

SHAMPOOCH MOBILE DOG GROOMING POLICIES & PROCEDURES

Prior to any grooming services being performed, we ask that you review our policies and procedures to see if we are a good fit for you. Policies are in order to ensure outstanding, efficient, and quality services to you and your pet.

Appointment Times

Our type of scheduling focuses on clients who are looking to have their pets groomed on a 2, 4, or 6 week schedule. When making a grooming appointment, you will be given an “Estimated Time of Arrival.” We will make every effort to arrive during that time frame. As a mobile service, our schedule is subject to interruptions and delays, including: refueling, traffic, weather, mechanical issues, and other situations that may occur that are out of our control. We will never jeopardize the safety or well-being of a client’s pet by hastening a groom. Nor will we put ourselves or others at risk by rushing to the next appointment. We will give you a call or text when we are heading to your appointment to keep you updated.

During the arrival window, it is your responsibility to have your pet available for grooming as well as allowing them to have taken a “potty break” before we arrive to help minimize delays.

On rare occasions, we may need to cancel your appointment due to equipment failure, weather, illness, etc.

Cancelations/Missed Appointments

We will give a courtesy reminder text or call within 24-72 hours of the grooming appointment. However, it is the client’s responsibility to keep track of their scheduled appointments and contact us, if need be, to reschedule. If for some reason you must cancel your appointment, we ask that you contact us as soon as possible, or at least 48 hours prior. This will allow us time to refill the slot as well as re-route the day. Failure to contact us 48 hours prior will result in a fee of 50% of the normal grooming charge per pet scheduled. Multiple cancelations or reschedules will result in termination of services.

Please have your pet leashed and ready for grooming upon arrival. If you are using out latch-key service, please have pets contained in a crate or small room with minimal hiding places. We will not chase pets around the house and under furniture. Inability to access your home or pet in a reasonable time will result in a cancelation fee.

Trip Fee: First time clients, if for some reason the pet is not able to be groomed - it is aggressive, does not tolerate grooming well, or we are not able to work with the dog - there will be a \$50 trip fee due at time of service.

Multiple Pets: Clients who have multiple pets and do not give a minimum of 48 hours notice to cancel one or more of their pets during their scheduled appointment will be responsible for the missed appointment fee.

Payment Info

Payment is due at time of service. We accept cash, check, or credit card. Due to imposed state sales tax, there will be 6.625% added to the total amount due. There will be a fee of \$35 for any returned checks. We do not refund money for grooming services that can be corrected.

Pre-Existing Conditions and Senior Pets

It is the responsibility of the owner to provide a healthy and “groomable” pet. It is very important to make us aware of any pre-existing conditions. Grooming can be stressful and may expose a hidden condition. This can occur during or after grooming and may require immediate medical attention. If a situation should arise during grooming, we will stop the grooming process immediately and make every effort to contact you. In the event you are unable to be reached, we may need to contact the nearest vet and seek medical attention at the client’s expense.

When grooming senior pets and pets with health conditions we will take special care to keep your pet comfortable and safe, such as limit handling them in any way that may exacerbate medical conditions. Standing for long periods of time may be difficult for them and these pets will be groomed for cleanliness and comfort to lessen the stress. We reserve the right to refuse service to very elderly or ill pets, as they are better groomed under the supervision of a veterinarian.

Matting and Fleas

If your pet is matted, every effort will be made to protect their skin while removing the hair. However, skin can become sensitive and incur abrasions, rashes, nicks, itchiness, or redness when matting is removed. In severe cases, the entire skin can become sensitive due to the shock of removing tightly matted hair. Matting removed from ears can cause hematomas (swelling of blood) to the tips of the ears. Shampooch is not liable for any problems resulting from the grooming of your matted pet.

Owners are responsible for keeping their pets free of fleas and ticks. If we notice parasites, they will be treated at the client’s expense. We will administer a flea bath to eradicate the fleas in order to maintain a sanitary environment for all our clients.

Extra fees will be added for matting and/or fleas as it takes more time and effort to correct these issues.

Anal Glands/Ear Plucking

Expressing anal glands and plucking hair out of the ears are controversial topics among both groomers and veterinarians. At Shampooch, we strongly believe anal glands should be expressed internally by a vet only, if necessary. If not done correctly, your dog can develop a serious problem.

Likewise, with ear plucking it has been our experience that pulling hair out of the ear canal actually leaves it inflamed and more susceptible to infection. Not to mention, it causes

unnecessary discomfort! If your dog suffers from ear infections, we believe it is up to the vet to decide how to treat it.

Behavior

Please understand that an unmanageable pet can pose a serious danger to both themselves and the groomer. Pets who exhibit extreme behaviors such as continuously struggling, biting, urinating, or defecating during the grooming process will be returned to the owner as is and the full payment is due.

We must be informed if your pet has ever bitten someone or has aggressive tendencies. Because the risk of injury to both the groomer and your dog is too great, we do not accept aggressive dogs. If we show up and cannot safely groom your pet, grooming will end and the grooming fee still applies. Please remember we have limited space and hands. If by chance the groomer is bitten or injured, the pet owner is responsible for any/all hospitalization bills that may arise.

Inclement Weather

Our van is tall and heavy with limited visibility. Operating in extreme weather is unsafe. There may be times we need to reschedule or shift appointment times due to weather. This includes, but is not limited to: heavy rain, strong wind, snow and ice. We will always do our best to notify you of changes ahead of time and accommodate you in the schedule.

Photo Release

We may take photos of your pet before, during, or after grooming. These photos may be utilized for social media, website, or advertising purposes.

By signing below, I agree that I have read and understand the policies and procedures agreement presented to me for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Shampooch Mobile Dog Grooming agree to hold harmless from damage, 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 Shampooch Mobile Dog Grooming to act as my agent in the event emergency veterinarian services, care-taking, and/or transportation is necessary and I agree to pay all costs. Any/all damages, loss or claim shall include, but not be limited to death, injury or shock. Said pre-existing shall include, but not be limited to illness, previous injury, skin or coat conditions, medical conditions, advanced age or nervousness.

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

Owner Signature: _____ Date: _____

Owner – please print name: _____