

Policy Form

No Show/ Late Cancellation:

Please provide a 24-hour notice when cancelling. Since Muddy Paws is by appointment only, I lose the opportunity to fill that spot when the appointment is cancelled last minute.

The three actions taken for no show/ late cancellation:

- First- Free be
- Second Time- A \$25 cancellation fee needs to be paid before next appointment (does not go towards next appointment)
- Third Action taken- You will need to find a new groomer as our schedules do not seem to match up.

**Emergency situations will be taken into consideration. **

Pick up and Drop Off:

Muddy Paws works hard to stay on schedule to provide a calm environment. **Please** drop off and pick up **on time**. If you are 10 minutes late or more for your appointment time, you will have to reschedule as that puts me behind schedule. Muddy Paws will try to contact all clients 15-30 minutes before your dog is finished for pick up. Remember, I would rather have you be 15 minutes early than 5 minutes late! 😊

Actions taken for late pick up and drop off times:

- First- Free be
- Second time and beyond- You will be charged a dollar a minute after 5 minutes late

**Emergency situations will be taken into consideration. **

Parasite Policy:

Muddy Paws is a home-based business and we do **not** knowingly accept dogs with fleas, lice, or other parasites. If parasites are found on a dog, they will be sent home immediately. They can return when they have been treated.

Vaccinations:

As required by law, up-to-date Rabies Vaccine must be provided before Muddy Paws grooms your dog.

Other Policies and Reminders:

- Please bring your dog in with a leash and collar. Your dog may be trained and listen well, but unfamiliar places and smells can trigger them to not listen.
- Please take your dog to the bathroom before arriving. This helps with accidents inside!
- Depending on your dog's coat type and temperament, Muddy Paws has the right to charge additional fees. We may also require a maintenance schedule in order to keep your dog healthy and to remain on our current client list.
- Muddy Paws asks that if you are unsatisfied with our services, that you contact us first before posting on social media or giving a negative review. We would love the opportunity to fix whatever the issue may be or to talk about the issue and make corrections for the next groom.