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***Creative* Mobile Pet Spaw**

**A New Breed of Health and Style**

**Grooming Agreement Policies & Procedures**

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**You are responsible for reading this agreement. Our policies and procedures are designed to ensure efficiency, quality, and outstanding service to all clients of 4 Paws and a Tail and are taken very seriously. Business stuff aside, we really love what we do and although these policies may seem strict, it is what cushions our ability to be at maximum performance.**

**If you are not 100% satisfied with our services, please contact us within 24 hours of the appointment in question and we will do our best to resolve the issue.**

* **Current Vaccinations:** *By signing this agreement (prior to first appointment), owners verify their pets are current on Rabies & DHPP vaccinations.* Be prepared to show proof of vaccination records prior to service. 4 Paws and a Tail requires your pet be vaccinated against the following infectious conditions including: Distemper, Hepatitis, Parainfluenza, and Parvovirus. The DHPP combination vaccine is given to puppies 3 times from ages 6-weeks to 16-weeks then a booster at 1 year of age and then every 3 years throughout their life.
* **Health, Medical Problems & Senior Pets:** Pets must be healthy, and dogs must be able to stand up on their own during the grooming process when needed. Grooming procedures can sometimes be stressful, especially for a senior pets’ which can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this agreement will give 4 Paws and a Tail permission to obtain immediate veterinary treatment (if turn-key services are provided) for your pet should it be deemed necessary. We will do our best to contact you first if you are not home, then take your pet to your authorized Veterinarian. It is agreed that all expenses for Veterinary care will be covered by you, the pet's owner upon signing this agreement.
* **Aggressive or Dangerous Pets:** Please understand that every attempt will be made to give your pet(s) the safest and highest quality groom possible. Untrained, aggressive, hyper or elderly pets can be a danger to themselves and the stylist. There is always risk involved in any activities involving unpredictable/unmanageable pets. It is the owner’s responsibility to provide a healthy and cooperative pet.Owners **MUST** inform 4 Paws and a Tail if pets’ bite, has bitten, or is aggressive to people, other pets or specific grooming procedures. By signing this agreement, you give permission for 4 Paws and a Tail to use a soft-muzzle for dogs or an air-muzzle for cats if deemed necessary by the pet stylist. Muzzling will not harm your pet and protects both the pet and the stylist. Should your pet cause excessive difficulty such as but not limited to, continuously struggling, biting, urinating, or defecating during the grooming process, 4 Paws and a Tail reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge a difficult handling fee in addition to the regular full price grooming charge. Aggressive/biting pets will not be accepted, though this is determined on a case by case. If we feel it is an issue we can safely work on, we are happy to rehabilitate a scared or stressed pet at the expense of the owner. If the pet should bite, the owner agrees to be responsible for all related medical bills, recovery costs, loss of income and equipment damage. **There is a $25 charge for bites breaking the skin and will result in the immediate return of the pet to its home and client will be charged full price of the groom.**
* **Mat Removal:** Pets with matted coats need extra attention during their grooming session and every effort is made to protect your pet’s skin and coat while removing mats. Mats left in a pet’s coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. 4 Paws and a Tail does not wish to cause serious or undue stress to your pet and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaving extremely matted ears might also encourage head shaking which could cause a hematoma which will need to be seen by your veterinarian immediately. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases’ pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. **There is an extra charge for de-matting on top of the regular grooming charge.** **You as the owner, agree to in no way hold 4 Paws and a Tail responsible for any problems resulting from grooming of your matted pet. The well being of the pet is first priority over vanity and chronic matting/tangling due to neglect will be removed for the safety and well being of the pet.**
* **Accidents and damages:** There are always the possibility an accident could occur as we are working on live moving animals. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Every effort will be made for your pet to be groomed as safely as possible. 4 Paws and a Tail shall not be held liable for any after grooming effects nor will it be held responsible for stressful effects that grooming may cause on any pet, including but not limited to, geriatric pets, puppies, kittens, cats, pets with other special needs or health problems and brachycephalic pets. By signing this agreement, you understand and agree to hold take 4 Paws and a Tail, it is owners, operators, employees, officers, and directors harmless from any damage, loss or claim arising from any condition or pet(s) serviced, either known or unknown to 4 Paws and a Tail.
* **Puppy's, kittens & pregnant pets:** The first grooming experience for a puppy/kitten (or any aged pet) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. We do not work on pregnant pets because it could make the pet miscarry if she becomes stressed.
* **Pet Owners:** Pet owners are not allowed in the mobile unit during the grooming process. Pets are easily distracted by the presence of their “pack leader”. **Please DO NOT DISTURB the stylist or grooming van during services for the safety of your pet and quality of the groom. Please text to communicate anything needed after the grooming process has begun.** 4 Paws and a Tail is not responsible for accidents caused by owner distraction during grooming.
* **Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworm and other health problems. We do recommend effective products but do not supply them. It is the owner’s responsibility to keep their pet flea and tick free**. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied**. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease or other tick-borne illnesses. **Please note that parasites are a health hazard to your pet as well as to humans.**
* **Arrivals:** We operate within a 2-hour appointment arrival window (ex. 1pm-3pm arrival time). Arrival times are given due to unforeseen circumstances such as weather conditions, mechanical malfunctions, traffic or extended grooming times of an earlier appointment. This is not how long it will take to groom your pet.

During hurricane or winter months we reserve the right to reschedule appointments due to extreme weather conditions. This is not only to protect our mobile unit but also for the safety of the pet and stylist. You will be notified if rescheduling is needed for weather or mechanical malfunctions.

* **When we arrive: We will be using our own safety leash for dogs, so your leash is not necessary, and we prefer them to be left with you. If you choose for us to use your pet’s collar and leash and pet should slip out from and escape 4 Paws and a Tail is not liable. Cats MUST be in your pet carrier when we arrive.**

Please have your pet ready and taken out to potty prior to the scheduled appointment time. We will notify you when we are on our way to you by text. If turn-key services are used, an up to 5-minute walk before and after the groom is included to ensure your pet is as comfortable as possible, unless weather conditions are poor.

* **Appointment schedule:** It is preferred that pets be on a **2,3,4 or 6-week** care schedule and they get overall priority. 8-week appointments are also excepted but are limited to short hair pets. 4 Paws and a Tail does not pre-schedule any appointment longer than 8 weeks. If you choose to book an appointment without setting up an 8-week or less schedule, you could be postponed or cancelled for someone who is willing to commit to a regular schedule. You will have to text or email to get a new appointment for each visit. You will also be subject to higher pricing as an unmaintained pet requires more time and causes greater wear and tear on our equipment and stylist. It also adds extra stress and sometimes discomfort to your pet. Appointments are scheduled by our route areas. **Turn-key services makes keeping your appointment possible and at times must be used when appointments clash with your schedule. This allows for all routes to stay consistent and efficient. By minimizing drive-time we are maximizing the individual time we spend with each one of our special furry clients.**
* **Holiday Appointments:** To prevent charges on our account, please inform us if you are planning to leave on vacation during November and December so that no pre-scheduled appointment is made during your absence. This way everyone is on the same page; appointments are not made during the time you are gone, and 4 Paws and a Tail has the chance to possibly fill that appointment slot.Wolf Pack members get exclusive rights to prime holiday week appointments before any other customer.
* **Turn-Key Services**: If turn-key services are requested, the owner agrees to provide a safe place to leave the pet for the stylist to easily access. **Cats must be in carriers.** Keys, alarm codes, garage codes etc. are kept safe and are only used when you can’t be home. By signing, you give permission for 4 Paws and a Tail to come into your home during that scheduled appointment date and time to provide services for your pet while you are away.
* **Online photos & Reviews:** By signing this agreement you agree and understand that you will not give negative online reviews due to necessary changes and no slander is allowed. You agree in no way to slander or injure 4 Paws and a Tail’s reputation or goodwill of the company, including by way of illustration, through any contact with clients, prospective clients, vendors, suppliers, social media, employees, advertisements, public relations firm(s) media, investigators, or agents of the company. You give us permission to take photos and videos of your pet while in our care. All photos & videos taken of your pet while in our care is property of 4 Paws and a Tail and you give us permission to post on social media, websites and use in advertisements.
* **Prices & Payments: Prices are non-negotiable. Payment is due at time of service.** Cash or check is preferred. Please make checks payable to 4 Paws and a Tail. **Checks that are returned are subject to a $30.00 returned check fee on top of the regular grooming charge. For every day not paid, $5 will be accrued.** More than 2 returned checks and we will no longer provide services. **Asking us to hold payment will incur a $30 service fee plus every day not paid to the date requested to hold will accrue $5 on top of the regular grooming charge.** We will only hold payment one time as a courtesy.For your convenience we provide credit card processing at no additional fee.
* **Cancellations & rescheduling *PLEASE READ CAREFULLY*: We consider canceling to be to cancel your regular week schedule planned appointment to not take place as agreed upon for whatever reason and 4 Paws and a Tail will see your pet on their next regular planned appointment. We consider re-scheduling to be when you just need to change the time or day that week of the regular planned scheduled appointment.**

Canceling and rescheduling should not be necessary as we can groom your pet while you are away with our convenient Turn-Key services. Emergencies are considered on a case by case basis. We understand there are emergency situations as we have them too and we will absolutely work with you but not on a continued regular basis. **3 cancellations/reschedules are allowed for the year.** **After that, all future appointments will be terminated.** Keeping all appointments ensures we can grow our company and keeps your pet’s skin and coat in great condition. All appointments made are financially accounted for in-advance for company growth and continual education costs. Please be respectful of our time as we are a by-appointment only company and can only allow so many clients into our books in a year. Appointments cancelled or rescheduled is money lost permanently for the company. 4 Paws and a Tail appreciates your understanding and cooperation with this very important policy**. If you need to cancel or reschedule, please give a 24-hour notice by text or email. Failure to do so will result in a $50 per pet last minute cancellation fee. Please make sure to receive a response back from us so that it’s clear that we received the message.**

* **No-shows:** Not confirming your appointment by text or email within 24-hours of the appointment is considered a no-show (unless we hear from you about canceling or rescheduling) **which will result in a $50 per pet non-cancellation fee.** If you or your pet are a no-show when we arrive at your door for your confirmed scheduled appointment time, you will be charged the FULL PRICE of the service-NO EXCEPTIONS. If availability allows, we will reschedule the appointment but if no otherappointment slot is available when we are in your area, you will have to wait.

By signing this agreement, I agree if I wish to terminate services with 4 Paws and a Tail I must call, text or email and I must receive a response back from 4 Paws and a Tail stating that they received my cancellation notice of all appointments. If I do not contact 4 Paws and a Tail, then I am responsible for all fees applied and accrued to my account as well as full groom price of each regular scheduled grooming appointment.

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**This 2021 Legal Grooming agreement policies and procedures form can be found and printed from our website at** [**www.mobilegrooming4pets.com**](http://www.mobilegrooming4pets.com)**.**