



OUR POLICIES

1. Our philosophy is to offer a stress free grooming experience for your dog. We pay special attention to older pets and pets with health issues.

- Your pet's safety and comfort are our first priority.
- We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes nail trimming in some situations.
- Senior pets will be groomed for cleanliness and comfort.

2. You, the dog owner, will advise us of any medical, physical, emotional issues, allergies, sensitivities, or pre-existing conditions.

- These may include prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.

3. If your dog has behavior problems, please let us know.

- Here Comes the Groom (HCTG) reserves the right to muzzle your dog
- If we arrive at your home and your dog cannot be groomed a \$50.00 minimum groom fee will apply.
- The dog owner will be held liable for any bites that require medical treatment and for any property damage caused by their pet.
- All bites will be reported to the local authorities as required by law.
- HCTG reserves the right to refuse service.

4. Appointments

- We will arrive as close to the scheduled appointment time as possible, however, sometimes situations occur that will disrupt the daily schedule of the groomer. This includes traffic, weather, mechanical difficulties, spending more time with an older/younger dog or a difficult dog. The dog's safety will never be compromised by rushing to meet a schedule. You will be called and advised of an arrival time when schedules change beyond our control.

5. Pricing varies for each dog and is determined by breed, size and condition of your pet.

- Additional charges apply for de-matting, de-shedding, hydroclipping, excessive coat and flea treatments due to additional time it takes. Additional charges may apply due to the dog's temperament and behavior during the groom.

6. Matting

- If you would like your pet brushed out, dematting fees are \$1.00 per minute.
- If your pet cannot be humanely dematted, we may ask permission to clip the hair short and "start over." We will always ask for your permission. Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation, and skin infections. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Here Comes the Groom is not responsible for any pre-existing conditions due to a matted coat.

-If you would like to reschedule your grooming appointment to allow you time to brush or comb out the excess matting a 50.00 minimum groom fee will apply.

7. Here Comes the Groom Mobile Spa will not groom any dog that is not up to date on their rabies vaccination.

8. We require 24 hours notice to change or cancel an appointment.

- We will contact you by phone, voicemail, text or email to remind you of your appointment.
- Failure to call 24 hours in advance may result in a charge of \$50.00 that must be paid prior to your next appointment. Giving advance notice gives us an opportunity to fill your grooming slot and rearrange our schedule.
- If we show up for the appointment and there is no one at home to release the pet, a \$50.00 cancellation fee will apply.

9. Payment.

- We accept cash and checks. Payment is due at completion of groom.
- Please add 6% Massachusetts sales tax
- There will be a 35.00 charge for Non-Sufficient Funds.

10. Photographs

- We have permission to post a picture of your pet for our Facebook page or website.

Release Form

I understand and do agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Here Comes the Groom, agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s) The terms, special services or handling shall include but are not limited to veterinarian services in the event I am not available. I authorize Here Comes the Groom to act as my agent in the event emergency veterinarian services, care-taking and/or transportation is necessary and I agree to pay all costs. Any and all damages, loss or claim shall include, but not be limited to death, injury or shock. Said pre-existing shall include, but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

If you have concerns about your dog's groom, please notify us within 24 hours of the appointment. We will discuss rescheduling an appointment at the earliest time available.

I have read and accept the policy for the groom today and for any and all future grooming appointments

Owner _____ Date _____

Address _____ Town _____

Home Phone _____ Cell phone _____

Email Address _____

Name (Dog) _____ Age _____ Breed _____

Vet _____ Town _____