



-Pets are accepted for grooming only under the following circumstances....

—The pet is fit and healthy, Grooming which takes place on an elderly or infirm pet will be at the owner's risk. Grooming may expose pre-existing health\skin conditions for which Powell Bros. Feed & Pet Supply, Inc. cannot be held liable.

—The pet's rabies vaccine is up to date (as required by law) unless otherwise discussed.

—In the event of an emergency, in your absence, you authorize Powell Bros. Feed & Pet Supply, Inc. to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense.

—Payment is to be made at the time of service. Payment can be cash, debit or credit card. At the discretion of Powell Bros. Feed & Pet Supply, Inc., checks may be accepted from return clients with at least two (2) prior completed appointments. Returned checks will incur a \$35 charge. Our rates are based on the breed of the pet and duration of the groom. Nail cutting and ear cleaning are part of the service unless the process is too stressful for the pet or too dangerous for the groomer.

—“De-matting” or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health\skin problems for which Powell Bros. Feed & Pet Supply, Inc. cannot be held liable.

1. Cancellations-----

—Cancellation and rescheduling of an appointment, by the client, requires 48 hours notice to waive the FULL appointment fee.

—In the event of a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 48 hour period.

—We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer.

2. No-Shows-----It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

—We reserve the right to charge the FULL grooming fee due to the loss of revenue caused by a "no-show". Please make every effort to call and cancel or reschedule when possible to avoid such situations.

—A Boarding Fee may be applied to total bill if dog/cat isn't picked up within 30 minutes of call to pick up your dog/cat. \$5 / each 15 mins after call.

Note: Depending on the severity of a flea/tick infestation, a nominal fee may be charged for special flea/tick shampoo.

We reserve the right to refuse service to any pet or client for any reason.