



Thank you for choosing The Precious Pets to be your pet's groomer.

Your pet is very important to us, and we would like to assure that every effort is made to make your pet's grooming experience as safe and pleasant as possible.

This Terms Of Service should be read and understood fully before we carry out any work with or on your pet.

Grooming Instructions

We require pet owner to specify on the haircut requirement before grooming. Grooming will be completed in accordance with the pet owner instructions. Owner must understand that whilst every effort is made to produce the desired visual effect, the final outcome may not be as visualized. If the pet coat is found to be matted during groomer's examine, a short shave could be unpreventable. Please kindly refer to our matted pet policy.

Terms of Service

1. MEDICAL CONDITIONS OR SENIOR PETS

Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems. Grooming can expose hidden medical problems as well as aggravate an existing one, whether it be during or after the groom. Because senior pets and pets with health problems have a greater risk of injury, these pets will be groomed for comfort and cleanliness, as The Precious Pets will not compromise any pet's health and/or wellbeing to achieve "the perfect groom". The pet owner will advise The Precious Pets of any medical, physical or emotional issues, allergies, sensitivities, or pre-existing conditions. These conditions may include, but are not limited to, prior surgeries, hip and/or joint issues, warts, moles, ear infections or skin problems. The owner will also inform The Precious Pets of new conditions as they arise. The Precious Pets will not be responsible for accident or injury to elderly or health-compromised pets during their grooming. By engaging our service, the owner agrees that The Precious Pets has permission to groom their senior or health-compromised pet, and has discussed any and all (past and present) health problems to the best of their knowledge.

2. MATTED PET POLICY

Pets with matted coats will require extra attention. If the matting is deemed minimal by our groomer, and the pet responds well, we may brush them out for an additional fee (\$10-\$20 based on the size of the pet). However, if we do not believe we can remove the mats in a timely manner or we feel your pet is in pain, we will not continue and will short shave. We firmly believe that grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary de-matting. We will notify you before short shaving your pet. If permission to short shave is denied, the groom will not be proceeded and we will only charge transport fee of (\$30-\$40.) There is a greater risk of nicking, scratching, cuts etc, during the grooming process. In addition, the skin may appear red, itchy and irritated due to the lack of oxygen reaching in and under the fur. The Precious Pets will not be held responsible for any injury sustained while grooming a matted pet, including any after effects. Our groomer will be more than happy to demonstrate effective brushing techniques for matting prevention.

3. ACCIDENTS

Although accidents are very rare, there is always a risk when dealing with pets. Grooming equipment can be sharp, and although we use extreme caution and care in all situations, possible accident could occur including cuts, nicks, scratches, quicking of nails etc. In most cases, this can happen when a pet is wiggling, distracted or moving around. Any incident, no matter how small, will be communicated to the pet owner. If necessary, The Precious Pets will transport your pet to the nominated Veterinarian. Any veterinary bills resulting from a pet being matted, elderly, aggressive or difficult temperament, or from a pre-existing or unforeseeable condition will be the sole responsibility of the owner. Your pet's safety and comfort is our number one priority. Therefore, if our groomer feels that your pet's safety will be compromised they will cease the grooming and notify you immediately. In the event that an accident does occur, you will be notified.

4. MUZZLES

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal allowing the grooming process to continue. If your pet acts in a manner that our groomer feels is dangerous, The Precious Pets has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to.

5. DANGEROUS/AGGRESSIVE PETS AND BEHAVIOURAL ISSUES

The owner must inform The Precious Pets if your pet bites, has bitten before, is aggressive, unpredictable and/or has any other behavioural issues, including nervousness. If the owner fails to notify us of any potential danger or behavioural issue, you can and will be liable for all medical fees, out of work compensation, as well as any and all property damage. We will make every reasonable attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves or our groomers. We reserve the right to muzzle any pet for their safety and ours.

6. RIGHT TO REFUSE/STOP SERVICE

If a pet is felt to be exhibiting behaviour that is unsafe, it may be in the best interest of the pet that the grooming be stopped. A fee will be charged dependent on work completed up to that point. The Precious Pets has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during or after grooming. We do not sedate any pet, only the vet can do so.

7. PHOTOS & VIDEOS

The Precious Pets may take pictures or videos of your pet before and after grooming for website, advertising and education.

Agreement

You indicate that you fully understand and agree to our terms of service. You also agree that you release The Precious Pets, its owners, employees and affiliates from all liabilities, expenses, damages and costs resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward.

Thank you
The Precious Pets Team