

Policies

No Show/ Late:

Please provide a twenty-four-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- Warning
- Second Action taken- A \$25 non-refundable fee needs to be paid before next appointment
- Third Action taken- You will need to find a new groomer as our schedules do not seem to match up.

****Emergency situations and other compelling reasons 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, I will have you 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- Warning
- Second Action Taken- You will be charged a dollar a minute after **5** minutes late

****Emergency situations and other compelling reasons 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 in the house!
- 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.

By signing below, I have read and understand the policies above.

Owners Signature: _____