

12Th Paw Mobile Spa LLC Policies

1. My philosophy is to offer a stress free grooming experience for your pet. While I pay the utmost attention to all pets in my care. I pay special attention to geriatric pets and those with other health issues. Your pets safety and comfort is my first priority. I will not perform any grooming procedure that causes pain or a level of stress that I think is excessive. This includes nail trimming in some situations. Senior pets will be groomed for cleanliness and comfort.
2. You the pet owner, must advise me of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions. These may include prior surgeries, hip or joint issues, warts, moles, skin tags, other skin conditions or ear infections. For my part. I will alert you to any issues I may discover over the course of grooming that may require vet attention.
3. If your dog has behavior problems, PLEASE let me know, both for my safety and your pets safety. If I arrive at your home and the pet cannot be groomed, a \$50 fee will apply. 12Th Paw Mobile Spa LLC reserves the right to refuse service in some at my discretion. (This is extremely rare.)
4. **APPOINTMENTS**
I will arrive as close to the schedule appointment window as possible, however sometimes situations arise that disrupt my daily schedule. This includes weather mechanical difficulties, spending more time with an older/younger or difficult pet. The pets safety will never be compromised by rushing to meet a schedule. You will be called and advised of the new arrival time when schedule changes beyond my control.
5. Pricing varies for each pet and is determined by breed, size and condition of of you pet. Additional charges apply for dematting, excessive coat and flea treatment due to the additional time it takes. Additional charges may also apply due to the pets temperament and behavior during the groom.

6. MATTING

If you would like your matted pet brushed out **dematting fees are \$20 per 15 minutes**. If your pet cannot be humanely dematted I will ask permission to clip the hair as short as necessary and "start over." Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation and skin infections. Removing a heavily matted coat includes the risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. 12Th Paw Mobile Spa LLC is not responsible for any pre-existing conditions or injuries to the pet that are due to a matted coat. I do take the utmost care and caution when grooming a matted pet to avoid these injuries. If they occur they are beyond my control.

7. 12Th Paw Mobile Spa LLC will not groom any pet that is not up to date on his/her rabies vaccinations. If I have come to your house and you can not provide proof of vaccination a **\$50** fee will apply and must be paid before I can reschedule your appointment. It is acceptable to 12Th Paw Mobile Spa for us to call your vet and get verbal confirmation of proof-of-vaccination I must talk to the vet, vet tech or receptionist after you place the call.

8. 12Th Paw Mobile Spa LLC requires at least 24 hours notice to change or cancel your appointment. Failure to call 24 hours in advance may result in a charge **of \$50** that must be paid prior to your next grooming appointment. Giving advance notice allows me to fill your grooming slot and rearrange my schedule I do understand emergencies happen and application of the fee is at my discretion. If, however, I show up at your home and no one is there to give me access to your pet, or if prior arrangements have not been made for me to access the pet with no one at home., a **\$50** charge **will** be assessed. I am happy to keep a key to your home, which will be kept in a locked box and labeled with your pet's name to avoid any risk of the key being used in an unauthorized manner. I also can access your pet through a garage door if you give me your entry code. The pet should be confined to a crate or single room. In most cases merely closing bedroom doors is enough to ensure me access to the pet.

I do make every effort to remind you of your upcoming appointment. Please check mark your preferred contact method(s) in the Release Form, next page

9. Payment

- Payment do on completion of the groom.**
- **I accept cash, checks (if your check bounces you are liable for fees) and cards**
- Check should be made out to 12Th Paw Mobile Spa LLC**

12Th Paw Mobile Spa LLC

12Th Paw Mobile Spa LLC Release Form

I understand and do agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of 12Th Paw Mobile Spa LLC and Amanda Leighton agree to hold harmless from damages , loss or claims arising from any known or unknown pre-existing conditions of my pet(s). The terms, special services or handling shall include but are not limited to, veterinarian services in the event I am not available I authorize 12Th Paw Mobile Spa LLC and Amanda Leighton to act as my agent in the event emergency veterinarian services, care-taking and/or transportation is necessary and I agree to pay all cost. Any/all damages, loss, or claim shall include, but not be limited to, death, injury or shock. Said pre-existing conditions shall include, but are not limited to, illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

(If you have concerns about your pet(s) groom please notify me no later than 24 hours before the appointment so that we may discuss reschedule if necessary, at the earliest time available)

I have read and accept this policy for the groom today and for any and all future grooming appointments.

Owners signature: _____ Date _____.

Address: _____ Town _____.

Home # _____ Mobile# _____.

Work _____ Email address _____.

_____ Pets Name(s) Age(s) and Breed(s) [Please include pets date of birth or rescue and approx year of birth if DOB unknown:]

Vet: _____ Vet# _____.

Preferred contact method: _____.

Please specify mobile#, home#, work#, text message or e-mail. (I prefer text messaging if that works for you.)

Keep the first two pages for your information, mail me this page or leave it with the check at your next groom. Thank you very much.

12Th Paw Mobile Spa LLC