



POLICY AGREEMENT

FINANCIAL TERMS

A \$25.00 deposit is required to book appointment which will be applied to the total balance owed for services. Payment is required upon completion of services. Celebrity Pets graciously accepts cash, Venmo, or credit card transactions. Services will be paused until the payment, including fees, is fully resolved.

CANCELLATION AND MISSED APPOINTMENT POLICY

Though rare, unforeseen circumstances (e.g., equipment failure, adverse weather, sickness) might necessitate Celebrity Pets to cancel an appointment. We will notify you beforehand and reschedule as soon as possible. However, if you cannot attend your appointment, kindly inform us a minimum of 24 hours in advance. Failure to cancel appointment within 24 hours will result forfeiture of your \$25 deposit. In the event that the groomer arrives at your home and pet is not

available or “no-shows” a \$25 trip charge will be applied in addition to forfeiture of your \$25 deposit. Any clients with multiple pets scheduled who decide to forgo grooming for one of your pets at the last minute, you may still incur a partially charge for that service. We encourage clients to keep track of their schedules; nonetheless, Celebrity Pets will extend a courtesy text message or call a day in advance as a reminder.

SERVICE SCHEDULE

Your appointment schedule is an 'estimated time of arrival,' subject to a 1–2-hour window. As a mobile service, we occasionally experience unavoidable delays due to circumstances such as refueling, traffic, increased distance from a prior appointment, or unforeseen complications at a previous appointment. If we anticipate arriving more than 15 minutes early or late, we will make an effort to notify you in advance.

COAT CONDITION AND GROOMING

Coat matting can cause significant discomfort to pets and lead to skin problems. The process of de-matting can be painful and time-consuming. Therefore, clients are urged to maintain their pet's coats to prevent such issues. The client is responsible for any adverse effects of mat removal, such as clipper irritation or accidental cuts from the grooming tools. The grooming process may occasionally expose underlying skin conditions. If the coat is severely matted, it may need to be completely shaved down. The client will bear responsibility for any behavioral changes or adverse reactions to sun exposure due to coat shaving. Moreover, Celebrity Pets is not responsible for failure of hair to grow back or grow back unevenly.

VACCINATION REQUIREMENTS AND PET BEHAVIOR

At Celebrity Pets, safety is paramount. Before any grooming service, we require proof of your pet's current rabies vaccination. The client should also provide their current Veterinarian information. In addition, the client must inform us beforehand if their pet has aggressive tendencies or a history of biting. Celebrity Pets reserves the right to refuse service to any pet exhibiting aggressive behavior. If misrepresentations about the pet's behavior are made during the appointment booking, we will discontinue services, and the client will be liable for the full grooming fee. In addition, if the pet's behavior causes the grooming service to take longer than additional fees may apply.

GROOMING OF SENIOR PETS AND

PETS WITH HEALTH CONDITIONS

Grooming can sometimes be stressful for senior pets or those with health conditions, potentially causing injury. We take extra care to groom these pets in a way that prioritizes their comfort and cleanliness, aiming to minimize any added stress. Celebrity Pets will not be liable for accidents or injuries during grooming pets afflicted with pre-existing health risks/conditions.

FLEA AND TICK INFESTATION

Clients are responsible for ensuring their pets are free of fleas and ticks. If Celebrity Pets detects any infestation during grooming, we will administer an appropriate flea and tick shampoo treatment to maintain salon sanitation. Please note that an additional \$25 sanitation fee will be charged in addition to the grooming fee if an infestation is discovered. Unfortunately, despite our best efforts, this treatment may not be 100% effective and occasionally cause allergic reactions; Celebrity Pets cannot be held accountable for such instances.

DISCOVERY OF PRE-EXISTING CONDITIONS

At times, grooming can uncover hidden medical issues or potentially exacerbate existing ones. This could occur during or post-grooming and may necessitate immediate veterinary attention.

Therefore, in your pet's best interest, we require your consent for Celebrity Pets to act as an agent and seek veterinary services at your expense if we cannot contact you promptly.

IMAGE USE

Celebrity Pets reserves the right to take photographs of your pet before and after grooming. At our discretion, these images may be used for promotional purposes on our website, social media platforms, or other advertising materials.

By availing our services, you agree to these terms and conditions. We look forward to providing the best possible care for your pets at Celebrity Pets.