

All daycare and grooming clients of Top Paw Grooming Spa will agree to the Top Paw Client Policy. All clients must adhere to the rules and regulations of Top Paw Grooming Spa in relation to hours of operation, code of conduct and Owner Release liability forms.

Any violation of the Top Paw Client Policy will result in termination of services for this client.

Any disputes with the Client Policy need to be addressed within 24 hours of said dispute.

Missed Appointment and Cancellation Policy

All grooming cancellations must be at least 24 hours in advance to avoid a **No Call/No Show**. Special circumstances can and will be evaluated by the groomers at the time of appointment cancelled.

Failure to show up for three consecutive appointments without proper notice (**No Call/No Show**) will result in cancellation of remaining recurring/scheduled appointments for all pets.

Potential Fees

Late Pickup – Clients acknowledge that pickup times will be no later than Top Paw's posted hours of operation. A Late Fee of **\$10.00** will be applied 15 minutes past closing time with an additional **\$5.00** for every additional 5 minutes to cover late staffing. *Late fees will be added to the invoice at the time of pickup.*

Rush Service – Clients requiring **ASAP Pickup Times** without advanced notice or those requiring a **Squeeze in Appointment** may accrue an **additional fee starting at \$10+** at the discretion of the Groomer to place priority on your service. Top Paw reserves the right to refuse ASAP/Squeeze in Appointments if pet or staff safety is a concern. *Fees accrued will be added to the invoice.*

Matting Fee- Pets with excessive matting requiring additional time/ labor for safe removal involving brushout or shaving services will accrue **additional fees starting at \$10+** at the discretion of the Groomer. *Clients will be notified in advance of fees and Groomer recommendations.*

Daycare

All pets receiving Daycare Services must pass a **Temperament Test** as required by State Law to be allowed in play groups. **Dogs over the age of 8 months must be spayed/neutered.** Pets may be removed or barred from daycare at Top Paw Staff's discretion if inappropriate temperament is displayed at any time, regardless of previous Temperament Tests.

Vaccinations- Iowa Law requires all dogs scheduled for Grooming/Daycare have a current **Distemper and Rabies** vaccination, unless exempted by a veterinarian. **Bordetella Vaccination is recommended but not required.**

All dogs must have a physical or electronic copy of their vaccinations on file at Top Paw, those without proper record will be refused service until provided.

Photo Release

I consent to Top Paw Grooming Spa taking photos/videos of my pets for record keeping, advertising, social media, and showcasing of groom work. Images of pets will not be used for unethical purposes, to depict poor hygiene or censored content, or in any way that compromises client privacy including the use of names or identifying information.

I am the owner, or the appointed agent of the pet named, and I have read and hereby agree to all the terms and conditions outlined in the preceding Client Contract.

Signed: _____ **Date:** _____