

GROOMING POLICIES & AGREEMENT

TINIRU INC. DBA PAWSITIVELY PURRFECT

Please read our Grooming Policies & Agreement (hereafter known as "Policies" or "Policy") below carefully before using the Grooming services provided by TiniRu Inc. dba Pawsitively Purrfect (hereafter known as "Pawsitively Purrfect", "we", "us", or "our"). By initialing and signing you accept and agree to be bound by these Policies.

VACCINATION REQUIREMENTS

We require all pet parents maintain up to date vaccines and records with us for every pet on file with the following vaccines: Distemper-Parvo, Bordetella, and Rabies.

PET GROOMING SAFETY

We do use muzzles, groomer helper's, slip leads, and safety restraints when necessary for the safety of both the pet and the groomer. We also do not allow pet parents to enter our grooming area at any time for the safety of every pet, pet parent, and Team Member.

PET HEALTH & SENSITIVITIES

We will not complete or force any grooming procedure that will cause pain, stress, or discomfort to any pet. Any pet showing aggression or sensitivity to any areas such as but not limited to ears, nails, or glands, will be left for your Veterinarian.

PET PICK UP

We require every pet picked up in a timely matter, under 2 hours, once completed. Any pet without prior approval that is not picked up within 2 hours of completion will be subject to \$10.00 fee at the discretion of management. Any pet left after close will be boarded overnight at our current boarding rate of \$35.00.

PAYMENT

We require all payments paid in full for Services rendered prior to any pet being returned to their family. We also will no longer accept Checks as of June 1,2019. Acceptable payments are Cash, Credit Card, Apply Pay, and Samsung Pay.

CANCELLATIONS & NO CALL NO SHOWS (NCNS)

We will assess a \$25.00 fee to pet parents that cancel with less than 24-hour's notice. If there is a No Call No Show (NCNS), there will be a \$25.00 fee with the possibility of future deposit requirements. Repeated offenses will result in future termination of all services. All fees must be paid in full prior to next grooming service.

FLEAS, PARASITES, & SALON SANITATION

We will administer a flea bath immediately to eradicate any living fleas on your pet. This is not optional and done at the owner's expense of \$15.00/pet.

LATE ARRIVALS

We will accept all pet parents that show up prior to 15 minutes late without approval but ask to be informed if planning on arriving 20 minutes or more late. These appointments will be subject to our No-Show fee and asked to reschedule.

COMPLETION TIME

We have no guaranteed completion times for any pet, but average appointments take anywhere from 3 to 5 hours. Any pet needing faster turnaround will need to approve with management prior to leaving to ensure we can accommodate.

SERVICE REFUSAL - AGGRESSIVE/STRESSED/DIFFICULT

We will attempt and work with any pet, despite their history, but always retain the right to alter, cease, or refuse current and future services for any pet at any time for any reason if deemed in the pet's best interest or a potential safety risk.

FIRST GROOMING

We do not guarantee any more than a Mini Groom (face/feet/butt trim) for a pet's first few grooming appointments. This policy is to uphold our goal in providing every pet a pleasant experience to earn and maintain their trust.

SENIOR/ELDERLY PET

We will not force any pet that is considered a senior, over the age of 10 years old, through any process they are not comfortable with. As we will not be held responsible for any reaction due to the mental or physical stress it may cause to a geriatric pet. They will be groomed for cleanliness and comfort, not for style.

LEASH/CARRIER

We require all clients bring their pet in on a short leash or inside a carrier, and never be left to roam the retail area. This policy is for the safety, security, and well-being of every pet and their parents entering and leaving our store.

_____ PET PARENT/GUARDIAN INITIAL
By initialing above you agree to the above terms of grooming

POTTY ACCIDENTS

We supply potty bags, paper towels, cleaner, and disposal of all accidents that occur in our store. But we do request all Pet Parents have their pet's do their business outside and clean up, before entering our salon. Any accidents that do occur in the store must be made aware to our Team Members, so it may be cleaned up, and not left for another client to find.

INCLUDED SERVICES

We include nails, ears, glands, bath, paw pads, and sanitary in every bath or groom we do. As such this is included in the final price, whether they were performed or not. Bathing is not optional for dogs and home bathing prior to grooming will not yield the same result as our bathing process therefore we require every dog bathed by us.

SERVICE PRICING

We have no set prices for any pet breed, as each pet is different in coat condition, texture, styling requesting, size, and of course breed. Our listed prices are only an estimate and all actual pricing upon check out will be determined by coat condition, pet's behavior, style requested, breed, and size. All estimates given are not guaranteed pricing and final prices are non-negotiable and subject to change without notice.

PHOTOS

By signing this agreement, you grant permission and consent to TiniRu Inc. dba Pawsitively Purrfect for the use of any photograph(s) taken in our store for presentation under any legal condition, including but not limited to publicity, copyright purposes, illustrations, advertising, and web content.

SATISFACTION GUARANTEE

We stand behind our work with a 100% satisfaction guarantee. If for any reason the Pet Parent is unsatisfied with the services provided, we will work to make it right. Any alterations to grooms must be informed within five (5) business days of any service completion date to avoid potential charges.

DISCOUNT OFFERS

We offer discounts for active military, pet's first visit, and all pet's (not families) that return for Grooming or Bathing services four (4) weeks or sooner. These discounts are exclusive to the individual pet and not every pet in the family. Pet Parents that become eligible for multiple discounts will only receive the discount of higher value; we will not combine discounts.

ACKNOWLEDGEMENT

By agreeing and signing below, I understand and agree to all terms and policies stated above for my pet(s) to be groomed with 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.

Pet Parent/Guardian (Please Print)

Contract Date

Pet Parent/Guardian Signature

Contract Date

TiniRu Inc. (DBA Pawsitively Purrfect)

Phone: 615-837-6765 • Fax: 615-864-7278 • Email: salon@pawpurrfect.com