

GROOMING POLICIES & AGREEMENT TINIRU INC. DBA PAWSITIVELY PURRFECT

VACCINATIONS

As it is the responsibility of the pet parents to keep their pets up to date on all vaccinations. Pawsitively Purrrfect does require all the following vaccines be up to date and on record before any pet may receive any grooming services: DHPP, Bordetella, Rabies, and CIV.

This policy is strictly enforced and if no proof can be provided, we must be able to confirm vaccinations with the pet's license Veterinarian before any pet may be left in our care. In addition, it is still possible for pet(s) to transfer illness such as upper respiratory infections and/or kennel cough, even with the required vaccinations and boosters. This is just like a school/daycare for a child, where illness such as pink eye and the flu can transfer from one child to another. Such illnesses do not occur often, but all pets must have the necessary vaccinations prior to checking in to help prevent such occurrences.

PET(S) AND GROOMING SAFETY

As the utmost care will be taken with every pet, it is the responsibility of the pet parent to be upfront and honest with Pawsitively Purrrfect of any aggressive history for their pet. If it is deemed necessary, our Team Members will be authorized to use humane forms of restraint for the safety of any pet and our Team Members.

For the safety of the all every pet, pet parents, and Team Member, Pet Parents will be allowed in the grooming area at any time.

PET(S) HEALTH & SENSITIVITIES

Pawsitively Purrrfect understands that some pets are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause discomfort to any pet, although these are routine procedures normally performed for the well-being of the pet, we will not continue with any grooming procedure that will cause pain or discomfort to the pet. Any sensitive areas may be left for your Veterinarian.

PET PICK UP

We ask that all pet(s) be picked up in a timely matter once they are completed. If they are unable to be picked up within a reasonable time, the Pet Parents will be subject to a \$10.00 fee at the discretion of management. If any pet is not picked up by closing and Pawsitively Purrrfect cannot get ahold of the Pet Parent, the pet will be boarded overnight at our standard boarding rates of \$35.00.

PAYMENT

All payments must be paid in full for all Grooming Services before any pet can be returned to their Pet Parents.

As of June 1, 2019, we will no longer be accepting Checks, only acceptable forms of payment are Cash, all major Credit Cards, Apple Pay, and Samsung Pay,

CANCELLATIONS & NO SHOWS

As we will call every Pet Parent the day prior to confirm their appointments, we ask that any cancellations be informed to us prior to opening the next day. If we do not hear back and the pet doesn't show its appointment, there will be a \$25.00 charge assessed to the Pet Parents account that must be paid prior to their next grooming service. Repeated cancellations will result in future termination of services.

By initialing above you agree to the above terms of boarding with Pawsitively Purrrfect

PET PARENT/GUARDIAN INITIAL

GROOMING POLICIES & AGREEMENT CONT'D

FLEAS & SALON SANITATION

If fleas are found on any pet in our care, a flea bath will be administered immediately to eradicate any fleas to maintain salon sanitation. This is not optional and done at pet parents' expense of \$15.00.

SHOWING UP LATE

Pawsitively Purrfect understand that unforeseen circumstances can cause Pet Parent's to be late, but we ask to be informed if arriving more than 20 minutes late. Dependent on the current schedule, the Pet Parent may be asked to reschedule. We will make every attempt to contact the Pet Parent if they haven't shown up on time.

COMPLETION TIME

As issues can arise that may put us behind, we will make every effort to keep the Pet Parents schedule and ours running on time, as a typical appointment can take anywhere from 3 to 4 hours. If any pet needs returned by a certain time the Pet Parent must inform our Team prior to the leaving our salon, to ensure we can accommodate their request. We are happy to work with our Pet Parents schedules as much possible, but we will not rush our process or the pet to meet a potentially unrealistic time frame.

REFUSAL OF SERVICE – AGGRESSIVE PETS

Pawsitively Purrfect will attempt any pet, despite their history, but retains the right to alter, cease or refuse services for any pet at any time for any reason if deemed in the pet's best interest or a potential safety risk.

In the event of a pet biting any of our Team Members it will be reported to local authorities in accordance with local and state law.

PET'S FIRST GROOMING

Pawsitively Purrfect wants every pet to enjoy the grooming process and with any first grooming, we want it to be as pleasant as possible. As such we will start with the minimal and working up and only go as far as the pet is comfortable to avoid sacrificing their trust. We do not guarantee puppy haircuts on the first few visits.

ELDERLY PETS

Pawsitively Purrfect uses extra care and patience for all elderly pets; however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pets. If, in our judgment, any part of the service is determined to cause too much stress to the pet, we will modify or terminate the haircut. We will only groom for cleanliness and comfort, not for style.

PRICING

All grooming prices are dependent on coat condition, texture, hairstyle requesting, overall size, and breed. As no two pets are identical, all estimates are not guaranteed pricing and actual price may vary from estimate. All prices are non-negotiable and subject to change without notice.

PHOTOS

By signing this agreement, you authorize us to take and post pictures of your pet(s) to any social media, advertising, or website associated with Pawsitively Purrfect.

_____ PET PARENT/GUARDIAN INITIAL
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GROOMING POLICIES & AGREEMENT CONT'D

SATISFACTION GUARANTEE

Pawsitively Purrfect stands behind all our work with a 100% satisfaction guarantee. If for any reason any Pet Parent is unsatisfied with the services provided, we will work to make it right. We must be informed within five (5) business days of any unsatisfactory services to avoid any potential additional charges.

ELIGIBLE GROOMING DISCOUNTS

First Time Pet Visit – 10% off entire grooming service (based on pet, not family visits)

Rebook within 4 weeks – 10% off entire grooming service (based on pet, not family visits)

Rebook within 2 weeks – 20% off entire grooming service (based on pet, not family visits)

Rebook within 1 weeks – 30% off entire grooming service (based on pet, not family visits)

ACKNOWLEDGEMENT

By agreeing and signing below, I understand and agree to all terms and policies stated above for my pet(s) to be grooming at Pawsitively Purrfect. I, the undersigned, agree to release Pawsitively Purrfect, it's owners, operators, employees, officers, and directors from any and all liabilities, financial, and otherwise, for injuries or claims arising from any condition of the undersigned's pet(s), either known or unknown to Pawsitively Purrfect, which may arise in any way from services provided or as a consequence of association with Pawsitively Purrfect including, but not limited to, veterinarian bills. The undersigned also consent to and authorize the grooming of their pet(s), while acknowledging the risks associated with pet grooming. It is also understood and agreed upon the terms of this agreement can change at any time, without notice, and will overwrite all prior signed contracts or releases.

I, the undersigned guest, do hereby entrust my pet(s) to Pawsitively Purrfect for their grooming and have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Pawsitively Purrfect.

I am the legal owner caregiver of this pet. (please select the appropriate box)

Pet Parent/Guardian (Please Print)

Contract Date

Pet Parent/Guardian Signature

Contract Date



Pawsitively Purrfect Grooming, Boarding, & Supplies

TiniRu, Inc (DBA Pawsitively Purrfect)

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