

Grooming Policy Agreement.

Maggy's Pet Boutique strives to provide a safe, comfortable and welcoming environment for the dogs in our care. The primary goal is to ensure your pet has a good experience and these policies are in place to ensure we can provide good service and quality work.

Prices: List prices are estimates only. The estimated prices listed are based on a dog that is groomed regularly, as appropriate for its breed. For most dogs, regular grooming should be every 4-8 weeks. Other factors that impact the price is the time required, special requests, the condition of the coat, temperament of the dog, health of the dog, and so on.

Extra fees: extra fees may be charged for a variety of reasons such as

- Matted coats and compacted undercoats
- Senior dogs or dogs with health conditions that may require extra care and time
- Not picking your dog up on time
- Dogs that are not on a regular schedule as recommended
- Other factors that impact the health and safety of staff or extend the duration of the groom

Appointment Booking: Your groomer will recommend a grooming schedule. Due to a growing client list, clients, you are encouraged to pre-book a series of appointments. At a minimum, you are encouraged to book your next appointment at the conclusion of each grooming service.

Cancellation Notices: Because Maggy's works by appointment, notice of cancellation is required by end of business day prior to appointment day. Habitual missed appointments and last minute cancellations will require a deposit for future appointments and possibly additional fees.

Appointment Scheduling: You will receive an estimate of the appointment duration. This may range from 1-4 hours for most appointments and it is expected that you will be available to pick up your dog within 15 minutes of being notified that your dog is ready.

Cell Phone / text notification: Maggy's will text you when your dog is ready. We will also use your cell to communicate any questions we may have, or to notify you of any changes to your appointment time.

No cell phone? We will discuss how we can reach you.

Potty Policy: Please make your best effort to potty your pets before your appointment.

Leash Policy: For the safety and comfort of all clients and other patrons at the plaza, please have your pet on a leash or carrier when entering or exiting. NO RETRACTABLE LEASHES please.

Photography and Video: If your pet allows us, we will take complimentary post grooming photos of your pets at our discretion. Photographs of pet's visits to Maggy's may be used in web and print publications. Notify us in the notes section if you do not want your pets photo taken.

Refusal of service: Maggy's Pet Boutique reserves the right to refuse or cancel service for any reason. Typically this would be due to concern for the well being of the pet in our care or out of concern for the safety of our staff (i.e. due to an overly anxious dog, an aggressive dog, an apparent health issue, etc.).

Injury and Illness: Maggy's Pet Boutique will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). This can include, but is not limited to any/all damages or claims related to advanced age, neurosis, illness, previous injury, skin or coat conditions, or any other medical condition.

Neglect of the pets coat can be cause for problems after grooming such as clipper rash/brush irritation, nicks or scrapes. Maggy's Pet Boutique is not responsible any situation related to improper coat care the pet(s) may have if not exposed to regular grooming.

Matted Pets: Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pets skin, which provides a breeding ground for parasite infestations and infections. Maggy's Pet Boutique will not cause serious or undue stress to your pet by de-matting excessively by brushing. Severely matted coats will need to be shaved. Removing a heavily matted coat can cause nicks, cuts, abrasions and irritation due to skin growth trapped in mats. After effects of mat removal procedures can include itchiness, skin redness, self inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioural changes. If your pet needs to be shaved to remove matting, you acknowledge that you agree to this procedure and any risk presented. There is an extra charge for this process. It is time consuming and causes extra wear on grooming equipment.

Vaccine Policy: It is our policy to allow veterinary professionals to determine which vaccines your pet needs. It is up to you and your veterinarian to provide a safe level of protection for your dog. All all puppies must have had their appropriate vaccinations and all dogs must have had a rabies vaccination.

Grooming instructions: The team at Maggy's Pet Boutique makes their best effort to interpret the grooming instructions given. Anything that is brought to Maggy's Pet Boutique's attention, within 48 hours, and within reason, will be fixed free of charge. After 48 hours, any work done will be charged an additional groom price.

Notes / special instructions: By signing this I agree to and understand all of the agreement listed and that I am responsible for disclosing any and all history of unusual or aggressive behavior and any health issues that may affect my pets behavior. I do hereby entrust my pet(s) to Maggy's Pet Boutique for the purpose of grooming my pet(s). I understand the policy guidelines as follows.

I have reviewed and accept the above listed policies of Maggy's Pet Boutique.

Signature

Date