

# Pawsitive Karma Spa Policies

Pawsitive Karma is a low volume spa that prides itself on being one of the few places to offer **kennel-free** grooming for your pet. In order to keep a stress free, safe environment for your best friend, we groom by appointment only and it is very important to keep a timed schedule of each pet in our care.

Your spa appointment is a reservation for service and for the individualized attention we provide each pet. We can only take a limited number of appointments each day. A missed appointment is a serious loss of income to a small business. Therefore the necessary policies must be implemented.

## **Cancellations:**

Please call at least **24 hours** prior to your appointment to cancel or reschedule, so that we may be able to fill your time slot with someone waiting!

## **No-Shows:**

If 1 or more appointments are missed in a calendar year, we may have to remove your pet from our grooming calendar or you must prepay for services.

## **Late Arrivals:**

If you arrive more than 15 minutes late for your appointment there may be an additional charge or you may need to reschedule to avoid the appointments following to get behind schedule.

\*Exceptions may apply if you call ahead when you are running late.

## **Late Pick-ups:**

At the time you drop off your pet, we will be able to give you an approximate time (average 30 minutes to 2 hours) for pick up. We will also call you approximately 15 minutes prior to your pet being finished.

In the case that you need to leave your pet longer than the time needed to groom, a day-care fee will be added to accommodate the time spent taking care of and assuring they remain comfortable until you arrive.

Fees are as follows:

\$15 - for each hour after a 30 minute grace period.

## **Vaccinations:**

We do not require proof of vaccinations. Vaccination protocol is up to the owner and their veterinarian; even some veterinarians question how often to vaccinate, therefore we leave it up to each individual owner. As long as you are comfortable with your pets' level of protection, so are we.

## **De matting:**

Pets groomed on a regular basis adjust and cooperate to the routine. Any pet not groomed within a 6 week period or (4 weeks for long-hair pets) maybe subject to a matting fee. Matting occurs from lack of grooming, coat overgrowth, not routinely being brushed or a coat not being combed through prior to getting wet. When matting is severe and/or close to the skin the only humane way to remove the mats is to clip the coat off to the skin line. In some cases where the matting is not severe and only covers a small area, we can remove them by splitting, thinning and then brushing them out. There are additional fees to de mat your pet. It takes an average of 30 minutes to remove mats. Severe matting requires longer. De matting is hard on our equipment and in most cases requires two haircuts, the first to remove the matted coat prior to bathing and a second to even up the coat after bathing. We are not responsible for health conditions that may be revealed by removing a matted coat such as sores, etc.

**THANK YOU FOR YOUR UNDERSTANDING AND COOPERATION!**

**August 2008**