in mind the grooming insurance company I deal with, pays me full amount of last minute cancelation and no call no show customers. That is with proof from the customer they had an emergency, such a discharge papers from hospital and etc..

A missed appointment is a loss of income to a small business such as mine.

No-Shows

If an appointment is missed without a 24 hour notification, a **\$35.00 “No Show”/ “Late Cancellation” Fee will be charged** 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 15 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. If time allows, an additional fee may apply in order to complete a full groom.**

Late Pick-ups

At the time you drop off your pet, we will be able to give you an approximate time (average 30 minutes to 1 hour) for pick up. Because Grooming4less is kennel free and don't have space to keep your pet after their grooming services are completed, we ask that you pick up your pet no more than an hour from the call/text. If you are late, an additional fee will be added to accommodate the time spent caring for and keeping your pet comfortable until you arrive. **Late Pick-up Fees are as follows: \$5 for each 10 minutes after an hour grace period.**

Considerations

In order to keep a sanitary work environment I ask that you walk your dog to relieve themselves prior to your appointment. **A clean up fee of \$5 may apply if it is a repetitive problem.**

Aggressive Behavior and Bite Policy

Should your pet display aggressive behavior towards myself, I will make all attempts to finish grooming your pet with a muzzle and of course your pet being as stress free as possible. Any signs of anxiety that is obviously over stressful for your pet, I will stop and call the owner to pick up your pet. **Please keep in mind, accidents do happen, and all though we strive to keep your pet stress free; they're times your pet can cause injury to themselves due to high anxiety and probably catch a stroke. And yes it can be fatal! So always start grooming your pet from young and regularly! Not every 5 months to a year! This causes stress on your loved one!** Should your pet bite and break the skin of yours truly, a \$20 fee will be added to your bill. If your pet continues to displays aggressive behavior and I'm unable to complete your appointment, you may be charged a partial fee for the amount of time spent attempting to groom them. In the event there is a preexisting condition with your pet, please notify us before we start the grooming process. So please be sure your pet has no heart conditions or any other fatal conditions. **The safety of your pet and staff is first priority.**

De matting

Pets groomed on a regular basis adjust and cooperate to the routine. **Pets that are not groomed every 4 to 6 weeks may become matted AND ANXIOUS.** Matting occurs from lack of grooming, coat overgrowth, not routinely being brushed or a coat not being combed through prior to getting wet. 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 off to the skin line. In some cases where the matting is not severe and only covers a small area, we can remove them by splitting, thinning and then brushing them out. Grooming4less shall not be held liable for any after-grooming effects of dematting clipping procedures or problems uncovered on a badly matted or otherwise neglected coat including but not limited to: itchiness, skin redness or self inflicted irritations/ abrasions from excessive external rubbing. I understand that time and costs associate with de-matting are unpredictable and subject to the particular condition of my dog; consequently I agree to pay what ever fees are incurred as a result of de-matting. Whether a dog is "matted," furthermore, is at the sole determination of Grooming4less. **The fee ranges from \$10 to \$35 cap to de-mat your pet.** Severe matting may require longer. Matted coats are hard on our equipment and in most cases require two haircuts, the first to remove the matted coat prior to bathing and a second to even up the coat after bathing. We are not responsible for heath conditions that may be revealed by removing a matted coat such as sores, etc.

Post Grooming Care

In order to provide you with excellent customer service, please notify Grooming4less of any preexisting general physical/ emotional conditions prior to your grooming appointment. I strive to make the experience a happy one for both you and your pet. Our furry companions are as unique as we are, their skin can react differently to grooming equipment (blades and/ or shears). For short styles and shave downs it is not uncommon for redness or itchiness to occur.

Vaccinations

I recently did not require proof of vaccination. But NY State laws requires it! Basically it is for the safety of all furry friend, customers and staff. So please have your pet vaccinated as required and bring proof. If you do not have proof at the time of your appointment, please make it your business to have it ready on your next appointment. Petco great deals on all vaccinations.

Please have papers available at the time of your appointment so I can keep in my records.

Fleas

Wherever there is animal life in the Bay Area, there will also most likely be fleas. Let's face it; fleas and a flea termination plan are an essential part of pet ownership. They can get them by just walking out your front 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. We will make an effort to contact you as soon as we notice fleas.

Dogs that come to Grooming 4 Less for a grooming appointment with fleas are immediately given a flea bath at an additional fee of \$10.00. Also for \$7 your pet will be given a CAPSTAR – this will begin killing the fleas within 20 minutes to prevent our other grooming clients from getting fleas. We use the Capstar along with a flea bath because fleas typically hide in the ears, nose and anus during the bathing process. Although these fees may seem unusual, they are in place to prevent a flea infestation in my facility, and to cover the cost of the extra time it takes to sanitize the grooming areas when fleas are present and the extra time it takes to treat the fleas on your pet.

Grooming 4 Less cannot be responsible for flea prevention or treating the environment your pet lives in. **Please ask about other products to protect your pet and home from fleas.**

Photo - You give grooming for less full permissions to take pictures of your pet, to post up on website or social media.

By signing the Grooming4Less policy, you acknowledge that you have read all 3 pages, understand and will comply with the aforementioned policies of Grooming 4 Less kennel free grooming facility in the lower east side location.

You are required to Sign off on the “Grooming Policy Form” with an E-signature when you arrive to have your pet groomed. This is also for all future grooming with grooming4less.

Thank you for understanding and your cooperation!