



PAWZ FURST Dog Grooming Policies and Procedures

We ask that you please read thoroughly through each policy and procedure listed.
Thank you and we look forward to working with you and your pet for their future grooming.



PAWZ FURST Dog Grooming Policies and Procedures

Your pet is very important to us, here at PAWZ FURST Grooming. We would like to assure you that every effort will be made to make your pets grooming experience, as safe and pleasant as possible.

Safety comes first for everyone during the grooming process, people as well as pets. All pets must arrive on collar and leash. We will not take responsibility of a pet taking off when entering or exiting the owner's vehicle. Or coming or leaving the property. We do live on a busy street, please use caution.

Health and Medical:

Occasionally grooming can expose a hidden medical problem or an aggravated current issue. This can occur during or after grooming. All medical expenses for Veterinary care, due to these problems, will be covered by the animal's owner.

Please tell staff of any known health or medical issues prior to appointment.

Allergic Reactions:

We take great care in selecting the best products for your pet's skin and coat condition. We stay away from strong fragrance products as they tend to cause reactions, but reactions can still happen. If your dog has a reaction to a grooming product, please make us aware within 24hrs of your dog receiving the grooming service. All medical expenses for Veterinary care, due to the reaction will be covered by the dog's owner upon reading and understanding this policy.

Accidents:

Although we try our very hardest to not have accidents, they do happen rarely. There is always some risk when working with pets. Some grooming equipment is sharp. We do use extreme caution and care in all situations, possible problems can occur, including cuts, nicks, scratches, quick of nail being cut, etc. In most cases this will happen when a pet is wiggling, squirming or moving around

excessively. Your pet's safety and comfort is number one. In the event of an unfortunate accident occurring, you, as the owner, will be notified as soon as possible. If we feel it is serious and the pet's owner is not on site, we will seek immediate Veterinary care for your dog.

Parasites: Fleas, Ticks, Lice, Skunk:

PAWZ FURST Grooming strives to be a parasite free facility. If your pet has any parasites, we recommend that you take them to a veterinarian prior to your pet's grooming. If we find a parasite on your fur-baby mid grooming, we will stop immediately, you will be contacted to collect your pet, immediately. The full groom charge could possibly still be charged, this would depend on the specific situation. We encourage you to rebook the grooming, once your pet's parasites are resolved. A \$15 disinfecting fee will be applicable. Due to being a home-based business we are not equipped to treat skunked dogs.

Dangerous and/or Aggressive animals- Refusal of Services:

At Pawz FURST Grooming we reserve the right to refuse any services at any time. In the event that your fur-baby becomes too stressed, aggressive or dangerous to groom. We have the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during or after grooming and the client will be charged a grooming fee (for everything that was done up until the point of refusal).

Muzzles:

Muzzling does not harm your pet and it protects both the pet and the groomer. In some cases, muzzling may even calm a stressed dog, allowing the grooming process to continue. If the pet is still acting in a way that is dangerous, PAWZ FURST Grooming has the right to stop grooming services at any point and a service fee will be charged. We DO NOT muzzle your dog unless necessary, we use this method as a last resort. We will try every calming method before resorting to this policy.

Grooming Service Interruptions:

For safety of the pet being groomed, as well as the professional dog groomer, it is asked that you do not interrupt the groomer during the grooming. If you arrive to pick up your pet and the grooming process is still happening, please DO NOT talk to your pet or allow them to see you. Please wait in your vehicle or outside for a few minutes until the grooming process is completed. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue use of grooming equipment on. If you insist on talking to your pet or the groomer, we reserve the right to end the grooming session. Even if the grooming process is incomplete. Note: full grooming fee will be charged.

Matted Coats:

Pets with severely matted coats require extra grooming attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations, discomfort, blood circulation issues etc. PAWZ FURST Grooming will not cause serious or undue stress to your pet by de-matting them. Mats can be very difficult and painful to remove, this may require your pet's coat to be shaved. Removing heavily matted coats can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After, effects of mat removal process can include itchiness, skin redness, bruising, self-inflicted irritations or abrasions in some cases failure of the hair to grow and pet may exhibit some brief behavioral changes. Prevention is the best defense, by scheduling regular grooming appointments, every 6-8 weeks will help in achieving this. If your pet needs to be shaved to remove matting, by reading this and booking your appointment, you are acknowledging that you agree to the procedure and all risks involved.

* There will be additional charge for this process. It is time consuming amongst extra wear and tear on equipment.

Cancellations | No shows:

We require 24 hours notice for cancellations, anything less than this will result in a late cancellation fee of \$25.00, required to be paid at next grooming service. No shows will result in 50% of your booked grooming service fee, this fee will be required to be paid before you can rebook. After three No shows within a year span, you will not be rescheduled.

Payment:

Payment for your grooming services will be required in full, at time of pick up. We accept cash, debit, credit, and e-transfers. E-transfer must be completed before leaving with your dog. E-transfers must be sent to pawzfurst@gmail.com Please ensure spelling is correct prior to sending money, Pawz Furst will not be held accountable for funds being sent to the wrong email. We do not accept cheques.

Satisfaction:

Your satisfaction is important to us here at PAWZ FURST Grooming. If you are unhappy for any reason and would like something adjusted, we are happy to make any adjustments when you pick-up your pet from their appointment. However, once you take your pet home from the grooming visit, any return visits will be treated as a new appointment and you will be charged a grooming fee, determined by the adjustment of the grooming service.

Time Policy:

PAWZ FURST Grooming reserves the right to take the required time needed to groom each pet on a realistic time schedule and we will arrange appropriate pick-up time with the owner individually on a case-to-case basis at the time of drop-off, when we can see and feel the condition of the pet's coat.

* The time it takes for a grooming appointment varies. That varies due to the condition of the pet's coat, the type of grooming cut you would like and the other appointments that are scheduled that day. At drop-off times will be discussed.

Personal Property:

PAWZ FURST Grooming is not responsible for any lost or stolen items of your pets while they are at our facility.

Photographs:

This policy authorizes Pawz FURST Grooming to take photos of your pet for client file and company website, Facebook and Instagram pages. All photos that are taken are property of PAWZ FURST Grooming.

This applies to todays grooming and all future grooming appointments. Thank you for taking the time to read and understand every policy and procedure listed above. We strive to give you and your fur-babies the best possible experience. - on behalf of everyone at PAWZ FURST Grooming.



De-Matting Policy

Matting occurs from lack of grooming, coat overgrowth, not routinely being brushed, or a coat not being combed through prior to getting wet. Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. Pawz Furst Grooming will not cause serious or undue stress to your pet by de-matting them. Many dogs are traumatised by unnecessary hours of de-matting, putting them off grooming for life. Mats can be very difficult to remove and may require the pet to be shaved. It is the only humane thing to do.

Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include hematoma's, itchiness, skin redness, bruising, self-inflicted irritations or abrasions and failure of the hair to grow. It is the owner's responsibility to watch their dog at home and intervene if the dog starts to rub scratch itself causing further irritation. In some cases, pets may also exhibit brief behavioral changes.

Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. In some cases where the matting is not severe and only covers a small area, we can remove them by splitting, thinning, and brushing them out. This is very time consuming and additional charges will apply. At Pawz Furst, we choose humanity over vanity. We are not responsible for health conditions that may have been hidden or maybe revealed by removing a matted coat. If Veterinary are required, it is the responsibility of the pet owner to cover the expenses. We do our best to care for the skin and put your dog's mental health first. This applies to today's groom and all future grooming appointments.



Double-Coated Waiver

Double-coated dogs have two layers of fur:

A harsh topcoat and a soft undercoat. These two coats grow independently of one another and to different lengths. The soft undercoat is shorter and grows much faster than the topcoat. The undercoat sheds and is released twice a year. The topcoat is longer and tends to grow slower than the undercoat.

We advise against shaving any breeds that have a double coat.

Examples of Double-Coated Breeds (include, but not limited to):

- Golden and Labrador Retrievers, German and Australian Shepherds, Pomeranians, Siberian Huskies, Great Pyrenees, Chows, Border Collies, Newfoundland, Corgis, Cavalier King Charles.

Reasons you should NOT shave double-coated dogs:

- **It creates possible skin problems.** Your dog could develop razor burn, hot spots, and/or irritated skin due to excessive licking and scratching following their groom.
- **It does not make dogs shed less.** Double-coated dogs shed their undercoat twice a year and the rest of the shedding is normal hair turn over, seen in all animals with hair, including ourselves. Shaving can seem to help shedding but it is a temporary fix, and the dog still sheds they are just shorter hairs.
- **It damages the condition of the topcoat and the cycle of the hair,** making the shedding times unpredictable and in some cases, never ending. The topcoat can take up to two years to fully grow back. Severe cases lead to alopecia, which means that the topcoat may not grow back to normal length, or it may not grow back at all in some spots, causing patches. This can also require that you continue shaving your dog for the rest of its life.

- **After the groom.** It is the owner's responsibility, to watch and observe their dog after the appointment. Pet may exhibit some brief behavioral changes, because it now feels different to them, it feels funny, they can at times self-inflict irritations, or rub against things causing sores. It is the responsibility of the pet owner to intervene if this happens.
- **It alters their metabolism.** The undercoat provides warmth in the winter and cools them in the summer. If your dog has a well-groomed coat, with no dead/loose undercoat, the coat keeps your dog warm in the winter by providing insulation and keeps the dog's skin dry. In the summer, it provides a sort of air conditioning system. Removing loose undercoat allows air to get to the skin making them much cooler, while keeping the top.
- **Your dog becomes susceptible to sunburn and skin cancer.** Shaved skin is exposed to sun rays and too much sun exposure can be very harmful. Precautions such as clothing and/or sunscreen must be taken to protect their skin. If your dog isn't shaved or severely matted, his/her coat will regulate temperature.

It is important to weigh all relevant factors before shaving a double-coated dog. Knowing the above conditions may occur, I hereby release PAWZ FURST Dog Grooming and its employees from any injury, loss, liability, claims and/or otherwise which may arise directly or indirectly as a result of the above-mentioned process and any and all medical problems and/or other conditions that may be uncovered and/or occur during and/or as a result of the process. This applies to today's groom and all future grooms.



By signing this I am acknowledging that I, _____ have read Pawz Furst Dog Grooming's policies and procedures and will do my best to meet all the requirements listed.

I, _____ also attest that I have read them thoroughly and fully understand them. If at any time I am unclear about the policies and procedures of Pawz Furst Grooming, to ask for clarification from the owner\groomer.

By signing this I agree that I will not hold PAWZ FURST Dog Grooming, their employees or family, responsible for any accidents or injuries to my pet.

Please print your name: _____

Please print your pets name: _____

Signature: _____

Date (yyyy/mm/dd): _____

Physical and mailing address:
