

Last updated August 2026:

Groom Patrol Mobile Grooming Spa LLC service agreement:

Thank you for choosing Groom Patrol Mobile Grooming Spa LLC. Our goal is to provide a safe, low-stress grooming experience for every pet while offering exceptional customer service. By signing this agreement, you acknowledge that you have read, understand, and agree to the following terms and conditions.

1. Pet Health & Safety

- **I certify that my pet is healthy enough to be groomed and has not shown signs of contagious illness.**
 - **I understand that grooming an elderly, medically compromised, disabled, or otherwise infirm pet is done entirely at my own risk. Grooming can be physically stressful, and Groom Patrol Mobile Grooming Spa LLC cannot be held liable for complications related to pre-existing medical conditions.**
 - **I understand that grooming may reveal or aggravate existing skin conditions, lumps, sores, infections, parasites, or other health issues that were previously hidden beneath the coat. Groom Patrol Mobile Grooming Spa LLC is not responsible for these pre-existing conditions.**
 - **I certify that my pet's Rabies vaccination is current as required by law unless otherwise discussed and approved.**
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2. Veterinary Emergency Authorization

In the event of a medical emergency during grooming, and I cannot be reached, I authorize Groom Patrol Mobile Grooming Spa LLC to seek veterinary care from the nearest available veterinarian.

I understand:

- **Veterinary treatment will be at my expense.**
 - **Groom Patrol Mobile Grooming Spa LLC will make every reasonable effort to contact me before treatment whenever possible.**
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3. Grooming Risks

I understand that grooming involves the use of sharp tools and equipment around a moving animal. While every precaution is taken to ensure my pet's safety, accidents can occur, especially with pets that are elderly, anxious, aggressive, matted, or difficult to handle.

I understand Groom Patrol Mobile Grooming Spa LLC cannot be held responsible for injuries resulting from:

- **Sudden movement by my pet**
- **Existing medical conditions**
- **Pre-existing skin conditions**

- Hidden mats
 - Poor coat condition
 - Aggressive or fearful behavior
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4. Matted Coat Policy

I understand that severe matting can cause pain, skin irritation, bruising, sores, parasites, infections, and restricted circulation.

If my pet is severely matted, I authorize Groom Patrol Mobile Grooming Spa LLC to determine the safest course of action, including complete coat removal if necessary.

I understand:

- Dematting is painful and can be dangerous for pets.
- Groom Patrol reserves the right to refuse extensive dematting if it is not in the pet's best interest.
- Shaving a severely matted coat will dramatically change my pet's appearance.
- Removing mats may expose pre-existing skin conditions, irritation, sores, bruising, cuts, hot spots, or infections that Groom Patrol Mobile Grooming Spa LLC cannot be held responsible for.

I also understand that shaving severely matted ears or tails may increase the risk of an ear hematoma caused by head shaking after grooming.

I agree to closely monitor my pet for 24 hours following the appointment and contact my veterinarian immediately if I notice swelling or signs of an ear hematoma.

If I have any questions regarding dematting or coat removal, I understand it is my responsibility to discuss them with my groomer before services begin.

5. Grooming Services

Unless otherwise requested or deemed unsafe, every bath and full grooming service includes:

- Nail trimming
- Ear cleaning
- Anal gland expression (when appropriate)

These services may be omitted if:

- They create excessive stress for the pet.
 - They pose a safety risk to the groomer.
 - The owner specifically requests they not be performed.
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6. Pricing

I understand that every appointment is unique.

Pricing is based on factors including but not limited to:

- Breed
- Size
- Coat condition
- Coat length
- Matting
- Temperament
- Behavior
- Time required
- Specialty services
- Medical or medicated baths
- Fleas or parasites
- Creative grooming
- Deshedding
- Additional handling required

The quoted price is only an estimate.

My groomer will assess my pet upon arrival and may adjust pricing if additional work or time is required.

In some cases, additional concerns may not become apparent until grooming begins. If services need to change during the appointment, Groom Patrol will communicate those changes whenever possible.

I understand that one appointment may cost more or less than a previous appointment depending on my pet's condition and grooming needs.

7. Minimum Service Charge

Because Groom Patrol Mobile Grooming Spa LLC reserves travel time specifically for my appointment, I understand there is a minimum service charge of \$100 if Groom Patrol arrives and services cannot be completed due to circumstances beyond the groomer's control.

Examples include, but are not limited to:

- The pet is too fearful.
- The pet becomes aggressive.
- The pet is too stressed to safely continue.
- The pet cannot safely be groomed.

8. Payment

Payment is due immediately upon completion of services unless other arrangements have been made in advance.

Accepted payment methods include:

- Cash
- Check
- Credit Card
- Debit Card
- Zelle
- Venmo

A 3% convenience fee will be added to all credit and debit card transactions.

9. Card on File Authorization

I authorize Groom Patrol Mobile Grooming Spa LLC to securely keep my payment information on file.

I authorize Groom Patrol to charge my card when applicable, including but not limited to:

- Completed grooming services
 - Late cancellations
 - No-shows
 - Waiting fees
 - Minimum service charges
 - Other charges outlined in this agreement
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10. Waiting Fees

Because Groom Patrol operates on a tight mobile schedule, delays affect every client throughout the day.

A waiting fee may be charged if:

- The groomer must wait more than 10 minutes to begin the appointment.
- The pet cannot be caught or leashed.
- The client is unavailable.
- The client does not answer the door.
- The groomer is delayed more than 10 minutes during check-in or check-out due to client-related circumstances.

If I leave during the appointment and am unavailable when grooming is completed without making prior arrangements for my pet, I understand a waiting fee may also apply.

11. Owner Availability

I understand that because Groom Patrol is a mobile grooming service operating on a strict schedule, I should carefully inspect my pet during the check-out process before the groomer leaves.

If adjustments are requested after the groomer has departed, Groom Patrol is generally unable to return until my pet's next scheduled appointment.

12. Complaints & Injury Reporting

If I believe my pet has experienced an injury related to grooming, I agree to notify Groom Patrol Mobile Grooming Spa LLC immediately upon discovery and no later than 48 hours after the appointment.

Failure to report concerns within 48 hours releases Groom Patrol Mobile Grooming Spa LLC from liability for those claims.

13. Satisfaction Policy

Groom Patrol Mobile Grooming Spa LLC does not offer refunds.

If I am dissatisfied with any aspect of my service, I agree to contact Groom Patrol within 24 hours so we may discuss an appropriate solution.

Our goal is to make things right whenever reasonably possible, but refunds will not be issued.

14. Social Media

I grant Groom Patrol Mobile Grooming Spa LLC permission to photograph or record my pet before, during, or after grooming for use on social media, advertising, educational materials, or promotional purposes.

If I do not wish for my pet's photos or videos to be used, I understand it is my responsibility to notify Groom Patrol before services begin.

15. Female Dogs in Heat

If my female dog is in season (heat), I understand additional handling precautions may be required.

An additional handling fee may be charged at the groomer's discretion.

16. Annual Price Adjustments

I understand Groom Patrol Mobile Grooming Spa LLC may periodically increase pricing due to inflation, increased operating expenses, labor costs, or other business-related reasons.

Clients will be notified of general pricing increases through text message, email, or social media whenever practical.

17. Cancellations & Rescheduling

*****As of September 2026, we will be requiring a minimum of 48 hour notice or at your 2 day text reminder, after you risk being charged up to full price of your grooming service!!*****

We require 24 hours' notice to cancel or reschedule an appointment. But we give reminders at 7days before appointment AND 48hours- it would be preferred if you reschedule AS SOON AS POSSIBLE!

To maintain an efficient schedule for all clients, appointments may be rescheduled up to 3 times per calendar year. After 3 reschedules, Groom Patrol reserves the right to discontinue services OR we may require prepayment before being allowed to rebook with us, even if each reschedule complies with our 24-hour notice policy.

Appointments canceled with less than 48 hours' notice may be charged up to the full scheduled service amount.

Because our business is closed Sundays and Mondays, appointments scheduled for Tuesday must be canceled or rescheduled no later than 4:50 PM on Saturday to avoid late cancellation fees.

Management may waive cancellation fees due to:

- Severe weather
- Family emergencies
- Medical emergencies
- Other unavoidable circumstances

Waivers are granted solely at the discretion of Groom Patrol Mobile Grooming Spa LLC.

18. Weather Policy

For inclement weather, Groom Patrol generally follows Pierce County Public School closures.

Because we operate fully equipped grooming vehicles, weather decisions are based on many factors including:

- Road conditions
- Snow
- Ice
- Flooding
- High temperatures
- Extreme cold
- Thunderstorms
- Road closures
- Overall safety for our groomers, vehicles, pets, and clients

If weather conditions create unsafe travel conditions, Groom Patrol reserves the right to cancel or reschedule appointments.

19. No-Shows

A no-show occurs when:

- The client is unavailable.
- The pet is unavailable.
- Groom Patrol arrives for the scheduled appointment and cannot perform services due to the client's absence.
- The client fails to communicate prior to the appointment.

No-shows may be charged 100% of the scheduled grooming fee.

20. Refusal of Service

Groom Patrol Mobile Grooming Spa LLC reserves the right to refuse or discontinue services at any time for any reason, including but not limited to:

- Aggressive pets
 - Unsafe working conditions
 - Dangerous pet behavior
 - Repeated late cancellations or no-shows
 - Abusive or inappropriate client behavior
 - Any situation that places the pet, groomer, vehicle, or others at risk.
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21. Chargebacks & Payment Disputes

By signing this agreement, I acknowledge that payment is due at the time services are rendered unless otherwise agreed upon in advance.

I further agree that charges made in accordance with this agreement—including completed services, cancellation fees, no-show fees, waiting fees, and minimum service charges—are authorized.

I agree not to dispute or initiate a chargeback with my bank or credit card company for any charges that are valid under the terms of this agreement. If a chargeback is initiated for a properly authorized charge, I understand Groom Patrol Mobile Grooming Spa LLC reserves the right to pursue collection of the balance, along with any applicable fees permitted by law.

Client Acknowledgment

By signing, I acknowledge that I have read and understand this Service Agreement. I agree to abide by all policies and authorize Groom Patrol Mobile Grooming Spa LLC to provide grooming services for my pet under the terms outlined above.