

Pups N' Roses Salon Policies

Pricing & Grooming

At **Pups N' Roses**, we strive to provide high-quality grooming services tailored to your pet's specific needs. Below are our policies regarding pricing, service adjustments, and tipping.

Pricing

- Grooming prices are based on **your pet's size, coat type, coat condition, and the specific style requested at booking**.
- The initial quote provided is **an estimate** and may change upon in-person evaluation.
- **Final pricing is determined at the time of service and is non-negotiable**. Prices may be adjusted at any time without prior notice.
- Additional fees may apply if a pet exhibits **extreme behavioral issues** requiring extra time, special handling, or safety precautions.
- For detailed pricing information, please visit our website at **pupsnroses.com**.

Grooming Adjustments

We want you to be **completely satisfied** with your pet's groom!

- Before leaving, please **review your pet's haircut** and let us know if any adjustments are needed—we are happy to make changes on the spot.
- If you notice something after you get home, we offer **complimentary touch-ups within 48 hours** of your appointment.
- After **48 hours**, adjustments may be subject to a fee of up to **50% of the full-service price**, depending on the changes requested.
- If we are **not contacted within one week** of your appointment, any further adjustments will require booking a **new appointment at full cost**.

Tipping

While **gratuities are never required**, they are greatly appreciated!

- Tipping is a wonderful way to show appreciation for your groomer's hard work.
- If you're happy with the service your pet received, a **tip or a simple "thank you" note** means the world to our groomers.
- We sincerely appreciate any gratuity you choose to give and thank you for your support!

No-show, Cancellation, and Late Arrival

At **Pups N' Roses**, we understand that life happens! However, to keep our schedule running smoothly, we have the following policies for cancellations, late arrivals, and no-shows.

Cancellations

- If you need to cancel your appointment, please do so at least **48 hours before the day of your appointment** to avoid any fees.
- Cancellations made on **the day** of your scheduled appointment will result in a fee of **50% of the estimated service charge**, which will be added to your next appointment.

Late Arrivals

- If you arrive more than **15 minutes late**, your appointment **may be rescheduled and considered a no-show** at the groomer's discretion.
- If you arrive **within 15 minutes** of your scheduled time, we may still be able to accommodate your pet, but they will be worked into the schedule as time allows. This may result in a longer wait time or your pet being the last to go home for the day.

No-Call No-Shows & Deposits

Missed appointments without notice result in lost time and revenue. Our no-show policy is as follows:

- **First no-show:** We'll waive the fee as a one-time courtesy. However, you will be required to place an active **debit or credit card** on file to book future appointments.
- **Additional no-shows:** You will be charged **100% of the estimated service charge** to the card on file. If the payment cannot be processed, you will no longer be able to book with **Pups N' Roses**.
- **Deposit Requirements for Repeat No-Shows:**
    - If you have **one** no-show on record, any service costing more than **$150** will require a **25% deposit** at the time of booking.
    - If you have **two or more** no-shows, you must pay the **entire estimated service amount** at the time of booking.

Misleading Appointment Requests

Appointments must be booked accurately to ensure we can provide the best care for your pet.

- If you schedule an appointment for a service different than what you need (e.g., booking a bath when a full grooming service is required), your groomer **may refuse service and mark the appointment as a no-show** at their discretion.
- This will be handled **on a case-by-case basis**, depending on schedule availability and the extent of the service difference.

Pre-Booking Fees

- Any **pre-booking fee is non-refundable**, but it will be applied to your total service charge at your appointment.

Emergency Exceptions

While this policy is firm, we understand that emergencies and unforeseen circumstances happen. If you have an urgent situation, please reach out to us as soon as possible, and we will do our best to work with you on a case-by-case basis.

Special Grooming

At **Pups N' Roses**, our top priority is the **health, safety, and comfort** of every pet in our care. Below are our policies regarding special grooming circumstances, including matting, senior pets, parasites, and difficult behavior.

Matted Pets

Severe matting is a **serious health concern** and can cause significant pain and discomfort for your pet.

- If your pet's coat is severely matted, we **must shave the coat** for their safety and well-being. We understand this may not be what you had in mind, but it is in your pet's best interest.
- Your groomer will determine if **dematting** is possible. However, if your pet becomes agitated or their skin becomes irritated, we will **stop and proceed with shaving**.
- Matting can cause various health issues, including:
    - **Overheating** due to trapped heat.
    - **Restricted blood flow**, leading to muscle atrophy or tissue damage.
    - **Bruising and skin irritation** from tight mats pulling on the skin.
    - **Hidden wounds or infections** due to trapped moisture and debris.
    - **Fleas, ticks, and parasites** thrive in tangled fur.

    - **Severe matting near the rear** can trap urine and feces, leading to infections.
    - **Hematomas (blood pooling under the skin)**, especially on the ears, which may require veterinary care.
- After mat removal, you may notice **redness, bruising, or sensitivity** in affected areas. If any concerns arise, we may refer you to your veterinarian.
- To prevent future matting, we will provide you with **guidance on coat care and maintenance**.

Dematting Fees

If your groomer determines **that dematting is possible and safe**, additional charges apply due to the extra time and skill required.

- **Up to 15 minutes of dematting is included** in your grooming fee.
- If more than 15 minutes is required, a **$1 per minute** charge will apply.
- Dematting carries risks, including (but not limited to) **skin tears, bruising, coat thinning, or uneven fur**, which will be discussed before the process begins.

Senior Pets & Pets with Medical Conditions

Older pets and those with health issues require **extra care and consideration** during grooming.

- Grooming can be **stressful** and may **worsen medical conditions**.
- We may require a **veterinary consultation or clearance** before grooming a pet with known health concerns.

- If your pet experiences **seizures, fainting, nosebleeds, or distress**, we will stop the process and refer you to a veterinarian before rescheduling.
- If a pet has **open wounds, stitches, staples, or recent medical procedures**, we **must reschedule** until they are cleared for grooming.
- Grooming fees may still apply if services are **partially completed** before stopping due to medical concerns.

Parasites

For the health and safety of all pets in our care, we have a **strict flea and parasite policy**.

- If fleas are found, we require a **mandatory flea bath ($5 charge)** to prevent infestation.
- If ticks, lice, or intestinal parasites are discovered, we will notify you and recommend **immediate veterinary attention**.
- Fleas and ticks can cause **serious health conditions**, including (but not limited to):
    - **Tapeworms**
    - **Lyme Disease**
    - **Rocky Mountain Spotted Fever**
    - **Tick Paralysis**

Aggressive or Difficult Pets

For the safety of your pet and our staff, we require full disclosure of **any history of aggression or anxiety-related behaviors**.

- Owners **must** inform us if their pet has a **bite history, reacts aggressively, or struggles with specific grooming procedures**.

- Difficult pets require **extra handling time**, and an **additional fee** may be applied to the final bill.
- We reserve the right to **refuse or stop grooming** at any time if we determine that continuing the service **poses a risk to the pet or groomer**.
    - If grooming is stopped early, **50%–100% of the service price** may still be due, based on the amount completed.
- If a pet is excessively difficult, we may require:
    - A **set grooming schedule** to improve tolerance.
    - Consultation with a **veterinarian** regarding medication options.
    - Working with a **trainer** to modify behavior before returning.
- **Disclosing aggression does NOT disqualify your pet** from receiving services—it allows us to provide the safest and most comfortable experience possible.

Pets in Heat & Pregnancy

For **safety reasons**, we have restrictions on grooming **female dogs in heat and pregnant pets**.

- We **do not groom dogs during their heat cycle** due to sanitary concerns and the potential to trigger aggressive behavior in males.
    - If your dog comes to their appointment while in heat, we **reserve the right to refuse service**, and rescheduling may be required.
    - Dogs in heat should wait **at least 21 days** from the start of their cycle before being groomed.
- Pregnant dogs can be groomed **up until three weeks before their due date**.

- If a pet becomes overly stressed during grooming, we **may stop the process**, and a partial service charge may still apply.
- Dogs within **three weeks of their due date** will not be accepted for grooming. Grooming in late pregnancy can trigger **pre-term labor**, particularly in anxious pets.
- We offer a **maternity trim** for pregnant pets that are comfortable with grooming. This trim is similar to a sanitary trim but extends further up the stomach and around the private areas to help maintain hygiene and make nursing easier. This service is only available for pets within three weeks of their due date, and its availability will be determined by your groomer. While we perform this service, we ask that you wait in the lobby or your vehicle.

Thank you for understanding and helping us keep all pets **safe, healthy, and comfortable**! 🐾 If you have any questions about these policies, please ask your groomer.

