

# Soggy Dogs LLC GROOMING POLICY AGREEMENT

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

I do hereby entrust my pet(s) to Soggy Dogs Mobile Grooming for the purpose of grooming my pet(s).

- I understand that I must furnish proof of my pet(s) current rabies vaccination.
- I am aware that neglect of my pet's coat can be cause for problems after grooming such as clipper/brush irritation.
- I am aware that if my pet does not respond to the groomer and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.
- I am aware that if my pet's coat is matted my options are:
  - Soggy Dogs will de-mat my pet (if possible). Charges for de-matting are determined on a per pet basis and are in addition to the regular grooming fee.
  - My pet will receive a "shave down" to remove the mats. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis.
- I understand that for the safety of my pet the door to the mobile grooming salon must remain locked during the grooming session. Soggy Dogs will gladly show the inside of the trailer before or after the grooming session.
- I understand that shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and Soggy Dogs will perform the cuts to the best of his understanding of my directions and his ability but no other guarantee is made.
- I am aware that all due care will be taken with my pet(s) for the safety of the pet(s) and groomer. I understand that if it is necessary for the safety of my pet(s) and the groomer that muzzles, elastic collars, slings, straps etc. are acceptable.

## CANCELLATIONS

- Client Cancellations: In the event I need to cancel my appointment I understand that I must notify Soggy Dogs at least 24 hours prior to my scheduled appointment. Leaving a voicemail message is sufficient. I am also aware that if I should fail to do so I will be charged half of the grooming price plus the travel/convenience fee to make up for a lost appointment.
- Soggy Dogs Cancellations: Cancellations may occur at anytime by Soggy Dogs due to weather conditions, equipment failure, illness etc. Every effort will be made to contact me for rescheduling and will be on a case-by-case basis.

## PAYMENT

- I understand that payment for grooming services is due at the time the services are rendered unless prior arrangements have been made. I understand there is a \$30 NSF/returned check charge and I will be placed on a cash or credit card only basis thereafter.

REFUSAL OF SERVICE

- Soggy Dogs has the right to refuse service for the following reasons:
  - I understand that my pet(s) will not be groomed if it is not safe to handle. These pets will not be accommodated as they should be groomed in the safety of an in-house groomer at a veterinary clinic.
  - I understand that grooming service can be stopped in mid-groom if necessary for the safety of my pet and the groomer and that I understand that if this is necessary I will pay a pro-rated amount greater than or equal to half of the grooming price plus the travel/convenience fee
  - I understand that I can be refused service if it is deemed that my location is unsafe due to traffic or certain street or parking and access/egress situations or is located in a high crime area.

HOME AND PROPERTY DAMAGES

- I understand that Soggy Dogs will not be held responsible for damages to my yard, home or property while on a service call for grooming my pet(s).

PET HEALTH CONDITIONS

- I agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinary emergency services in the event that I am not available. I authorize Soggy Dogs to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and I agree to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or medical conditions.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Soggy Dogs.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Date