

## POLICIES

I, the undersigned customer, do hereby entrust my above mentioned pets to THE FOUR PAWS HOTEL AND DAY RESORT for the purpose of grooming said pet.

### SAFETY

Pet safety is of paramount important. Due care will be taken with your pet for the safety of your pet and their stylist. If it is necessary, the stylist may use or humanely restrain your pet with a muzzle or strap to safely complete the grooming procedure. The Four Paws Hotel will not administer any substance that will tranquilize your pet and reserves the right to refuse to service any animal that has been sedated in any form. I am also aware that nicks from clippers, scissors or nail trimmers may result from pets motions should he or she not respond to the sty lists requests.

### FLEAS

If fleas are found on your pet, we will bath your pet in our standard flea shampoo

### MATTED OR NEGLECTED COAT

Excessive de-matting of a pets coat is time-consuming and PAINFUL process for your pet. Our stylists reserve the right to refuse to de-mat a pet or any portion thereof. In these cases, it may be necessary to "shave-down" your pet. Shaving your pet may dramatically alter the pets appearance, expose pre-existing skin conditions or cause skin irritation. De-matting (ifpossible) or excessive removal of undercoat will result in fees in addition to the cost of your pets groom.

- The Four Paws Hotel reserves the right to alter or cease any groom should he or she determine that it is your pet's best interest or your pet displays aggressive behavior.
- All grooming of elderly or frail pets is conducted at your own risk.
- PLEASE COMMUNICATE ANY AND ALL KNOWN AILMENTS OR CONDITIONS prior to your groom.
- The Four Paws Hotel is not liable for any allergic reactions to products used. KNOWN ALLERGIES MUST BE COMMUNICATED prior to your pets groom.
- Pets left over two hours after the completion of their groom (and notification to owner) may be charged an additional fee for daycare if prior arrangements are not made with The Four Paws Staff.

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Owner's Signature