

## **Katz-N-Dogs Terms and Conditions**

### **Payment**

Payment is due at the time of service. If you are unavailable to pay at the time of service, please arrange to pay ahead or let us know you will be calling in. Payment must be made that day. If payment is not received upon completion of service, it is the client's responsibility to call in the payment. A \$15 late fee will be applied to payments made 24 hours or more after the departure of your appointment. Upon the second forgotten or late payment Katz & Dogs will review the situations pertaining to the delays to determine if it is necessary to refer you to another provider. We encourage leaving a secure card on file to avoid late fees if you have a busy lifestyle and this could be a problem. Billing is reserved for established clients. We accept cash, checks and credit cards (4% fee for cards).

### **Cancellations/No Show**

Cancellations and no shows really affect our day. The day is routed to accommodate different clients' schedules and to allow adequate time to groom each animal. It is difficult to rearrange this on short notice and the lost income impacts the business negatively. Small businesses rely on their customers so attention to this matter is appreciated. Please give at least 24-48 hours' notice. Cancellations, late rescheduling requests, and no shows with without a 24 hour notice will result in the full charge of the appointment that was reserved for you in order to cover the income necessary to run the business and pay your stylist. This fee is to be paid within 7 days in order for us to provide further appointments. Cancellation from a first time customer will not be rescheduled. If upon arrival or the day of the appointment you decide not to have one of the animals groomed that was booked, you will be charged for that animal unless the animal is unwell. Customers that are scheduled for the year in advance (recommended) receive a printed list of dates, a texted or emailed list, and all customers receive a courtesy text or call sometime during the week of the appointment. Please add these dates to your calendar. It is ultimately the client's responsibility to remember their appointments.

### **Rescheduling**

Our schedule stays at or near capacity. If you need to reschedule please give as much notice as possible. Rescheduling requests within 2-10 days may not be possible although we will do our best to accommodate. This can mean waiting until your next scheduled appointment, which can lead to matted or overgrown pets that require more care in which the price will be adjusted for that appointment if necessary. If you reschedule often, we may not be a good fit. If rescheduling happens on our end due to weather, illness, travel or mechanical issues you will be rescheduled as soon as possible. This requires working late and/or extra days so your patience is appreciated. Regarding weather, we will cancel the day if more than 3 inches of snow is expected during the work day, unsafe road conditions due to ice or snow, temperatures under 15 degrees, or low wind chill. We will just delay the day until the roads are cleared when possible but you will be notified in any circumstance.

### **Appointment Arrival Times**

You will be provided with an estimated arrival window. This means we will do our best to arrive within the time given, but will not compromise the safety or quality of the pet before you to be 'on time'. Weather, fueling, unexpected interruptions and/or pets that take longer than the time allotted can affect our arrival times. Times are subject to change at any time but we will always try to give as much notice as possible. We encourage you to not schedule other appointments around the grooming that can lead to stressful time

crunches if you choose to be home for the duration of the groom and we are experiencing time differences. We are happy to return the pet to the house and lock up if you find that you need to leave before we are finished.

### **Key on File/ Latchkey**

Many clients take advantage of having their pets groomed while they are at work or otherwise not home. By providing a garage code, key, having a friend let us in, or simply leaving a door open we can groom your pet while you are not home. If this is the best option for you, your pet must be limited to a section of your home where they can be easily accessed. We will not reach under or behind any type of furniture to retrieve an animal.

### **Vaccinations**

All pets must have a rabies vaccination.

### **Pricing**

You will be given an estimated price when you make the first appointment. This quote is based on a regularly maintained schedule (6 weeks or less), average weight, coat, and temperament of your pets breed. Prices are individualized to fit the needs of each pet. Pets that exceed the recommended 6 week or less maintenance require more time, effort, product, skill and cause harsher wear and tear on our equipment in which the price must be adjusted accordingly. If the price is beyond the original estimate, you will be notified. If you choose not to proceed, there will be a \$35 trip fee and you will be charged for the work that was done up to that point (\$5-10 for each item). We do not offer multiple pet discounts on pets that require trimming of any kind or are over 25lbs. Mixed breeds and Doodles are all unique and will be given a broad ranged estimate. A texted or emailed picture is very helpful with any animal to get a better idea of size and coat type. If there is a change in your pet's weight, coat density, longer haircut length, schedule frequency, or behavior the price will be adjusted at the discretion of the stylist. We do not offer refunds. We can make changes or adjustments free of charge when notified within 24 hours of your appointment. Katz & Dogs pricing reflects a customized one on one grooming spa experience in a top quality atmosphere with a highly skilled stylist.

### **Matted or Neglected Coats**

If your pet has extensive matting for any reason the stylist will make a decision as to whether it can be brushed out or must be cut down in order to safely and humanely groom them. You will be notified before we cut the coat into a short style. There is a 20 minute time limit for de-matting at \$1 a minute with a \$10 minimum (it is \$10 to perform any de-matting). If you choose not to proceed, there will be a \$35 trip fee and you will be charged according to what was done up to that point (\$5-10 per item).

### **Senior pets or pets with Health Concerns**

Senior pets or pets with health concerns must be handled with care and will be groomed in a style for their comfort and cleanliness. We will not push a pet past their limits for a desired style or completed stages of the grooming process (ex: blow drying, perfectly manicured trimming). The stylist determines when the pet has reached the end of the grooming session. These pets often take extra time and/or care and can suffer from unfortunate unsanitary conditions or skin problems. We will do our very best to make sure they are clean and comfortable. This will be reflected in the price when necessary and decided by the stylist.

### **Fleas/Ticks/Parasites**

Fleas and ticks are not tolerated. If your animal is found to be infested (5 or more) with either, they will be returned to you as they are in whatever stage of the grooming process they are in. If we are able to continue

the appointment an extra \$15 per bath (usually at least one extra) and a \$25 van cleaning fee will be applied to cover the flea treatment and time it takes to extensively clean the van. You will be moved to the end of the day to prevent the possibility of passing them on. If your pet is found to have parasites, the appointment will be terminated until cleared by the vet. The full grooming charge will apply in either situation.

### **Safety/Extreme Animal Behavior**

Your pet's safety and our personal safety come first. If your pet is showing signs of increased stress such as but not limited to : changes in breathing, prolonged barking, urinating, diarrhea, vomiting, fear biting, or is otherwise aggressive the grooming will stop based on the stylist's discretion and the grooming charge will apply. We do not groom pets with extreme behavior concerns.

### **Client Behavior**

It is important to us to feel comfortable at your home and be able to communicate openly with you about your pet. If any person in the home including housekeepers, maintenance, relatives other pet care providers etc. treats a Katz & Dogs employee with disrespect or otherwise displays inappropriate behavior we will discontinue services. We reserve the right to refuse service for any reason.

### **Accidents/Illness/Injury**

In order to perform quality grooming, our scissors and clipper blades are regularly sharpened and are extremely sharp. We never intend to harm any pet, ever. However, we are working on a moving target. On the very rare occasion that a pet zigs while we zag, nicks, cuts and scrapes can occur. These are almost always minor and superficial. We will apply first aid and let you know. Matted or uncooperative pets are at a higher risk for these issues. We will use the utmost care to keep your pet safe while they are with us. If a pet is uncooperative, high energy, not accustomed to being groomed or has an otherwise spontaneous behavior, they are at risk for accidental injury, usually self-inflicted from jumping around on the table or in the tub or protesting a grooming procedure such as nail trimming and pulling away. We have special, non-invasive restraints for these instances but it can happen before we apply these measures, resulting in an accidental injury of any degree. We only use additional restraints when absolutely necessary. We encourage you to keep your pet current on vaccinations to prevent the possibility of illness. We are a low volume operation, with strict cleaning practices. Any spread of viruses is greatly reduced. Katz & Dogs will not be held responsible for accident, illness, or injury to your pet while in our care.

### **Pre Existing Conditions/Sensitivities**

Grooming can sometimes uncover or aggravate a pre-existing condition or sensitivity, especially in matted or overgrown pets. Please let us know if your pet has had sensitivities in the past to clipper work, ear plucking, or shampoo. Katz & Dogs will not be held responsible for such conditions or self-inflicted exacerbations due to area of sensitivity such as sanitary areas, ears, paw pads, or any part of the body where the animal was clipped closely. Please call us if you have concerns so we can help with suggestions for their comfort or refer you to the vet.

### **Pictures**

If you do not wish to have your pet's picture on our website or social media, please let us know.

### **Communication**

We are thrilled to have so many loyal clients and continued new client interest. Text messaging and Email are the most efficient way to communicate with us. We are 'in the field' all day and cannot answer the phone while working on anyone's pet, or while driving. You may communicate with your stylist by phone on the day of your appointment until 5 pm. Do not call them otherwise or on their personal time. All appointment

matters are handled by calling the main business line 216-978-7055. It is often evening by the time all of the pets have been pampered and we return to home base, the stylists head home, and my family is waiting, needing my attention. I do my best to return voicemail in a timely manner but this can sometimes take several days. Your message will not go ignored. Any delay is simply due to being busy and you will hear from me just as soon as possible. Same day appointments are not available and it is usually at least 1-3 weeks to schedule an appointment.

**How you can help us operate efficiently and stay on schedule**

- Move any vehicles that may need to leave during our estimated arrival window, or during the time we are working with your pet. It can be hard to regain your pet's attention if we are interrupted to move the van to let someone out, and can add several minutes to the appointment if we are set up and have to unplug, move and wait for a vehicle to leave then reset and start late.
- Please let your pet out to go potty before our arrival. Our schedule is based on starting the grooming upon arrival. Waiting until we get there or taking your dog for a walk after we arrive can cause unexpected delays for us.
- Have your pet accessible. Looking for, or having to catch an animal can add a lot of time to the appointment, making us late for the next one. If we cannot obtain your pet in 10 minutes, we must move on and must charge for the appointment.
- Have payment ready. Frequently, people can't find a checkbook, pen, or have trouble writing a check etc. We understand this happens, but whenever possible having it ready beforehand is helpful.
- When working from home, and on conference or business calls, leave written instructions or payment. We often cannot wait for you to finish your call.

Customer Signature

Date

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