

# Happy Tails Policies

Your pet is Important to us! Our goal is to build a long-term relationship with you and your pet(s), so we want to start off on the right foot. Thank you for trusting Happy Tails with your pup!

In an effort to have good communication, and reasonable expectations for each other, please read the following information and sign our policy and release form before your appointment. Please ask our grooming team any questions that you might have so that you are 100% comfortable before accepting the terms.

## Grooming Policies

**Vaccination Requirements:** Delaware State Law requires your pet(s) to have a current rabies vaccination. Proof of rabies vaccine signed by a licensed vet must be submitted prior to grooming services. Records can be emailed to [happytailsappointment@gmail.com](mailto:happytailsappointment@gmail.com)

**Length of time for the groom:** Grooming appointments can take **several hours** to complete; you will be notified when your pup is ready for pickup.

**Express Groom:** If you have a dog that cannot handle a kennel, or needs a groom done quickly, we are able to offer an express groom for your pet at an extra charge and it must be booked as such.

Grooming prices will increase for extra circumstances that include but are not limited to matting, fleas, and poor temperament. In the event we are unable to reach you in a timely manner, we will use our judgement in deciding how to proceed. If your groomer discovers fleas or ticks during the groom, your pet will immediately be given a flea and tick bath and you will be charged an additional fee.

Occasionally, the grooming process can expose a hidden medical problem or aggravate a current one. In the best interest of your pet, we request your permission to obtain immediate veterinary treatment should it become necessary. Should your animal become ill or have a medical emergency and our attempt to reach you and/or your vet has failed, we will use our judgement in deciding how to proceed.

**I hereby grant permission to Happy Tails to obtain emergency veterinary treatment for my pet, at my expense.**

Customer agrees to be solely responsible for any and all acts or behavior of said animal while it is in the care of Happy Tails. Customer agrees they are responsible for any injury that one animal

inflicts on another. Customer also agrees that they are responsible for any Happy Tails property damaged by the animal.

If you don't adhere to a regular **6-8-week grooming schedule**, a higher rate may be charged to compensate for the extra wear and tear on both our equipment as well as the groomers.

It is at our discretion to turn down service if we feel that your expectations cannot be met.

Our groomers may take pictures and or videos of the pets that they groom, and sometimes they are posted on social media accounts. We may use your pet's name in conjunction with these photos and or videos.

## **Appointment Policies**

**Cancellations** within 48 hours, and no-shows, result in a fee equal to the cost of the groom up to \$50. \*Cancellations due to expired vaccinations included.

After two no-shows you will be required to prepay your next appointment. Since we do not accept walk-ins, a no show or an appointment cancelled within 48 hours is close to impossible to fill.

**If you need to change the time of your appointment, please let us know in advance.** If you are late dropping your pet off, it inconveniences every client after you. If you are more than 15 minutes late, a fee will apply and we cannot guarantee your appointment will still be available.

We are happy to offer flexible scheduling/availability for dogs that require special accommodations during grooms, please ask when making your appointment.

Rebooking your next appointment when picking up your pet assures, they stay on schedule. Our appointments can fill up 2-3 weeks in advance, especially for the larger breeds.

Pick up times **MUST** be within 30-60 minutes of being notified that your pet is ready unless prior arrangements have been made. We are not set up as a day care so an additional fee will be charged for late pickups. **Last pickup is 3:30pm.**

Returned checks are subject to a service charge of \$50 minimum plus any additional collection fees.

Grooming is by appointment only, we do not accept walk-in clients except for nail trims which are offered Tues-Saturday, 8:00a-3:00p. Recommended time is between 2-3:00p.

If you are not happy with your pet's groom, please let us know within 48 hours and allow us to "make it right".