

Paws & Claws: Policies and Procedures

- Our Do-it-yourself facility is first come-first serve, so no appointment is necessary; we charge a flat fee of \$14. We provide: Shampoo, towels, brushes, blow dryers, ear cleaner, and aprons, but you are welcome to bring your own products from home.
- Appointments are required for all full service baths and grooming. Appointments help us to serve you better.
- Full-service baths include bath, blow dry, ear cleaning, and a facial.
 - Our facial products are tear-free.
 - We offer additional Spa Services including: Teeth brushed, de-shed treatment, nail trim, nail dremel, medicated bath.
- We offer full service grooming which includes everything- a full haircut to suit your pet's breed or lifestyle, bath, facial, teeth brushing, nails trimmed/dremeled, pads, sanitary trim and ears cleaned.
 - We offer anal gland expression and ear hair plucking by request only.
- All services are priced based on size, coat condition and attitude.
- We will charge an additional fee for matting, fleas, ticks, and excessive coat. We welcome you to schedule a time to bring your dog in for a consultation and price quote.
- Please be aware that pets with severe matting are in a health crisis- matting promotes heat exhaustion, sores, bacteria and pain. Pets that have severe matting will be shaved for their health. For the safety of your pet, Paws & Claws will not demat overly matted pets. Once mats are removed pets may have sores or scabs, this liability falls on the owner and we may advise you to seek medical attention.
- Pet owners are welcome to bring toys or "comfort items" to leave with pets during their visit.
- Blades and scissors are used around pets to achieve their grooming. Although we strive for safety, pets are a moving, dancing, licking, affectionate and energetic client.
- Pets who are extremely aggressive will be sent home. If you are aware that your pet may have a temperament issue please notify us. We encourage any owners with extremely aggressive pets to seek grooming through a veterinarian's office.
- Although we strive to make your pet's grooming experience as pleasant as possible, grooming can be stressful and exhausting for your pet. Pets are provided with water but may be thirstier than normal once they get home. We also provide "potty walks".
- Our store and dog wash hours are:

Monday-Thursday	Store hours 10-6:30	Dog wash 10-5:30
Friday	Store hours 10-6	Dog Wash 10-5
Saturday	Store hours 9:30-6	Dog Wash 9-5
- All of our employees are certified in Canine First Aid and CPR through the Red Cross.
- We use only trade quality products.
- If you are dissatisfied with our services please give us the opportunity to make you happy. Please let us know within 24 hours. We will strive to exceed your expectations.
- If you are unable to keep an appointment, please give 24 notice or you may be charged a cancellation fee.