



Cancellation & No-Show Policy



At Winnie Paws LLC, we value your time and the care of your pets. To provide the best service possible and keep our schedule running smoothly, we have the following policies in place:

1. Cancellations

Clients must provide at least 24 hours notice to cancel or reschedule an appointment.

Cancellations made with less than 24 hours notice will result in a \$25 cancellation fee.

2. No-Shows

If a client fails to show up for a scheduled appointment without any notice, a \$50 no-show fee will apply.

After two no-shows, Winnie Paws LLC reserves the right to require pre-payment for future appointments.

3. Late Arrivals

If you are more than 15 minutes late, the appointment may need to be rescheduled, and a late cancellation fee may apply.

Please communicate as early as possible if you know you will be late.

4. Emergency Exceptions

We understand that emergencies happen. Fees may be waived at the discretion of Winnie Paws LLC in genuine emergency situations.



Winnie Paws Consent Form



1. Grooming Risks & Safety

I, the undersigned, understand that grooming procedures can occasionally expose underlying skin conditions, cause minor cuts, nicks, or scratches, and may aggravate existing medical issues. I accept that Winnie Paws LLC will always take the utmost care to avoid these risks.

2. Medical Emergencies

In the event of a medical emergency while my pet is in the care of Winnie Paws LLC, I authorize the groomer to seek immediate veterinary care at the nearest available veterinarian. I agree to be responsible for any associated costs, unless covered by Winnie Paws LLC's insurance.

3. Matted Coats & Special Conditions

I understand that pets with matted coats may need shaving or special handling, which can increase the risk of skin irritation, cuts, or stress. I release Winnie Paws LLC from responsibility for any after-effects related to dematting, pre-existing conditions, or skin irritations uncovered during grooming.

4. Vaccinations & Health
I confirm that my pet is up to date on all vaccinations (including rabies). I agree to inform Winnie Paws LLC of any medical conditions, allergies, or behavioral issues prior to grooming.

5. Aggressive or Difficult Pets

If my pet shows aggressive or dangerous behavior, Winnie Paws LLC reserves the right to refuse service for the safety of the pet and staff. I will be responsible for any damage or injury caused by my pet.

6. Liability Release

I release Winnie Paws LLC, its owners, and employees from any liability related to injury, illness, escape, or death of my pet while under their care, except in cases of proven negligence.

7. Photos & Media

I give Winnie Paws LLC permission to take and use photos/videos of my pet for social media and marketing purposes.