



Creative Mobile Pet Spaw
A New Breed of Health and Style

PLEASE READ AND KEEP FOR YOUR RECORDS

Legal Release, Grooming Agreement & Policies/Procedures



YOU ARE RESPONSIBLE FOR READING THIS CONTRACT Our policies and procedures are designed to ensure efficiency, quality, and outstanding services to all clients of 4 Paws and a Tail and are taken very seriously. We try to limit every possible unknown variable to prevent as much stress as possible for all parties involved. Our goal is to train the pets in our care and with time, most become well behaved and learn to appreciate and enjoy the process. Every client is required to sign this legal release & policy agreement prior to any grooming services being performed. Business stuff aside, we really love what we do and although these policies may seem strict, it's what cushions our ability to be at maximum performance always.

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✚ *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 contract, owners verify their pets are current on Rabies vaccination.* Be prepared to show proof of vaccination at the time of service unless discussed and agreed upon prior to service. 4 Paws and a Tail recommends your pet be vaccinated against all infectious conditions including: Distemper, Bordetella, Parainfluenza, and Parvovirus. **It is still possible for vaccinated pets to become ill with an infectious condition during or after its stay, and 4 Paws and a Tail is not liable.**

✚ **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 or ill pets' and 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 legal contract/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 legal contract/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.** We recommend a 30-minute walk for dogs prior to grooming, this will help you get the maximum value out of your pets' care. 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 the release/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. Struggling pets can cause long term wear and tear on the stylist body and often takes much more time to groom.

Aggressive/biting pets will not be accepted, though this is determined on a case by case basis. 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. **Rehabilitation pets are required to be on a bi-weekly schedule- NO EXCEPTIONS.** 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. **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:** Pet owners are responsible for any and all damages done by their pets. This includes but is not limited to, damages to the mobile unit, pet stylist or equipment. 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, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. 4 Paws and a Tail will not be liable for any accidents.

✚ **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. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet.

We do not work on pregnant pets because it could make the pet miscarry if its to stressed and is a major liability.

✚ **Pet Owners:** Pet owners are not allowed in the mobile unit during the grooming process, except under special circumstances. Pets are easily distracted by the presence of their "pack leader" and pose a danger to all parties. **Please DO NOT DISTURB the stylist or grooming van during this process for the safety of your pet and quality of the groom. Please call or 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 leashes and collars are not necessary, and we prefer them to be left with you. 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 plan and they get overall priority. 8-week appointment care plans are also excepted. 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 care schedule, you could be postponed or cancelled for someone who is willing to commit to a regular schedule. You will have to call, 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. **Cats are required to be on a 6-week or less schedule-No exceptions.**
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.
- ✚ **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 this agreement, 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.
- ✚ **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 you will be required to pay in cash or card before services are rendered. 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 of the 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 to provide better care 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. The cost of your "annual pet care" is split up amongst your appointments throughout the year at a discounted rate for regular scheduled clients. 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.**

- ✚ **Cancellations during prime holiday months (November & December) will result in FULL PRICE OF THE SERVICE CHARGE-NO EXCEPTIONS. To prevent charges on your account, please inform us by the end of the first week of October if you are planning to leave on vacation during these 2 months so that no appointment is made for your pet(s) during this prime holiday season.**

It is very much appreciated that if you know you are going on vacation anytime during the year and it interferes with your pet's normal regular schedule to inform us right away. This way everyone is on the same page; appointments aren't made during the time you are gone, and 4 Paws and a Tail has the chance to possibly fill that slot with irregular clients.

- ✚ **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. There is a 15-minute grace period, if time allows us, and a \$25 wait fee will be assessed on top of your regular grooming charge. If availability allows, we will reschedule the appointment but if no other appointment slot is available when we are in your area, you will have to wait till your next regular scheduled appointment date.**

Legal Release

I give full permission for the stylist of 4 Paws and a Tail to perform services on my pet.

4 Paws and a Tail has my permission to do whatever is necessary for the well-being of my pet(s).

Should 4 Paws and a Tail determine, in its sole discretion that veterinary care is warranted, I agree to pay all associated fees and costs. If my dog's vet is not readily accessible; 4 Paws and a Tail is authorized to use a vet of its choice.

By signing this contract, you agree to hold 4 Paws and a Tail, it's owners, operators, employees, officers and directors harmless from any damage, loss or claim arising from any condition of pet(s) serviced, either known or unknown to 4 Paws and a Tail.

4 Paws and a Tail will not be held responsible or liable of clipper burns, minor nicks, or skin irritation resulting from grooming; 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 and pets with other special needs.

4 Paws and a Tail shall not be held liable for any after grooming effects of de-matting procedures or any problems uncovered on a badly matted or otherwise neglected coat, including but not limited to: itchiness, skin redness, or self-inflicted irritations/abrasions from excessive rubbing/chewing, scratching or pets that incur mental complexes about drastic changes of hair removal.

I understand that heavily matted pet cases are documented, and I understand that additional charges on top of regular grooming fees will apply. I agree to pay whatever fees are incurred as a result of de-matting. I also understand that it is at the sole determination of 4 Paws and a Tail whether a pet is matted.

4 Paws and a Tail reserves the right to refuse to groom any pet for the health and safety of the stylist and/or pet. You authorize us to use muzzles when necessary and we may discontinue or refuse services if 4 Paws and a Tail determines that a pet presents an unsafe condition: such as but not limited to behavior issues, health problems and parasites.

I also agree to inform 4 Paws and a Tail prior to grooming if the pet has ever bitten any human or other pet or has any aggressive tendencies whatsoever. I understand and agree that I will be held solely liable for any harm, injury to any person

or other animal or property damage caused by my pet.

I agree that my dog has relieved itself prior to grooming.

I agree and understand that I will not give negative online reviews due to necessary changes and no slander is allowed. I agree in no way may I slander or injure the business 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 which could slander or injure the business reputation or goodwill of the company.

I affirm that I am the rightful legal owner of the pet(s) for which services are rendered and my pet(s) is in good health and up to date on all required vaccinations.

I agree to pay for all costs for the grooming of the pet and any fees assessed and accrued. Should I have to cancel an appointment, I agree to notify 4 Paws and a Tail no later than 24 hours prior to the scheduled appointment and I understand emergencies will be considered on a case by case basis.

I agree to be at my home and have my pet ready to be groomed during the 2-hour arrival time window. If I am 15 minutes late, I understand that I may be required to re-book the appointment and consequently subject to waiting/cancellation/no-show fees.

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.



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4 Paws and a Tail is entitled to recover any and all costs and reasonable attorney's fees for collection of any amount due under this Agreement.

I have read, understand and agree to the policies of 4 Paws and a Tail as set forth in this agreement. I understand that this agreement applies to all pets 4 Paws and a Tail grooms and I understand and agree to the costs.

Print Name: _____

Signature: _____ **Date:** _____

This 2019 Legal Release, Grooming agreement/Policies and Procedures form can be found and printed from our website at www.mobilegrooming4pets.com till December 31st, 2019.