**Please read over this carefully to insure that all information has been read and understood.**

Pets are accepted for grooming only under the following circumstances....

* The pet is fit and healthy, Grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health\skin conditions for which Breedlove's Pet Services LLC cannot be held liable.
* The pet's rabies vaccine is up to date (as required by law) unless a vet says otherwise.
* In the event of an emergency, in your absence, you authorize Breedlove's Pet Services LLC to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense.
* Payment is to be made at the time of service. Payment can be cash, check or venmo. Returned checks will incur a $35 charge.
* Our rates are based on the breed of the pet and duration/difficulty of the groom. Nail cutting and ear cleaning are part of the service unless the process is too stressful for the pet or too dangerous for the groomer.
* We do not offer anal gland expression unless asked. Be aware that we express externally which can possibly cause inflammation. If dogs glands are swollen or too sensitive for the dog we will recommend a vet to express the glands.
* “De-matting" or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health\skin problems for which Breedlove's Pet Services LLC cannot be held liable and price may vary depending on the condition.
* We have a "humanity over vanity policy" and would be glad to show you the proper steps it takes to keep up with your pets coat condition in between grooms, owners are required to care for the pet in between grooms in order to keep a full and beautiful coat, otherwise we will shave out matts.
* We do not offer dematting as it is painful for the pet and causes damage to the hair. Spot shaving matts will cost more depending on how long and difficult it is to safely get them.
* We require a one-on-one space for the dog and groomer. Due to possible risk of injury, please do not knock or enter the room the groomer is set up in. The groomer will always stop service and report to you if they feel they need to update you of anything.

**1. Cancellations**

* Cancellation and rescheduling of an appointment, by the client, requires 48 hours notice to waive the FULL appointment fee (price of groom). If cancelled within 48 hours more than 3 times, the groomer reserves the right for payment before future appointments.
* In the event of inclement weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 48 hour period.
* We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer. The client will not be charged for this.

**2. No-Shows**

* It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.
* We reserve the right to charge the full grooming fee due to the loss of revenue caused by a "no-show". Please make every effort to call and cancel or reschedule when possible to avoid such situations.
* If you no-show more than 3 times, we will require payment before future services.

Please sign below:

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