

“More for your paws”

Mobile pet grooming and animal care

Policies and Procedures

- **Current Vaccinations:** to vaccinate or not is a personal choice of the owner. Our team recommends any vaccines that the pet’s veterinarian recommends and will ask you for proof of vaccinations. “More for your paws” does not offer services to non-vaccinated animals
- **Accidents:** grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, etc.

Your pet’s safety and comfort are our number one priority. In the event an accident does occur, you will be notified of the accident and the further plan of action would be at the owner’s discretion. All medical expenses for veterinary care will be covered by us if the injury or illness is a direct result of the negligence of the “More for your paws” staff.

- **Satisfaction:** if you are not completely satisfied with our services, please contact us within 24 hours after your appointment and we will do our best to resolve the issue or fill out a complaints form found on our website.
- **Refund Policy:** if you are not happy with a product you purchased, you can inform us via email and send it back within 14 days of the day of purchase. You will receive a full refund the day you post the item. “More for paws” does not give a refund for services received unless there is proof of injury as a direct result of the negligence of the “More for your paws” staff.
- **Flea and Tick policy:** owners are responsible for keeping their pet flea and tick free. However, we offer flea and tick treatment as part of our package. The owner will need to notify us when they book the service if they would like their pet to receive flea and tick treatment or not.
- **Photographs:** “More for your paws” is authorised to take photos of your pet for client files and for the company website and Facebook and Instagram pages. All photos taken are the property of “More for your paws”. Client information is kept private.
- **Client Cancellation Policy:** if it is necessary to cancel your appointment, you will need to give us 24-hour notice when possible. Early notification allows us to fill empty appointments with call-ins or our waitlist. Not notifying us causes a loss of business for us. We do understand that unexpected issues can occur without much notice, please notify us ASAP in those cases. A second last-minute cancellation, however, will result in having to pay a \$25 scheduling fee for your next appointment.
- **Company cancellation/re-schedule policy:** appointments may be delayed due to unforeseen circumstances such as weather conditions, mechanical malfunctions, traffic, or extended grooming times of an earlier appointment. In such cases, we will call as soon as possible to inform you of the time adjustment. During the winter months, we reserve the right to reschedule appointments due to extreme weather conditions. This is

not only to protect our mobile unit but also for the safety of the pet and the stylist. You will be notified promptly to reschedule.

- **Matt Policy:** if your pet is matted, every effort is made to protect your pet's skin and coat while removing the matt however, the skin can become extremely sensitive and incur clipper marks, abrasions, rashes, nicks, itchiness, or redness from matt removal. Shaving extremely matted ears might also result in head shaking which can cause hematomas. You as the owner, agree to in no way hold "More for your paws" responsible for any problems arising from grooming your matted pet.
- **Pre-existing condition Policy:** "More for your paws" is not responsible for damage, loss or claims arising from any known or unknown pre-existing conditions of your pet.
- **Stressed or aggravated pet/ use of restrains:** if a pet shows any signs of aggression during the nail trimming or other grooming processes, a comfortably sized muzzle will be used for the duration of the particular process or sensitive area as necessary. This safety device protects the groomer and your pet during the process and is removed as soon as possible. If a pet refuses to cooperate, rather than causing further stress, the groomer will stop the groom. A prorated fee will be charged for the percentage of work completed.
- **Right to Refuse Service:** "More for your paws" reserves the right to refuse service for the health and safety of your pet, they are severely matted, have sutures, open wounds, sores, are pregnant, or if we determine your pet is too aggressive towards the groomer.
- **Price and Payment Policy:** the prices mentioned on this website are an estimate. The final pricing is to be given at the time of the actual service and is based on the length and layers of the fur, quality of the fur (matted or not), and type of products requested (standard or special). Payment is due before or at the time of service.