**Our Policies**

1. Our philosophy is to provide a stress-free grooming experience for your pet(animal). We pay special attention to older and special needs animal(s), including but not limited to animal(s) with health issues.
* Your Pet’s safety and comfort are our 1st priority.
* We will not perform any grooming procedure that causes pain or an excessive level of stress.
* Extra care is taken in grooming all animals to limit stress; however, the owner must understand that possible reactions to stress may occur, including but not limited to skin irritation, aggravation to hidden medical issues such as arthritis, and seizures.
* Additionally, skin nicks, clipper irritation or quicked nail(s) may occur.
* **The owner agrees not to hold Betwixt the Paws Grooming LLC responsible for reactions to grooming**.
1. You, the owner will advise us of any medical, physical, or emotional issues. This includes but is not limited to the following:
* Allergies and sensitivities
* Pre-existing conditions
* Prior surgeries
* Hip or Joint Issues
* Moles, warts or skin tags
* Ear and/or skin problems.
1. If your pet has behavior problems, please inform us.
* Betwixt the Paws Grooming LLC reserves the right to use a muzzle on your pet for safety of your pet and our staff, if your pet has a behavior issue.
* The owner will be held liable for any bites that require medical treatment and for any property damage caused by their pet.
* Betwixt the Paws Grooming LLC reserves the right to refuse service
1. Appointments
* We will arrive as close to scheduled time as possible, however, some situations occur that can disrupt the groomer’s schedule. This includes weather, traffic, family emergencies, spending more time with an older, younger or special needs pet. The pet’s safety will not be compromised for a schedule. You will be called and advised of a change in arrival time when schedules change beyond our control.
1. Pricing varies for each pet and is determined by breed, size, condition of your pet.
* Additional charges may apply for misbehaving animals, as this increases the time spent on the grooming procedures.
* There is an additional charge for extremely matted pets. Extremely matted pets may not allow for the style the owner requests. Groomer will advise the owner and may recommend a shave down or much shorter cut. Extra care will be taken during a shave down, but nicks may occur. **The owner agrees not to hold Betwixt the Paws Grooming LLC responsible for said nicks/ cuts**.
1. Betwixt the Paws Grooming LLC will **Not** groom any animal that is not up to date on their vaccinations. Proof of vaccination from your veterinarian is required at or prior to scheduled appointment.
2. **Cancellations and No Shows *(effective 1/1/2022)***
* **A 24-hour notice of cancellation is required**. A **100%** of the scheduled grooming fee will be charged for no shows and last-minute cancellations. Of course, in emergency situations we will work with you.
* In case of **2 or more NO SHOWS,** a prepayment for grooming services and back fees will be required, in order to book a new appointment
1. Enclosures/Crates
* The owner understands his/her pet may be placed in a humane grooming enclosure/crate before, during and after grooming.
1. Payment
* Payment is due at completion of grooming.
* Please be prompt in dropping off and picking up your pet.
* **A day care charge of $10 per hour will be charged if your pet is not picked up within 1 hour of the scheduled pickup time.**
* There will be a $35 charged for Non-sufficient Funds checks.
1. **Release of Liability**:
* I (the owner) agree, understand and hereby release Betwixt the Paws Grooming LLC, their owners, staff, partners, and volunteers, financially or otherwise for injuries to my pet, myself, or any property of mine while my pet is participating in service provided by Betwixt the Paws Grooming LLC. I (the owner) agree to hold Betwixt the Paws Grooming LLC, their owners, staff, partners, and volunteers harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). I authorize Betwixt the Paws Grooming LLC to act as my agent in the event of emergency veterinarian services, caretaking and/or transportation is necessary, and I agree to pay all costs.
* Betwixt the Paws Grooming LLC will be responsible for costs of injuries that are a direct result of the groomer.
* I (the owner) authorize Betwixt the Paws Grooming LLC to seek medical attention immediately if the situation requires.