

The Dog Haus Mobile Pet Spa
Luxury Grooming Victoria, Texas
(361)484-0620

GROOMING RELEASE WAIVER

Please read, digitally fill out and sign as soon as you receive this waiver on your phone. If you prefer it e-mailed or printed, please request it from us so you can print, fill and sign it, and bring it to your appointment.

Feel free to print one and keep it for your records.

You are personally responsible for reading this waiver and understand its content. If any questions arise, it is your responsibility to communicate your questions or concerns to the groomer BEFORE signing and agreeing to the release. Our policies are designed to ensure efficiency, safety and high-quality services and products to ALL CLIENTS of The Dog Haus. We take our policies very seriously in order to prevent as much stress as possible for all parties involved: including your pet! We try to address every possible unknown variable to cover as many situations as we can in this document. Every client is REQUIRED to sign this agreement PRIOR to receiving grooming services. We do this because we LOVE what we do and we LOVE animals, and although these policies in general may seem too detailed and strict, it's what gives us the cushion we need to give every pet the maximum potential of their grooming experience every single time we see him or her.

All new and current customers, by making their appointments and bringing their pets to The Dog Haus, accept and must follow our customer terms, conditions and rules.

No exceptions will be made for anyone.

We reserve the right to refuse service to anyone.

- We are currently running a CASH BREAK SPECIAL. Your price will always be cheaper when paying in CASH and will already include the taxes. Card payments will receive the normal grooming fee PLUS the card processing fee of 3.5%
- All pets must provide paperwork and/or information of updated shot records to be serviced: both new and existing. (Only rabies vaccine is mandatory) (Tags are not enough!) Please upload picture a picture when booking or text us a picture of the documents.
- ALL pets must be picked up within 15 minutes after being ready or a late pick-up fee will be applied (starting at \$15 and increasing every 15 minutes).
- We want to make you and your pet happy! We guarantee the quality of our services and products. Any concerns/issues about your grooming service will be happily fixed and/or addressed as much as possible, as long as you communicate with us within 72 hours of

the appointment. We want to earn your loyalty and your referrals! Before being angry at us, please call us and we'll make sure to try our best to make you happy!

- Prices are plus tax and they may change at any moment. Yearly increases must be made in order for us to adapt to the country's and state's cost of living, and to stay in business.
- Prices change with the condition of the pet's coat, skin, actual weight and behavior.
- Aggressive and biting pets will not be accepted in our facilities due to the harm that a biting pet and its owner can bring to our staff and our business. If a pet's behavior towards a groomer is unknown or withheld from us, and it bites a staff member during its visit, there will be a \$50 bite fee PER BITE. No exceptions! Depending of the stage at which the pet bites and what we were able to complete, the customer will pay 50% or 100% of the grooming session cost, independently of the grooming results.
- If a pet is difficult to handle, cranky, nervous or any other type of pet that affects the amount of time of the grooming session or requires more than 1 professional groomer, will get a hard to handle/ grooming assistant fee added to the bill starting at \$15 and increasing with difficulty level. Dogs that are hard to handle or groom may move a lot and interrupt the grooming session in dangerous ways, and because of this difficult behavior it is possible for one of our groomers to make mistakes. All the groomers that represent The Dog Haus are professional, experienced and certified, but a lot of times that is not enough to prevent accidents and lesions on a difficult pet. You release The Dog Haus of any liability and/or responsibility if any accidents occur while your pet is being groomed and handled in the safest way possible. You can trust that we are trying our best, with the best of our products and equipment, at the best of our ability to prevent anything from happening to your pet.
- If your pet is older and/or special needs, and it requires special treatment, skills, tools, or an extra set of hands to complete the grooming session safely, there will be an extra charge. We do receive senior and/or terminally ill dogs, you release The Dog Haus of any liability and/or responsibility if anything happens to your pet within our care, if it occurs because of an age or health related pre-existing issue.
- No sick or wounded pets, or any other type of condition that requires immediate medical attention will be accepted. Please have their well-being as a top priority!
- We reserve the right to refuse service to anyone.
- We ask you to please have your pets taken out to potty BEFORE the appointment. Excessive soiling, cleaning, or extra baths needed will be charged extra starting at \$10 and will increase with time added to the grooming session or with extra cleaning needs, due to time, expense and product used.
- Any destruction of property or equipment of The Dog Haus by your pet will be charged to your bill starting at \$25.
- We depend on your appointment to organize our day: please call at least 24 hours in advance to cancel or change your appointment. There is no fee to reschedule if notified before the 24-hour window and the booking fee of \$25 will be rolled over to the rescheduled appointment. If you chose to cancel the appointment and not reschedule the \$25 booking fee is non-refundable. There will be a \$20 same day cancellation fee if

cancelling appointment within the 24-hour appointment window before the scheduled appointment time. We understand that emergencies happen, and we are very understanding, but please return the favor: understand that this is our livelihood, and we need your help with just a small heads up. A \$35 no show fee will be billed to the credit card on file if you no show the appointment.

- We have a 15-minute tolerance for appointment arrival. If no notice is given, your appointment will be and considered a no show.
- We put HUMANITY over VANITY ALWAYS. If your dog is too tangled/matted to keep the coat you desire, the dog will be given the style that will bring him or her no pain and that will help skin and/or coat heal. We do our best to give you exactly what you request and as close to it as possible, but we will NOT torture a pet only to please the owner. Depending on the situation, we may or may not attempt to call you, text you or reach out to you to make this kind of decision. Just know that we have your pet's best interest at heart, and we will always be happy to explain our decision to you. Whether we have to go shorter or we're able to de-mat/ tangle safely, in every case, there will be an extra charge of a minimum of \$10 increasing with severity of the matting, tangling, time and product used.
- Matted dogs have a lot more chances of being hurt, nicked, or cut by equipment, since we have to work with very sharp equipment very close to the skin. Hematomas may appear under severely matted areas that are released from the tangling. Ears may feel tingly after shaving off mats, making the dogs shake incessantly to the point of bleeding. All of the groomers that represent The Dog Haus are professional trained but a lot of times that is not enough to prevent accidents and lesions on a dog with a matted coat. If you bring a matted and/or tangled dog, you release The Dog Haus of any liability and/or responsibility if any accidents occur while your pet is under a de-matting grooming session. You can trust that we are trying our best, with the best of our products and equipment, at the best of our ability to prevent anything from happening to your pet. But when a coat is neglected, sometimes it's completely out of our control.
- Pets with fleas and/or ticks cannot be in the facility without treatment. Pets with fleas and/or ticks will be treated to kill the fleas and/or ticks whether the customer requested the add-on or not, disclosed about the pet having fleas and/or ticks or not, and there will be minimum charge of \$15 increasing depending on the size of the dog, severity of the situation, product used, and if there is a de-ticking process.
- We put HUMANITY over VANITY ALWAYS, including when you want us to do something that is not good, healthy or appropriate for your pet's breed, coat, skin or age. We avoid full blade-on-skin contact as much as possible, with only the exception already mentioned above, when the coat's condition is poor, and we can't detangle the pet without pain and discomfort. Otherwise, if you request a very short haircut, we will do as short as it is safe and healthy for your pet's skin to have as protection. If you were expecting or wanting shorter, we are sorry. We are trying to do what's best for your pet. Please ask us about your particular situation and we will be happy to explain and share our knowledge and decision-making process with you!

- We are a professional grooming salon and are professionally trained. We use the best green and organic products Our prices must always include tax and our prices are NOT UP FOR NEGOTIATION! We understand that we might not be the right groomer for everyone, but if we are the right groomer for you, we will love and deeply care about your pet(s) as if it was our own. We are a family run business after all!

CUSTOMER THEREFORE EXPRESSLY AGREES THAT THE DOG HAUS IS NOT LIABLE FOR ANY NEGLIGENCE OF ANY KIND OR FAULT OF ANY KIND THAT MAY OCCUR IN THE PERFORMANCE AND/OR RENDERING OF THE SERVICES. CUSTOMER FURTHER AGREES, CONSENTS TO, UNDERSTANDS AND ACCEPTS THAT THIS LIABILITY WAIVER AND RELEASE IS CLEAR, UNAMBIGUOUS, UNMISTAKABLE, EXPLICIT AND CONSPICUOUS.

After reading the grooming release and waiver document, I have decided to become a customer of The Dog Haus and will adhere to its guidelines to the best of my ability. I release The Dog Haus of any responsibility and negativity when it comes to the points addressed in this document and understand all guidelines and waivers in it. I understand that any questions, misunderstanding, or if I'm not 100% happy with my pet's services, I will address it directly with The Dog Haus staff to allow them to make it right by me and/or answer my questions.

Customer Full Name: _____

Customer Pet(s) Name(s): _____

Date: _____