



Policies and Procedures for Storybrooke Pet Grooming LLC

These policies and procedures have been established to ensure the safety, comfort, and well-being of all pets entrusted to our care. We appreciate your cooperation and understanding. If you have any further questions or concerns, please feel free to contact us at any time. Thank you for choosing Storybrooke Pet Grooming LLC.

Cancellation Policy:

We understand that plans and schedules change, but as a small business, last-minute cancellations or no-shows can significantly disrupt our schedule and impact our ability to serve all our clients. Therefore, we kindly ask for a minimum of 48 hours' notice for any appointment changes or cancellations. Our schedules are often set weeks in advance, and a last-minute cancellation means a missed appointment for your pet, a missed chance for someone else's pet to be groomed, and lost revenue for us. In cases of inclement weather, family emergencies, or illness, we will make every effort to reschedule your appointment at the earliest convenience for both parties. Additionally, Storybrooke Pet Grooming LLC sends out appointment confirmation reminders 7 and 3 days in advance for your convenience. If your appointment is not confirmed after the second reminder, we will reach out directly. For first-time appointments, any rescheduling or cancellations within 48 hours may incur a 50% charge, while those within 24 hours may incur a 100% charge to rebook. For active clients with a recurring schedule, we allow two reschedule appointments per calendar year once you have your appointment dates. We ask that you keep record of your appointments and reach out should any conflict arise.

Home Salon Services:

If the client is more than 15 minutes late for appointment drop-off, the appointment will need to be rescheduled and subject to our cancellation policy. Punctuality is crucial to maintaining the smooth flow of our grooming schedule throughout the day. By arriving late, it disrupts the carefully planned sequence of appointments, potentially causing delays for other clients and compromising the quality of service we strive to provide. We provide a window for pickup time at drop-off to accommodate your schedule.

Health & Safety:

At Storybrooke Pet Grooming LLC, your pet's safety and comfort are our top priorities. We rely on you to provide us with important information about your pet's health and behavior. Grooming can be stressful for pets, particularly those with underlying health conditions or stress-related issues. To ensure a positive experience for your pet, we kindly request that you inform our groomers of any health concerns or stress-related issues your pet may have before the grooming session begins.

For the safety of our staff and your pet, we do not accept aggressive dogs for grooming services. If inaccurate information is provided about your pet's behavior, we reserve the right to terminate the grooming session. Additionally, clients are responsible for any incidents or damages caused by their pets during the grooming session.

In cases where a grooming session cannot be completed, charges will be determined by the groomer, with a minimum charge of 50% of the total grooming cost. Your cooperation in providing accurate information about your pet's

Matted Pet Policy:

At Storybrooke Pet Grooming LLC, we prioritize the comfort and welfare of your beloved pet above all else. We understand that matting can lead to a variety of skin and health concerns, causing discomfort and potential complications for your furry friend.

Therefore, we have established the following policy regarding matted coats: We will perform a shave-down if your pet's coat is heavily matted, prioritizing their comfort and well-being. It's important to note that shaving a heavily matted coat carries certain risks, including the possibility of nicks, cuts, and skin irritations due to the close proximity of the clippers to the skin. Additionally, shaving may reveal pre-existing skin conditions and could lead to temporary behavioral changes in some pets. While we take every precaution to minimize these risks, it's essential to acknowledge their potential. By signing this agreement, you (the client) release Storybrooke Pet Grooming, LLC, and its agents from any liability associated with veterinary care, symptoms, discomfort, or damages to person, pet, or property related to services rendered or equipment used. Please note that there is an additional fee for grooming matted pets, as they require extra time and care to properly address their coat condition.

Additional Costs:

At Storybook Pet Grooming, LLC, we prioritize personalized care for each pet. In cases where grooming services require extra time, skill, or attention, additional costs may apply. This includes:

Special Needs Pets: Pets requiring special accommodations or handling due to age, physical limitations, or difficult handling grooming.

Pets with Health Conditions: Additional charges may be necessary for grooming pets with skin allergies, infections, or other medical issues.

Behavioral or Temperament Issues: Pets displaying anxiety may require extra care and precautions during grooming.

Matted Pets: Dealing with heavily matted coats may require additional time and expertise, resulting in added charges.

Longer Haircuts and Hand Stripping: Pets with intricate hairstyles may incur additional charges to cover extended grooming time and skill.

Cat Grooming: Specialized handling for cat grooming may result in extra fees.

We prioritize transparency and will communicate any additional charges before providing services. Our aim is to ensure the comfort and safety of your pet while maintaining fairness in our pricing policies.

Redo Policy:

At our grooming establishment, client satisfaction is paramount, and we are committed to delivering top-notch grooming services. If you find yourself dissatisfied with the grooming service or haircut provided, we offer a redo policy for your convenience. You have up to 48 hours from the time of the grooming service to request a redo if you are unhappy with the result. We will promptly schedule a grooming appointment to address any concerns and redo the service to your satisfaction.

Please note that the redo appointment must be scheduled within the 48-hour window following the initial grooming service. Additionally, refunds for services will not be given as part of our commitment to ensuring your pet receives the best care possible. We value your feedback and strive to make every grooming experience a positive one for both you and your pet. If you have any questions or concerns about our redo policy, please feel free to contact us.

Photos:

By signing this agreement, you authorize us to take photos of your pet for our records, website, social media, and advertising purposes. If you prefer that we do not take photos of your pet, please inform us upon arrival.

Payment:

Payment is due on the day of service and can be made via cash, check, Venmo, or credit card. While tipping is appreciated, it is never expected. Clients are responsible for any credit card processing fees, which are determined by our payment processor and may change at any time. To help offset these costs, we offer a discount to clients who pay using cash, check, or Venmo, where no processing fees apply.

If payment is not received on the day of service, we allow a 48-hour grace period before a reminder is sent. After 72 hours, a late fee will be added to the bill. Repeated late payments may result in a requirement for payment upfront or a preauthorized card on file.

Pricing is subject to change and may be adjusted annually at our discretion based on service updates, operating costs, and other business needs.