



Client Copy of Grooming / Bathing Policies

(also located on the signed Grooming Release Form)

FIRST TIME CLIENT / FIRST TIME PET – REQUIRED APPOINTMENT DEPOSIT POLICY

Paws & Anchor requires that all new clients and all first time pets for grooming and bathing services pay a required deposit in order to reserve their appointment. The deposit fee is as follows: \$35 per Dog Bathing/Grooming, and \$80 per Cat Grooming or Private Appointment (including unspayed or unneutered pets over 1 year old) after hours. After scheduling the pet(s) first time service appointment, all deposits must be paid within 24 hours (of scheduling an appointment) in order to hold their reservation. Deposits not paid on time will forfeit their appointment and they will unfortunately be canceled from the schedule. Deposits may be paid via: emailed invoice online, credit card over the phone, or in person (all payment types are accepted at Paws & Anchor's pet salon). The deposit is refundable after the service appointment occurs, or with over 48 hours notice of canceling the appointment in advance. Be aware, if the service appointment cannot be completed due to the pet's behavior (lack of tolerating the process, under severe stress, showing too much aggression to continue, or generally acting in an unsafe manner) or due to severe coat condition and/or an owner declining the groom plan (for example, the owner declining the service due to matting needing to be shaved), the deposit is non-refundable.

VALID UP TO DATE RABIES VACCINE REQUIRED

All Paws & Anchor services do require a proof of a valid up-to-date rabies vaccine certification (for all dogs and cats over 4 months old in our care). This is for the safety of our staff, the other animals in our care, and to comply with our legal obligations to the NJ Department of Health to operate our pet services. Exceptions are only given with a signed letter from the pet's medical doctor of exemption. Tags and Dog Licenses are not accepted (as they do not disclose the owners or pet's personal information to correlate to that individual pet, do not show the date the vaccine was given/expires, and can be put on any dog's collar that potentially did not actually receive that specific vaccine. **It is understood that it is the responsibility of the pet owner to share proof of Rabies Vaccination to become a client, as well as share ALL future Rabies Vaccine booster updates.**

CAT GROOMING AND PRIVATE APPOINTMENT POLICIES

Cat Grooming and Private Appointment services (for special needs dogs, or over 1 year old and unspayed/unneutered) are typically scheduled after hours on Sundays, Mondays and Tuesdays after 3pm with no other pets in the salon, as exclusive grooms. They are booked with a certified professional groomer and a skilled assistant working in collaboration with the groomer including holding and comforting the pet as needed. There are additional considerations to be aware of regarding cat grooming and grooming/bathing sensitive dogs. Cat Rates start at \$80/Hour, and Private Dog Appointments include a \$25/Hour fee plus grooming service charges. These rates are to compensate for the shop being closed, one-on-one attention (no other pets being groomed), and a skilled team assigned to SAFELY work on the client's pet (certified groomer

and trained assistant). Often Cats will reach a stress threshold for grooming and can only tolerate so much. For the safety and wellness of the cat, we may break the grooming up into two appointments. If this is the case (or if a service cannot be completed for a dog booked for a private appointment due to sensitivities, behavioral or health issues) we will charge the minimum base rate of \$80 for the appt. slot booked, and will charge the follow-up appointment a starting rate of \$70.00 depending on how much work needs to be done to complete the groom. If that is the case, an additional \$70 deposit is required for booking the second half of the initial appointment.

CANCELLATION POLICY

Cancelling (or not showing up for) your appointment with less than 48 hours notice incurs a \$35 cancelation fee (or \$80 for Cats and Private Appointments). We do have text message reminders available for your account and we always call the day before to remind you. Cancelling your appointment three or more times without 48 hours notice will require that any future appointments must be fully paid for services in advance in order to schedule an appointment. (The account must also be paid up to date.) It is also understood in that case, that the client may owe additional service charges at pick-up, as Paws & Anchor cannot determine the full price until services are fully rendered. Cancellation fees are due within 24 hours of the original appointment time to properly compensate the groomer marginally for their time.

LATE POLICY

Because we are a cageless facility, and each member of our team provides one-on-one care to each pet we are caring for, we do require prompt drop-off and pick-up for each appointment to provide the ultimate compassionate experience for each animal. Paws & Anchor grooming services do charge by time, and charges will apply to the grooming when services should have started when a client is late. (Current charges start at: \$8.33 per every 10 min., \$12.50 per every 15 min. and \$16.66 per every 20 min.) In addition, in order to best service our clients, if one arrives to their appointment over 20 min. late, we unfortunately will not be able to provide services, and the \$35 (regular service hours) - \$80 (cats & private appointments) cancelation fee will be charged.

PICK-UP POLICY

Prompt pick up for your pet is strongly requested and appreciated. Paws & Anchor is proudly and happily a cage free, positively reinforced facility and endeavors to be as stress free as possible, giving one-on-one attention and supervision to each pet within our care. In turn, our grooming pick-up policy is that we require our human clients to be on call, and ready to pick up their pet promptly upon the conclusion of service and care. We will inform you directly when it is time for pick-up. **Pets left in our care for an extended period post pick-up call, will incur a daycare fee of \$7.00 for every 15 minutes for any pets in our care over 30 min. after service completion.** We highly recommend you keep your cell phone ringer on during services for this reason and in case of emergency.

WHO MAY DROP OFF / PICK UP YOUR PET FOR SERVICES

For the first grooming service appointment we do require the primary owner / pet parent to attend the initial service consultation in person with the presiding Paws & Anchor groomer providing those services.

A coat and condition exam is performed at each check-in prior to starting services. **Moving forward, the primary owner / pet parent must also attend an in-person grooming consultation regarding any future changes or requests to the pets services or styling.** Beyond the above circumstances, for routine "same as usual" services for established clients, a designated authorized human (with verbal or written permission from the primary owner) over 18, may drop-off or pick-up the pet. **Be aware, if another person is**

authorized to pick-up a pet, the pet owner must provide them with payment for our services. The primary pet owner / pet parent must also be the one completing and signing this Grooming Release Form.

LEASH & CARRIER REQUIREMENTS TO ENTER THE FACILITY + PET SOCIALIZATION

ALL pets that enter Paws & Anchor regardless of the pet's behavior or the services they are receiving, (including if they are simply visiting or "shopping" the boutique), MUST be on a leash or contained in a carrier. This is an important safety measure, as not everyone who opens the front door is careful. Slip leads are provided if you need one. As a preventative safety measure during services, we do not let the pets in our care socialize with each other in the salon. We ask our clients to stay aware and use discretion when passing other canine clients by each other in the lobby to avoid any potential issues.

PRE-WALKING YOUR PET FOR FULL BATHROOM BREAKS PRIOR TO SERVICES & RE-WASH FEES POLICY

It is required that clients walk their dogs fully prior to their service appointment to fully relieve themselves. Understanding considerations are given to young puppies still being house trained and geriatric pets who have accidents, but we still highly encourage a long walk prior to services. Due to the time required to re-wash and re-blow-out to dry hair/fur, use additional salon products, clean up, and considering the other clients unfairly behind schedule waiting, we do charge additional fees if a pet has an accident and requires re-bathing services. For pets with chronic issues in this department it may be advised to skip the meal prior to grooming services and feed after they are completed.

FLEA POLICY

Fleas are not only a nuisance to humans and their pets, but can cause medical problems in pets including flea allergy dermatitis, tapeworms, hair loss, and secondary skin irritations. To avoid flea contamination to Paws & Anchor, your pet will be checked upon arrival at our facility. Paws & Anchor has a strict policy that we do not accept pets with fleas or parasites. **If fleas are found on your pet during the grooming process, an automatic charge of \$30.00 or more** will incur for flea treatment shampoo and facility sanitization. Maintaining your pet on a monthly flea preventative is necessary to prevent issues with fleas on your pet, related skin issues, contracting tapeworms from your pet ingesting fleas, and potential infestations to your home. **Even strictly indoor pets are at risk for catching fleas**, we have seen examples from our clients.

PETS TOLERATING THE GROOMING PROCESS & RELATED FEES

If you, the pet's owner/guardian, fear that your pet will not tolerate the grooming process well, we advise you to speak to your veterinarian far in advance regarding possible medication options to assist your pet's stress level and make them more comfortable with the grooming process prior to their appointment. In some cases the Paws & Anchor groomer may inform a client that a sedative prescribed by the client's veterinarian may be required to continue services for the safety of the pet and staff. A \$150 additional charge occurs to the client if their animal bites the Paws & Anchor staff, requiring medical attention; and to help marginally compensate for treatment and future loss of work due to the injury. **If a groom cannot be completed due to the pet's behavior the minimum fee of \$35 per Dog Bathing/Grooming, and \$80 per Cat Grooming or Private Appointment after hours, will be charged, plus any service fees that were performed (charged by time plus any handling and assistant fees).** Recommendations for training and acclimating to the grooming process can also be made available to the pet owner. Keeping a routine familiar schedule for grooming (even when it is initially uncomfortable), avoiding any matting ever, training, and regular "happy visits" with no services to the salon, can greatly assist a pet to better tolerate the

grooming process.

PRICING DISCLOSURE

All price quotes are STARTING BASE RATES for dogs who were professionally groomed within 6 weeks, have no matting, and tolerate the grooming process well. **ADDITIONAL FEES APPLY pending behavior, coat condition, matting, additional time needed, additional products required, special-needs pets, sophisticated haircut styles, excessive shedding, any aggression, and if an assistant is needed to complete the service to properly compensate the staff for additional time, salon products, and professional skill level required.** Pending the above and unforeseen situations, the full price cannot be determined until the service is completed.

Sometimes the first appointment can cost a bit more if an “overhaul grooming” is required to remove matting (or impacted undercoat), and extra time washing, blowing out and resetting a haircut pattern in overgrown hair especially if it has been more than 6 weeks since the last groom. A \$150 additional charge occurs to the client if their animal bites the Paws & Anchor staff and it requires medical attention to help marginally compensate for treatment and future loss of work due to the injury. **Both De-matting and/or highly skilled Hand Scissoring (for example, keeping a body coat trimmed over 1” long) fees are \$1 per minute.** It is understood and agreed that payment is made and received in full at the end of the service even if the service cannot be fully completed to compensate for the appointment slot. (If the pet becomes excessively stressed, is too aggressive, is in too much pain during the process of removing painful matts/tangles, or showing signs of medical compromise, the groomer will stop, and you, the pet owner, will be contacted immediately.)

Note, this is a largely unregulated industry and our **Groomers are Professionally Certified by an International organization (IPG)**, our facility is **cage-free, giving one-on-one supervised care and Certified S.A.F.E by the A.K.C.** We want to give you leading service and the best care with love to your pet! Once you become a client and build a routine, you can even receive \$5 off each appointment if you pre-book at the salon within 6 weeks!

MATTED PETS

If a comb cannot get through a pet's coat and gets stuck, this is matting (see our Healthy Grooming Routines & Matting Info document for further details available at the salon or on our website PawsAndAnchor.com). Pets that are matted can have sores, skin irritation, or rashes underneath their matted coat. These are conditions that cannot be seen or known until after the hair is shaved off. Paws & Anchor is not responsible for any skin irritation or injuries that may be revealed by the removal of the coat. **If a pet's hair is tangled or matted, and/or it has been over 8 weeks since its last grooming, they are at greater risk of injury, stress and trauma. All precautions will be taken. However, problems occasionally arise, during or after grooming, such as nicks, clipper irritation, itchy skin, redness (even occurring later at home after the groom), hot spots, cuts, sores, hematomas, injury, and mental or physical stress.** Areas of skin where the matting was shaved may look very irritated and red well after the groom, but this result was necessary to remove the matting. Matting can pull tight at the skin, and in order to remove it sometimes a short clipper blade must be used. After removing it the blood rushes back to the skin and it can look like an abrasion or rash hours or days after the actual grooming procedure. This repercussion of skin irritation from removing matting is very different from a puncture wound or cut and no one intentionally tried to harm a pet. It is a fault of the situation, not the groomer. The Paws & Anchor staff never choose to shave areas of a dog short enough to cause skin irritation unless they have to. If this is the case please, by all means, do not let the pet lick or scratch the irritated area, as that may make the situation extremely worse.

- Additionally, Paws & Anchor's Matted Release Form is required to be signed for haircuts that occur

when it has been over 8 weeks since the last groom or matting is found at check-in.

POLICIES REGARDING GROOMING/BATHING SERVICE FREQUENCY REQUIREMENTS

In order to become a client at Paws & Anchor, and maintain a service relationship for your pet, we do require a commitment to a minimum frequency of grooms for certain breeds/coat types for the safety and wellbeing of the pets we care for and our staff. Our base rates and service model are primarily based on providing regular grooming care (typically every 2-6 weeks) to pets who are accustomed to the process. No pet is born knowing how to be groomed and tolerate the process, (puppies should start acclimating to the pet salon at 8-12 weeks old, during the critical impressionable window of development), they must be trained and experience the process on a frequent basis to create a comfortable familiarity to grooming. This will ultimately create a safe experience for them, as they see that their family returned promptly when they were finished, and that it did not hurt them. When the grooming process is irregular, pets can be prone to behavioral issues for grooming, can experience an uncomfortably long grooming process because the service becomes an overhaul project versus a normal trim/clean-up, and it can be very painful to remove impacted coat, tangles and matting.

Regarding canine breed types that require regular haircuts... (For example: Poodles, Doodles, Curly/Wavy Coats, Drop Coats, Shih Tzus, Havanese, Maltese, Coton de Tulears, Terriers, Spaniels, and mixes of such.) For these coat types (applicable to matting) we require pet owners MUST NOT SURPASS 10 WEEKS between grooms in order to continue a relationship with Paws & Anchor.

Also note, that if the grooming frequency surpasses 8 weeks or the dog is experiencing matting, a non-negotiable haircut length or $\frac{1}{2}$ " of less will be executed by the groomer. Please see our Hair/Fur Grooming Length Style Guide document for further details (available at the salon or on PawsAndAnchor.com).

Regarding double-coated canine breed types that require de-shedding, and Cats that require grooming... (For example: Pomeranians, Golden Retrievers, Huskies, Malamutes, Great Pyrenees, heavy coated German & Australian Shepherds, Akitas, Chow Chows, Keeshonds, Bernese Mountain Dogs, Newfoundlands, Shetland Sheepdogs, Collies, and mixes of such.) For these coat types (applicable to impacted undercoat) we require that the pet owner MUST NOT SURPASS 12 WEEKS (every 3 months at most) between grooms in order to continue a relationship with Paws & Anchor.

Also note, **Paws & Anchor will not shave the bodies of double-coated breeds** for ethical reasons and the wellbeing of the dog. Doing so will irreversibly damage the coat, it will never be as soft, and makes them susceptible to a medical condition called Alopecia where the fur may never grow back and expose skin patches. It is also very unhealthy and dangerous to shave these breeds in the summer. The double layered coat protects them from the heat of summer and works like a thermos. Science shows that the areas on the dogs body that are shaved actually increase their body temperature, making them prone to overheating and do the opposite of "cooling". As grooming professionals that are certified, have multiple credentials and participate in bi-yearly continuing education, groomers who shave these breeds are considered irresponsible.

Regarding canine breed types do not require haircuts and utilize our full service bathing services...) For these coat types we do not require a service frequency minimum unless informed by the groomer due to the unique nature of your pet. We do highly suggest a bathing frequency of every 2-4 weeks (which is the recurring schedule of our own pets). Many professionals recommend that your dog should be washed as often as you change your sheets, especially if they are allowed on your furniture.

Also note, if you or your dog suffer from environmental allergies, full service professional baths twice a week to every two weeks can greatly improve the situation. Pollen and other allergens collect on your pets fur and track around your home. Veterinarians have debunked the phases that bathing too frequently is harmful to the dog, and now advise the above for dogs and humans who experience allergy symptoms. In addition, Paws & Anchor also includes a conditioning process to our bathing services to assist hydrating the pets skin/coat.

It is understood that according to specific recommendations by the Paws & Anchor groomer for one's unique pet, as well as the outlined policies per pet breed(s) and coat type required grooming schedules (above), it may be required to keep a regular schedule of professional grooming, within the maximum number of weeks allowed, in order to continue to be a client at Paws & Anchor pet salon. It is also understood that this commitment of a regular grooming schedule is the responsibility of the pet owner, and should be taken seriously to respectfully value the pet owners own realistic lifestyle obligation of pet care, as well as considering respect for the staff of Paws & Anchor allocating help and service, before the first grooming service begins.

ADDITIONAL TERMS & CONDITIONS

Paws & Anchor employs extensive safety and sanitary precautions to ensure your pets safety and health. Despite reasonable and prudent efforts, on rare occasions a pet may experience side effects of the grooming process, including but not limited to: razor burn, exposure of the quick, any reactions to treatments and products, hair splinters, and sharp nails (after clipping). By signing this agreement, you (the client) agree to relieve Paws & Anchor, and its agents from any and all liabilities, and/or costs associated with any veterinary care, symptoms or discomfort of your pet related to or presenting after services rendered by Paws & Anchor. The pursuit of any veterinary, behavioral, or rehabilitation services, and the payment thereof, is the sole responsibility of the pet owner. Additionally, you agree to relieve Paws & Anchor and its agents from any and all liability associated with damages to person, pet, or property by or relating to services rendered or service equipment used by Paws & Anchor and its agents.

Paws & Anchor reserves the right to refuse services. If we feel that the safety, wellbeing, or general respect of an animal or staff member are in jeopardy, we reserve the right to refuse or discontinue services. This includes the health, condition, stress-level, and behavior of any pet within our care. We also will not perform services that are potentially harmful to an animal (for example shaving double coated breeds). This also includes if a client has an issue with: not following our directions, rules and policies, lack of following our recommended grooming routine, failure to seek veterinary treatment when recommended, not updating vaccines, chronic lateness or multiple cancelations to appointments, not paying deposits or for services upon completion at pick-up, issues relating to pet owner humans with mental health or substance abuse issues, or general rudeness to the staff.

All prices are subject to groomer/salon discretion, may vary from each visit (see PRICING DISCLOSURE) and quoted rates are the starting price.

Paws & Anchor reserves the right to take pictures of your pet(s) to reproduce for our records and media.

By utilizing Paws & Anchor services, you are indicating that you have read, understood, and are giving consent to all of Paws & Anchor policies, terms and conditions for salon services (subject to change).

Regarding Pets who require haircuts and have hair/fur that can tangle or matt:

Client Copy of Grooming Matted Pet Policies *(also located on the signed Matted Pet Release Form)*

Your Pet is IMPORTANT to Us! Paws & Anchor's top priority is the safety and well being of your pet(s). Because we care about your pet's safety and well being, we want to assure you that every effort will be made to make your pet's visit as pleasant as possible.

Because your pet's hair is tangled or matted, and/or it has been over 8 weeks since its last grooming, they are at greater risk of injury, stress and trauma. All precautions will be taken. However, problems occasionally arise, during or after grooming, such as nicks, clipper irritation, itchy skin, redness (even occurring later at home after the groom), hot spots, cuts, sores, hematomas, injury, and mental or physical stress.

Areas of skin where the matting was shaved may look very irritated and red well after the groom, but this result was necessary to remove the matting. Matting can pull tight at the skin and in order to remove it sometimes a short clipper blade must be used. After removing it the blood rushes back to the skin and it can look like an abrasion or rash hours or days after the actual grooming. This repercuSSION of skin irritation from removing matting is very different from a puncture wound or cut and no one intentionally tried to harm a pet. It is a fault of the situation, not the groomer. The Paws & Anchor staff never choose to shave areas of a dog short enough to cause skin irritation unless they have to due to matting.

Severe tangles and matting, and/or lack of regular experience or training to being groomed on a routine familiar basis at a professional salon, can make grooming stressful on pets and puts them at greater risk of trauma and injury. Stress can also induce underlying health conditions. Every attempt will be made to minimize the stress of the grooming process for pets in the care of Paws & Anchor, however problems occasionally arise when working with live animals.

- **Understanding that pets who are matted or tangled, and/or, pets who are not groomed regularly (every 2-6 weeks), have a greater chance of injury during grooming, I will not hold this grooming establishment responsible for accident or injury, including possible reactions and irritations that may even occur at home after the grooming process, to my pet.**
- **De-matting can often be painful and uncomfortable for pets, therefore Paws & Anchor will do whatever is in the best interest of the animal, including but not limited to a complete shavedown if necessary. Unfortunately, this could change the final grooming appearance.**
- If the pet becomes excessively stressed, is too aggressive, is in too much pain during the process of removing painful matts/tangles, or showing signs of medical compromise, the groomer will stop, and I, the owner, will be contacted immediately.
- In the best interest of your pet, we request your permission to obtain immediate veterinary treatment should it become necessary. **I hereby grant permission to this grooming establishment, Paws & Anchor, to obtain emergency veterinary treatment for my pet at my expense.**

- It is understood and agreed that payment is made and received in full at the end of the service even if the service cannot be fully completed. It is understood that matted pets and pets that have not been groomed within 8 weeks incur higher appointment fees due to the additional work that needs to occur, and **the full price due can not be determined until the end of the service appointment.** Paws & Anchor prices are based on time, coat condition, products needed, type of hair and hairstyling, skill level required, and pet's behavior/temperament to the grooming process (for example; behavioral resistance or aggression toward the grooming process due to removing painful matting, lack of training as a puppy to tolerate the grooming process, equipment and handling, or general lack of a regular familiar professional grooming routine, all creating uncooperative experience for your dogs grooming appointment). I understand that dematting fees are \$1 per minute, and there are additional charges that include but are not limited to; special products needed (for example, to condition the matted/tangled hair or hypoallergenic oatmeal shampoo and conditioner), removing any tangles or matts, extra time for brushing and blowing out long hair (over 1"), resetting a haircut pattern in very overgrown hair, impacted shedding coat, caked in bodily excretions, and or behavioral and handling fees as needed.
- I understand that if my pet has any reactions to the grooming process that I will NOT allow them to continue to lick and irritate any injured, sensitive, itchy or red areas. I understand that an outfit for my pet covering such areas from licking or scratching or a cone collar to prevent licking may be needed at my expense. I understand that if I allow my pet to continue to lick or scratch their body, that it may cause further injury, irritation or infection. I understand that any medical treatment needed is my responsibility.
- Realizing that going more than 8 weeks between full professional groomings, (*that it is recommended my pet is professionally groomed every 2-6 weeks and thoroughly brushed at home at least 3 times a week all over the body and checked with a comb for tangles*), and that matted/tangled pets have a greater chance of accidents and injury, I hereby release Paws & Anchor of any and all responsibility if such were to occur.
- In order for us to have a good client relationship, we do require healthy responsible pet ownership regarding the care of the pet's coat type. Overgrown hair can cause health issues, and painful matting. Removing tangles and matting is very painful to the animal. Being matted, they undergo more stress during the grooming process, have to stand unethically longer to complete the process, and this often causes them to have a poor behavioral tolerance to the process and at risk for injury. The difference between professional groomings that occur regularly with positive visits to the salon, and infrequent appointments with poor experiences of pulling on knotted hair isn't fair to the animal. Professional groomings are recommended every 4-6 weeks for most breeds. **For dog breeds (or mix of breeds) that do require haircuts and are prone to matting, those clients that go past 10 weeks between groomings cannot be serviced (or in some cases, past 8 weeks if deemed by the groomer due to the multiple painful matted shave-downs and increased service frequency is required by the coat type).** (Note, we do understand things happen in life, but we only give one pass on the exception to this rule.)

Paws & Anchor takes the care of your pet very seriously. Unfortunately the pet grooming industry is largely unregulated and no certification or safety requirements currently exist. **Safety, Experience, and Education are our core values. Paws & Anchor Groomers are proudly: Red Cross Pet First Aid & CPR Certified, A.K.C. Salon S.A.F.E. Certified and IPG (Internationally Professional Groomers) Certified Groomers.** We do our very best to give your pet the best care.