

Milton Manor Pet Spa & Resort Grooming Policies

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

All pets, dogs and cats, are required to be current on their distemper and rabies vaccinations prior to being groomed. The Canine Cough vaccination is recommended but not required for dogs.

De-Matting Policy

Excessive de-matting can be a very painful and dangerous process for your pet. We will not use "mat breakers" or other tools intended to pull apart, "break" or cut apart mats in an attempt to "save the coat". Rather, we will clip under mats with electric trimmers to remove them, giving your pet a "shave down". If you request that your pet be left with "X" amount of hair, however they are matted, we will leave the coat as long as possible while removing the matting with the least amount of discomfort to your pet. Sometimes this may leave the coat much shorter than you expected. As the owner, you are responsible for the condition of your pet's coat. Excessive matting can be avoided with regular brushing and grooming. We will assess each case individually.

Cancellation Policy:

Cancellations must be made at least 24 hours prior to your appointment

(48 hours if you are booking more than one animal). This allows us time to try to book a replacement for your vacated appointment.

"No Shows":

In the event of cancellations received less than 24 hours (or 48 hours for a multi-pet appointment) prior to your appointment or "no shows", we reserve the right to add a \$25 service fee per pet to your next appointment.

Please arrive to your appointment on time. If you are unable to make your scheduled appointment, or if you are running late for your appointment - please call us at 518-587-6673 **before your appointment time**. After 30 minutes late without contacting us, you will be charged a \$15 fee per pet and may have to reschedule your appointment. This late fee will be automatically added to your next appointment. If you never call the "No Show" fee applies.

Please understand that our groomer is paid on commission. When you do not show up for a scheduled appointment, that is income lost for the day.

I, the undersigned, have read and understand and agree to the above terms.

Print Name

Signature

Date