

## **BEACHTOWN PETS MOBILE SPA PET GROOMING AGREEMENT**

1. **Vaccinations:** By signing this agreement, owners verify their pet(s) is current on their yearly vaccinations including: Rabies, Distemper, Parvo-Virus, Bordetella (Kennel Cough). Proof of Vaccination or current titer testing shall be provided to BeachTown Pets Mobile Spa upon request. Special circumstances will be taken into consideration.

2. **Pet Safety:** Owners MUST inform BeachTown Pets Mobile Spa if their pet(s) bites, has bitten, or is aggressive to people, other pets or specific grooming procedures. Due to the intimate nature of the grooming process, or a pet's tolerance level for stress, strangers, or handling, some pets can become anxious or reactive during the grooming service. If we determine that continuing the grooming service would present a threat to your dog's emotional or physical health, and/or the safety of the groomer completing the service, we will discontinue the grooming service, contact you immediately, and you will be responsible for any services rendered. We will take every precaution necessary to complete the grooming service safely and humanely including the proper use of common industry safety equipment such as grooming loops, muzzles, and restraints. **Please note:** You will be charged an **Aggressive Dog Fee of \$400** in addition to the quoted groom fee if your dog is a bite-risk to our groomers. Our groomers have to deal with their own anxiety to keep your dog safe as well as themselves during these scary situations. If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

3. **Health or Medical Problems & Senior Pets:** Grooming procedures can sometimes be stressful, especially for a senior pet or pet with health problems. These procedures can expose hidden or aggravate known medical problems, during or after the groom. Because senior pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in the style that will not add to their stress. All large senior dogs weighing 40 pounds or more, need to be able to stand up for several minutes as well as walk onto ramps and into/out of tubs inside the van. In the event your pet cannot be groomed, there is a minimum \$50 trip fee.

4. **Mat Removal:** We care about your pet's safety and well-being, and we want to assure you that every effort will be made to make your pet's grooming experience as pleasant as possible. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort, can aggravate pre-existing skin problems, and there is a greater risk of injury, stress and trauma. Owner understands, it is at BeachTown Pets Mobile Spa's discretion to determine if it is safe for the pet to be de-matted, and if not, a "shave-down" of the pet's coat will be completed. Closely shaved pets may expose pre-existing skin conditions and are also prone to sunburn and should either have sun screen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. Removing a heavily matted coat includes the risk of nicks, cuts and/or abrasion due to moles, warts or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin which can cause mold, fungus, bacteria or skin irritations that exist prior to the grooming process. The after-effects of mat removal may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow in some breeds and coat types. Owner is responsible for the condition of the pet's coat and will not hold BeachTown Pets Mobile Spa responsible in the event of adverse effects of mat removal. If the grooming service takes more than 2 hours, there will be an additional charge of \$15 per 15 minutes.

5. **Accidents:** There is always the possibility an accident could occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur, including cuts, nicks and scratches. In most cases, this can happen when a pet does not remain still.

6. **Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on your pet is needed, so please let us know. Flea treatments start at \$35 extra as we will take extra time to comb through your pet for fleas/ticks. We use a safe shampoo that is great for dogs, cats and puppies over 3 months of age, and it needs to stay on your pet for 10 minutes. The price will go up if your pet has live fleas/ticks and has brought them into our grooming van without letting us know beforehand. The spread of fleas will cause us to shut down for a few days so we can fumigate the van. If your pet has fleas/ticks, we recommend you contact your vet to obtain one of the newest flea prescription medications that are working well for your area. **Please note:** The shampoo will only kill the parasites and their eggs on your pet during our treatment.

7. **Deposit & Payment Methods:** BeachTown Pets Mobile Spa requires a credit card hold for all appointments. Through Square you will be able to enter your credit card/debit card info which will be securely and safely saved to your pet's profile. We accept cash, credit cards, and Zelle for final payment.

8. **Collection Costs:** You agree to pay all costs of collecting the amount you owe under this Agreement, including court costs and reasonable attorney's fees, as permitted by applicable State law.

9. **No Shows & Cancellations:** We respectfully request at least 48 hours in advance notice for cancellations and/or rescheduling appointments. It is difficult to fill last minute cancellations, which results in a complete loss of income for the groomer. Any cancellation or reschedule made less than 48 hours will result in a cancellation fee equal to 50% of the reserved services or \$50, whichever is greater. **Please note:** If we come to your house but are unable to provide service due to a problem with access to your pet(s) or property, you will be charged as for a cancellation. Any no shows (meaning no phone call/text or calling after the appointment has already started) 100% of the full grooming fee will apply.

10. **Unforeseen Circumstances:** Although our vans are set up with water and power sources, there may be times where we may ask to use your garden hose (or water bib) and/or electricity outlets in emergency situations. Please also understand that due to the very nature of being mobile we will occasionally be late for an appointment due to circumstances beyond our control (traffic, accidents, weather, unpredictability of pets, etc.) and cannot be held liable for unavoidable time delays.

11. **Social Media:** I understand my pet may be used in publications including electronic, audio visual, promotional literature, advertising, community presentations, letters to area legislators, and social media. My consent is freely given as a public service without expecting payment. I release this establishment and their respective employees, from any and all liability which may arise from the use of such news media stories, promotional materials, written articles, videos and/or photographic images.

**RELEASE:**

***I am the owner/caregiver of this/these pet(s), and I have read and understood the foregoing cautions, printed above. I realize that pet grooming may cause injury or allergic or other reaction to my pet(s), but I desire to have BEACHTOWN PETS MOBILE SPA perform the grooming. Therefore, I consent to and authorize the grooming of my pet(s) and I release BEACHTOWN PETS MOBILE SPA and its owners, operators, and employees from any responsibility or liability arising out of the performance of those services.***

***I have read and accept this release for the groom today and for all future grooming appointments. I agree to pay the full amount due for services rendered at the completion of the service.***

Full Name: \_\_\_\_\_

Date: \_\_\_\_\_

Your Signature: \_\_\_\_\_