

Oodlepaloodles Mobile Dog Spa LLC – The Oodle Policy

Effective Date: June 9, 2026

To ensure a safe and professional grooming experience for every neighbor, all clients of Oodlepaloodles Mobile Dog Spa LLC are encouraged to review **The Oodle Policy**. This document outlines our core standards for both our stationary bus and in-home house call services.

1. Mandatory Owner Presence & Property Access

- **House Call Requirements:** For in-home house calls, a pet parent or legal guardian **must remain at home** for the entire grooming session.
- **Stationary Bus Property Policy:** If you are bringing your dog to our location for a session on the stationary bus, owners **cannot stay on the property** unless the appointment is specifically booked as an **Express Service**. Owners must be reachable and nearby for the duration of the groom.
- **No Latch-Key Service:** We do not collect dogs from empty homes or groom dogs left unattended in yards or outside.
- **Emergency Protocol:** While safety is our top priority, grooming can trigger stress or unexpected physical reactions. Owners must be available to assist or transport the pet immediately in the rare event of a medical emergency (such as seizures or sudden illness).

2. Service Environments & Location Expectations

- **Stationary Bus Appointments:**
 - **Arrival & Hand-off:** Please arrive exactly at your scheduled time. The groomer will greet you and your pup at the bus door at the designated start time to begin the session.
 - **Environment:** To maintain a stress-free environment for the pet, owners may not wait inside the bus during the grooming process.
- **In-Home House Calls:**
 - **Workspace Access:** Owners must provide a safe, well-lit, and clean workspace with access to electrical outlets and running water.
 - **Safety & Interference:** Children, other pets, and family members must be kept away from the grooming area to prevent distractions and ensure the safety of the pet on the table.

3. Behavioral Standards & Right to Refuse

- **Aggressive Behavior:** We will not compromise safety or risk injuring a dog. If a pet shows aggression, we will stop the service and **go over alternative options** with you rather than proceeding with a standard groom.
- **Professionalism:** Oodlepoodles reserves the right to choose our clients and refuse service. Disrespectful behavior or harassment toward the groomer will result in immediate termination of the session and a permanent ban from our schedule.
- **Animal Welfare & Abandonment:** Any suspicion of animal cruelty or neglect will be reported to local authorities immediately. If a pet is abandoned in our care post-service and the owner cannot be reached, legal steps will be taken to ensure the animal's safety.

4. Financial & Scheduling Policies

- **Card on File:** A valid credit or debit card must be securely saved on file via MoeGo Pay prior to the first appointment.
- **Cancellation Policy:** We require **48-hour notice** for all cancellations.
 - **1st Violation:** Free pass.
 - **2nd Violation:** Charged 50% of the scheduled service.
 - **3rd Violation:** Permanent discontinuation of service.
- **Session Interruptions:** Professional grooming can take **1–4 hours per dog**. Multiple interruptions (knocking on the bus door or entering the house-call workspace) disrupt the stylist's focus and agitate the dog, resulting in an automatic additional interruption charge.
- **Infestation Surcharge:** We accept dogs with flea or tick infestations as part of our professional service; however, treatment to rid the pet of these parasites is mandatory and **will incur additional charges**.

5. Health & Hygiene Requirements

- **Vaccination:** A copy of the pet's Rabies vaccination paperwork must be provided prior to the grooming appointment.
- **Medical Disclosure:** Owners are required to disclose any pre-existing health issues, skin conditions, or behavioral triggers before grooming begins.
- **Safety First:** Oodlepoodles is not responsible for injuries resulting from underlying medical conditions or unpredictable pet panic. We prioritize safety above all else.