

Hometown Vet Mobile Grooming

GROOMING POLICY AGREEMENT

Pet Name: _____ Client: _____

Breed: _____ Age: _____ Color: _____

Special Requests: _____

Every client will be asked to read and sign the Hometown Vet Mobile Grooming (hereafter Hometown Vet) Policy Agreement prior to any grooming services being performed. I do hereby entrust my pet(s) to Hometown Vet for the purpose of grooming my pet(s).

PAYMENT INFORMATION

Payment is due at the time of service. We do not accept checks. We take credit cards and cash. There will be a \$50 deposit taken to reserve all appointments. There will be a \$100 deposit for appointments of 3 or more pets.

CANCELLATION POLICY/NO SHOW/TRIP FEE

In the event I need to cancel my appointment I understand that I must notify Hometown Vet at least 24 hours in advance prior to my scheduled appointment. I acknowledge that if I should fail to do so I will lose my deposit \$50.00 I understand that there is a no show fee of 50% of the grooming scheduled if Hometown Vet arrives at my location and cannot groom the dog(s) because I am not home. On rare occasions, Hometown Vet may need to cancel an appointment due to inclement weather, equipment failure, illness, etc. Every effort will be made to contact Client in advance and reschedule.

INCLEMENT WEATHER

Hometown Vet reserves the right to cancel grooming appointments based on current or projected weather at any time. Icy roads, excessive snowfall, extreme temperatures, and/or high winds can create unsafe conditions for the van to be out traveling to appointments. If area schools are closed due to weather, Hometown Vet will most likely close or delay services for that day. I understand I will be notified of cancellation as soon as the decision is made and I will be rescheduled as soon as possible.

APPOINTMENT TIMES

I understand an appointment time is truly an estimated time of arrival and may be delayed due to refueling, traffic, weather, or any other unforeseen circumstance. If Hometown Vet is not able to arrive within the window of time provided, every effort will be made to call ahead and notify Client.

MATTED OR NEGLECTED COAT

Extensive de-matting will not be practiced by Hometown Vet as this is extremely painful to pets and can cause or aggravate skin problems. I understand it is Hometown Vet's discretion to determine if my pet can be safely and humanly de-matted by brushing. If not, a "shave-down" of the pet will be performed and a new coat can start growing out (additional fee for shaving of tight matting may apply). I acknowledge that neglect of my pet's coat can lead to issues during and after grooming, such as nicks or cuts from clippers getting under the matting, and a matted coat can cause clipper/brush irritation. In addition, shaving the pet may reveal pre-existing conditions that were previously hidden beneath the matting. Heavy matting can trap moisture near the pet's skin which can cause fungus, bacteria, or skin irritations that exist prior to grooming process.

The effects of mat removal procedures may include itchiness, skin redness, abrasions, self-inflicted irritations, hematoma, or failure of hair to regrow. Should a pre-existing condition require medical attention, client will be immediately notified.

RISKS ASSOCIATED WITH SHAVING

I understand shaving a dog's coat may dramatically change the appearance of that pet and may cause behavior changes such as timidity or irritability. The coat may not grow back the same in certain breeds and different coat types. The coat may not grow back evenly and may grow in patches, or the hair could be a different color when it regrows. Shaving a matted coat can reveal the presence of fleas and other pests that were not noticeable prior to shaving. I understand that shaving can lead my pet to become overheated or sunburned without the protection of their coat.

SAFETY/DOG BEHAVIOR

I understand that I must inform Hometown Vet if my dog has bitten someone or has aggressive tendencies. If the pet displays any aggressive behaviors when grooming begins, Hometown Vet has the right to refuse services. Safety for both the pet as well as the groomer is a priority. Hometown Vet reserves the right to use a muzzle or other safety items if deemed necessary. They will be utilized in a humane manner, and only when absolutely necessary to prevent injury to both animal and groomer. Client will be liable for any bites or property damage that is caused by their pet(s). Should a pet become too aggressive, stressed, or too combative to begin or complete services, the pet owner will be financially responsible for the services provided which shall be no less than \$50.00.

SENIOR PETS/PETS WITH HEALTH ISSUES

Grooming procedures can cause increased stress to an elderly or ill pet. I understand that because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort in styles that will not add to their stress. Occasionally, grooming may expose a hidden medical problem or aggravate a current one. Hometown Vet will not be held responsible for any accident or injury to an elderly pet or health-compromised pet during their grooming.

FLEA/TICK INFESTATION/SANITATION

Flea and tick infestation cannot be tolerated. I understand that I am responsible for keeping my pets flea and tick free. If a flea or tick is found, Hometown Vet may bathe the dog with a flea and tick shampoo to eradicate the fleas present at that time in order to maintain salon sanitation as this puts all of our clients at risk. Additionally, flea and tick prevention will be administered or applied to the pet. There may be side effects including, but not limited to, allergic reactions, which may result from the manufacturer recommended usage of said products. Client agrees that Hometown Vet will not be held responsible for any adverse reactions. Additionally, Client is also aware that any such treatments are not guaranteed to be one hundred percent effective and acknowledges that fleas present in the home will need to be eradicated in order to fully address any flea issue. Hometown Vet recommends that all clients maintain their pet(s) on a regular monthly flea and tick preventative as approved by their veterinarian. If an infestation of fleas or ticks are found on a Client's pet, Hometown Vet may refuse service and/or charge an additional \$50 fee to clean and sanitize the vehicle.

PRE-EXISTING CONDITIONS

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. I understand that I will disclose any pre-existing conditions to Hometown Vet. These can include but are not limited to: torn ligament, history of seizures, blindness, etc. Client designates Hometown Vet as agent and understands that if Hometown Vet is unable to contact Client first, then Hometown Vet, in its sole discretion, may engage the services of a veterinarian at Client's expense.

PICTURES

I agree that Hometown Vet may take pictures of my pet before and after grooming with or without my name for any lawful purpose, including such purposes as publicity, illustration, advertising and web content. Please let us know if you do not wish for any pictures to be taken of your pet.

RELEASE OF LIABILITY FROM HOME/PROPERTY DAMAGE

Hometown Vet will not be help responsible for damages to my yard, home or property while on the service call for grooming my pet(s).

CUSTOMER SATISFACTION

Hometown Vet strives to deliver impeccable services with an emphasis on the utmost respect and compassion towards our canine friends. If Client is unhappy with any part of the groom, contact Hometown Vet within 24 hours of the grooming services provided and we will do our very best to resolve the issue! I, the undersigned, understand and agree to the above terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold Hometown Vet harmless from any and all damage, loss, or claims to pet, personal, or real property. I have read and accept this provision for all future grooming appointments. I agree to pay the full amount due for services rendered at the completion of the service.

MEDICATIONS PET IS CURRENTLY RECEIVING:

AREAS MY PET MAY BE SENSITIVE ABOUT DURING GROOMING:

ANY ALLERGIES MY PET HAS INCLUDING FOOD:

Signature of Pet Owner: _____

Printed Name of Pet Owner: _____

Date: _____