

General Policies of 4 THE LOVE OF PAWS and Owner Release

DOG GROOMER PROMISE

I will love your dog

I will care for your dog

I will be patient and kind

I will do what is best for your fur baby no matter what

I will stand by the fact that comfort must come before vanity

Scheduling appointments: For your convenience, we provide 3 ways to schedule an appointment.

1. Call us at 615-522-9001. If you get our voicemail, please leave a message as all calls are returned by the end of the business day.
2. You can also text your request for an appt with your desired date/time.
3. You can also request an appointment online at our website by going to www.4theloveofpawstn.com

Appointments made online are not guaranteed and must be confirmed before arrival.

It is our goal to complete each groom within a four-hour timeframe. However, there are many circumstances beyond our control that can cause us to run behind during the day and we cannot guarantee pick up times. If you need to pick up by a certain time, you will need to prearrange that prior to your arrival.

“Express grooms” are defined as “a grooming service where the dog remains with the groomer throughout the process without any interruptions which results in a faster turnaround time, usually 1-2 hours depending on the extent of the grooming service”. This service requires 2 appointment slots to be filled on the schedule and will result in a double charge. Express service must be booked in advance.

Cancellations and late drop off/ pick up. An automated text message reminder is sent to you 48 hours in advance. Please type “c” back in a text message to confirm you will be there. In the event that you cannot keep your appointment, please let us know ASAP but no later than that 48-hour notice. Groomers work on 100% commission, so it is helpful to their livelihood to have an opportunity to fill all openings in their schedule. Your understanding is appreciated. We know things come up from time to time that can cause a last-minute cancellation and we will work with you to reschedule.

If you are anticipating arriving more than 15 min late, please call or text to let us know. Late arrivals may have to be worked into the schedule so that it does not put others behind. This may result in a longer than usual grooming duration. Arrivals later than 30 min may also be subject to rescheduling.

You will receive a text message sent to the primary mobile number on record when your dog is ready for pick up. Unless otherwise specified, you must pick up no later than 4pm. If you are running late, please let us know. If we do not hear from you by 5pm, and/or agreed upon arrangements are not made, your dog may be crated overnight in our salon. We are not an overnight kennel and do not have the resources in place therefore a \$100 fee will be charged. If we do not hear from you prior to the next morning, we may be forced to consider your dog abandoned and contact animal services.

Health and required Vaccines: Please inform us of any health issues or concerns so that we can take appropriate measures to keep our furry client safe and sound. As grooming requires us to be up close and personal, there are times when we notice potential health concerns that may otherwise go unnoticed. It is our commitment to you to partner with you for the well-being of your pet(s) and will always bring things to your attention.

We require proof of up-to-date rabies, vaccines. Your dog should also have immunity to Parvo and Distemper as provided by vaccine titer testing results. For more information on titer testing, click or copy and paste this link...<https://www.dogsnaturallymagazine.com/titer-testing/>.

Flea and tick policy. If during the bathing process fleas and/or ticks are found, a treatment shampoo will be used, and an additional \$10 product charge will be applied. If additional time is necessary for the groomer to eradicate these parasites, an additional grooming fee may be applied as well. Please make sure any allergies to products are disclosed in your health concerns.

Accidents: Although our groomers are trained professionals, when their clients are of the 4 pawed, wiggly, furry kind, from time-to-time accidents can happen although it is rare. We use the utmost care and precautions to keep our furry clients safe while using clippers, scissors, and toenail trimmers. It is our policy to bring any injury, no matter how small, to your attention if during the groom an accident occurs. If we think an injury requires medical attention, we will contact you immediately. In the event a groomer or staff member is injured as a result of your dog, we will also bring that to your attention. It is our policy to hold each other harmless for injuries deemed as unpreventable due to the unpredictability of your dog/our furry client. By signing this document, you agree to this policy.

Satisfaction Guarantee. It is our goal to make sure you are happy with your pet's groom. We talk to all new clients to determine the results you would like to see. We make detailed notes in your owner file so that we know exactly what length and style was done. If at any time you want something different, we will make those notes as well, so it is easier for you and the groomer to determine the perfect groom. If you are not completely satisfied with your groom, we are happy to fix it for you at no charge as long as you notify us within 48 hours and return within 7 days.

Matting. Dogs of all breeds fall prey to matted dog fur. Matted dog hair is a commonly experienced issue among dog owners. Dog owners with the proper knowledge and tools to safely detangle matted fur are not as common. It's tempting to try and yank them out, bathe the knots out, or take a pair of scissors to them. Unfortunately, these tactics can do more harm than good. Ask your groomer what tools to use and proper technique to brush.

Matting occurs when hair wraps around itself and becomes tangled, often wrangling in dead skin cells and loose hairs that further thicken the mat. Matted dog fur begins in a small and somewhat thin patch, but as time goes on without brushing or a detangling attempt the mat begins growing and creeping closer to the skin. Matting may seem like just an aesthetic issue, but for dogs, it can be quite painful. Mats pull and tighten the skin beneath them, making the skin weak and prone to rips and tears. Sleeping and resting can become uncomfortable depending on the location and severity of the mats, as small tugs on the knots yank the tender skin beneath it and disrupt a dog's quality of life. Severely matted ears can result in hematomas. Ear hematomas are simply a large pocket of blood that has formed under the skin resulting in sudden swelling of the ear affected. An ear hematoma will develop in dogs when the blood vessels within the ear tissue suddenly burst. This causes blood to flood into the space between the skin and the cartilage, resulting in sudden swelling. Matting restricts blood flow to the ears and once the matts are removed, it can cause hematomas to form as the blood flow rushes back.

How Mats Occur. Matting happens in areas of the dog's body that receive high amounts of friction, like their inner hips, behind their ears, under their collar, and along their bellies. The friction smushes hair together, twisting and pressing it into arduous tangles that can quickly become painful for your dog and a huge hassle to remove. Moisture can also lead to mats if your dog isn't properly dried and brushed after a dip in the pool or lake, a bath or even a walk through dewy grass. Keep in mind that as soon as your dog is dry, matting is already occurring so brushing immediately is necessary. Additionally, the natural bouts of shedding that occur between seasons can lead to mats and knots if the loose hairs are not frequently brushed out.

How To Prevent Matting One of the best things to do to keep matting at bay is frequent brushing in between grooms. Some breeds, like Doodles, Cocker Spaniels, and Poodles, will need more attention while others can go up to a month between thorough brushes. Keeping your dog clean and dry also majorly assists in mat prevention. Ensure complete dryness after getting wet and brush thoroughly to the skin. Your dog, your future self and your groomer will thank you.

4 THE LOVE OF PAWS DEMATting POLICY AND OWNER RELEASE

An extra Dematting fee will be charged for excessive matting due to the extra time it takes to groom. Extra charges can include a “pre-shave fee” or a “brush out fee”. Occasionally there may be a “behavioral fee” charged in the event an additional person is needed to help. It is our promise to you that your beloved’s well-being will be our first priority and all precautions will be taken to make him/her comfortable. As there is a greater risk of nicks, clipper irritation and hematomas that can occur due to matts being tight to the skin, the groomer is released from liability if this happens, and the owner will be contacted immediately.