

Grooming Terms

By scheduling a grooming appointment for your cat, you acknowledge and agree to comply with all of our grooming policy below. Our priority is to provide a safe and stress-free experience for all involved.

Admission

When making a grooming booking, it is compulsory for clients to complete the Assessment Form, read and sign our Grooming Terms and Services in order to get their booking accepted and confirmed.

Matted Cat Policy

At XMMO, we prioritize the well-being and comfort of your feline companions during grooming sessions. To ensure the safety of your cat and maintain the quality of our services, we have implemented the following policy regarding matted coats:

Mat Removal Approach:

- Severely matted coats pose risks to your cat's health and may cause discomfort. In cases of extensive matting, our grooming team may recommend shaving (lion clip) for your cats. We still charge de-matting services on top of the shaving.

Risks Involved:

- Mat removal procedures carry inherent risks, including the potential for nicks, cuts, or abrasions, particularly in areas with underlying skin conditions such as warts or moles. Additionally, moisture trapped within mats can lead to skin irritations or bacterial infections. XMMO will not be held responsible for any injury sustained while grooming a matted cat, including any after effects. In the event that we need to bring your cat to the vet due to injuries, all vet bills will be responsible by the owner of the cat.

After Effects:

- Following mat removal, your cat may experience temporary side effects such as itchiness, redness, or self-inflicted irritation. Hair regrowth may also vary depending on individual factors.

Prevention and Regular Grooming:

- Preventative measures play a crucial role in minimizing matting. We strongly encourage regular grooming appointments every six weeks to maintain a healthy coat and prevent severe matting.

Owner Responsibility:

- It is the owner's responsibility to schedule regular grooming appointments and engage in at-home grooming practices to prevent matting. We will not continually de-mat your cat as we want to work with responsible cat owners.

Acceptance of Risks

- Although accidents are very rare, there is always a risk when dealing with cats. 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 cat is wiggling, moving around or trying to jump away. Any incident, no matter how small, will be communicated to the cat owner. If necessary, XMMO will transport your pet to the closest veterinarian or a nominated one. Any veterinary bills resulting from accident incurred during the grooming process will be the sole responsibility of the owner. Your cat's safety and comfort is our number one priority.

Medical Emergencies and Heart Conditions

XMMO Cat Grooming Salon prioritizes the health and well-being of all cats in our care. However, some cats may have underlying medical conditions, including undiagnosed heart disease, that can result in sudden health emergencies such as heart attacks.

In the unfortunate event that a cat suffers a fatal heart attack while grooming at XMMO, we will take all reasonable measures to provide emergency assistance. However, XMMO cannot be held liable for any death caused by natural causes, pre-existing medical conditions, or sudden health complications beyond our control.

By signing this agreement, the pet owner acknowledges and accepts that XMMO is not responsible for unforeseen medical emergencies, including fatal heart attacks, that may occur during the groom.

Dangerous/Aggressive Animals and Behavioural Issues

Disclosure of Behavioural History

- Owners are required to disclose any known aggressive tendencies or behavioural issues when scheduling appointments to ensure appropriate precautions can be taken. There will be a hard handling fee charge on cats displaying signs of aggression or danger, such as hissing, growling, scratching, or biting.

Handling Procedures:

- In cases where a cat exhibits aggressive behavior, our staff will take appropriate measures to ensure the safety of both the cat and the groomer.
- Aggressive cats may require additional handling equipment, such as muzzles or anti-biting collar or restraint devices, to safely perform grooming procedures.

Refusal of Service:

- In the event that a cat's behavior poses an unreasonable risk to the safety of our staff or other animals, we reserve the right to refuse grooming services.

Partial Charges:

- If grooming is halted due to aggressive behavior displayed by the cat, the salon reserves the right to charge 70% of the total cost of the grooming service.
- This partial charge covers the time and resources invested by the groomer up to the point of interruption.

Client Cooperations

- In the event that grooming needs to be stopped due to aggressive behavior, the client will be promptly notified.
- The client will be informed of the reason for the interruption and any observations made by the groomer regarding the cat's behavior. We ask clients to kindly

accept our information about their cats' behaviours during the grooming session. Cats' changes of behaviours are vary and they might react differently each time they get groomed even through the same grooming procedures.

Allergy to Shampoo and Grooming Products Policy:

At XMMO, we use hypoallergenic shampoos and conditioners, which are suitable for cats that have sensitive skins. Please understand that there is still potential risks of allergies, so that we have the allergies policy below:

Disclosure of Allergies:

- Clients are required to disclose any known allergies or sensitivities that their cat may have to grooming products at the time of booking the appointment.
- This information will enable our grooming staff to select appropriate products and take necessary precautions to minimize the risk of allergic reactions.

Client Responsibility:

- By booking an appointment at our salon, clients agree that they have disclosed any relevant allergy information and understand the potential risks associated with grooming procedures.

Disclaimer:

- While we take all necessary precautions to minimize the risk of allergic reactions, we cannot be held liable for any allergic reactions or adverse effects that may occur during or after the grooming session.
- Clients understand that they are responsible for any veterinary bills or expenses incurred as a result of allergic reactions to grooming products used at our salon.

Cancellations/No-show Policy

Deposits:

- A non-refundable deposit is required at the time of booking to secure your grooming appointment.
- This deposit is applied towards the total cost of the grooming service.

Cancellations:

- Clients may cancel or reschedule appointments up to 24 hours before the scheduled grooming session without incurring additional charges.
- Cancellations made less than 24 hours before the scheduled appointment will result in forfeiture of the deposit.

No-Show Policy:

- Failure to show up for a scheduled appointment without prior notice will result in the forfeiture of the deposit and \$50 no-show fee will be charged to clients.
- Clients with repeated no-show instances may be required to prepay for future appointments.

Late Arrival

- Clients arriving more than 20 minutes late may be asked to reschedule or may be charged \$20 late fee. Please inform us if a different person is picking up your cat when dropped off, as we will not hand any cat to a person we don't know / we don't have on file.

Quality Assurance:

- If you are dissatisfied with the grooming service provided, please notify us within 48 hours of the appointment.
- We will review the concerns and, if necessary, schedule a complimentary follow-up appointment to address any issues.

