

Top Paw Client Contract

All daycare and grooming clients of Top Paw Grooming Spa will agree to the Top Paw Client Policy. Any violation of the Top Paw Client Policy will result in termination of services for this client. Any disputes to the Client Policy need to be addressed within 24 hours of said dispute.

1. No Call No show policy

Failure to show up for an appointment without giving 24-hour notice will result in a No Call/No Show. After the third No Call/No Show on record, client will be required to pay a 50% deposit upon appointment scheduling. If client does not show for this appointment, the deposit is NOT refundable, and will be subject to termination.

2. Cancellation policy

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

3. Rebooking Policy

Rebooking grooming appointments will be acknowledged with a 10% discount to be applied at the rebooked appointment. A No Call/No Show will result in the discount being removed. Moving appointments with a reasonable amount of time in advance will keep the 10% discount intact.

4. Late Fees

Pickup times will be no later than the hours of operation posted at Top Paw. Late fees will be applied beginning at 15 minutes past the posted closing time. Late fees apply as follows: \$10.00 automatically 15 minutes past closing time, with \$5.00 added for every 5 minutes further. Late fees must be paid at time of pickup.

5. Emergency Vet

Top Paw's Emergency Vet on file is Dr. Humphries at Roland Vet Clinic. In the event of an emergency, if an owner cannot be reached, Top Paw will seek emergency vet care at Roland Vet Clinic.

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. Iowa Law requires all dogs to have a current Distemper and Rabies vaccination, unless exempted by a veterinarian. All dogs must have a physical or electronic copy of their vaccinations on file at Top Paw. Iowa Law also requires Top Paw Employees to perform a temperament test on all dogs, failure of this test must result in termination of services. Any questions or concerns with the Top Paw Client Policy can be addressed to Clint and Cari Rothfus, the owners of Top Paw, at any time!

Signed: _____ Date: _____