



The Deadline to sign the Consent for Grooming Services form and to submit proof of rabies documentation is 4 days prior to the appointment time. Failure to do so may result in a canceled appointment.

Health Conditions, no matter how minor, must be disclosed *prior* to the appointment. Some examples of health conditions include but are not limited to: Allergies, Heart Conditions, canine IVDD, Hip issues, Arthritis, Seizures, Cancer, Auto Immune Diseases, etc...

PPMS is not liable for complications arising from pre-existing conditions that may occur after grooming services are provided. Allowing PPMS to perform grooming services means you understand and accept the risks involved and agree that any potential subsequent health issues are your responsibility.

De-matting or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health/skin problems for which Petite Paws Mobile Spa (hereinafter referred to as PPMS) cannot be held liable. You authorize PPMS to shave down your dog in the event of severe matting that cannot be brushed out or in the event that you request what is commonly referred to as a 'summer cut'. Both of these situations require the use of a short blade in order to remove the coat. A coat quality fee of 30% will be applied for matted dogs. PPMS will provide you with knowledge of the correct tools and techniques to prevent matting in between appointments. PPMS provides all clients with a regular routine grooming schedule to ensure proper care and maintenance of your dog's skin and coat.

Medication, including sedatives must be disclosed to PPMS *prior* to grooming. Please include dosage, time given, frequency given, and reason for the medication. Dogs may not be groomed if they are on antibiotics for any reason. Those medicines must be completed prior to grooming. PPMS reserves the right to discontinue the groom at any time if it becomes clear that it is not safe to continue. PPMS is not liable for complications that may arise during the grooming process from receiving medication. PPMS does not administer any medication or OTC calming aids.

Aggressive dogs may be muzzled and restrained as necessary for both dog and groomer safety. A temperament fee of 25% will be applied.

Flea Treatment (shampoo) is only used in the event fleas are discovered during the grooming process. You will be promptly notified that fleas are present. A 50% Flea Treatment Fee will be

applied. PPMS is not liable for any potential side effects from the use of this shampoo. If you discover fleas prior to your appointment, please inform PPMS immediately.

In an effort to avoid fleas and ticks as much as possible, **PPMS requires all clients to maintain a regular flea and tick preventative of their choosing.** Please notify PPMS of the type of preventative and the date of the most recent dose given, or month a flea and tick collar was placed.

Rabies vaccine must be up to date, as required by Massachusetts law. PPMS requires an uploaded image of the rabies document which shows the exact expiration date, (month, day, year). While not required, PPMS highly recommends dogs be fully vaccinated above and beyond the Commonwealth's minimum rabies requirement as suggested by your veterinarian. Grooming services cannot be performed on the same day that vaccines are administered.

In the event of an emergency, you authorize PPMS to bring the dog to the nearest emergency veterinarian and authorize the vet to treat the pet as necessary. PPMS agrees to pay for the immediate veterinarian service only, not potential subsequent follow-up appointments. Should you elect to decline PPMS taking your dog to the nearest ER veterinarian, you will not be reimbursed for any veterinary expenses. You will not be charged for services in the event an emergency occurs.

Payment is to be made upon completion of the service. PPMS accepts all major credit cards, debit cards, apple pay, and personal checks. Credit cards may be kept on file for future appointments, last minute cancellation fees, and no-shows. Tips are encouraged and appreciated and may be given in cash if you wish. However PPMS does not accept cash for the payment of the service itself. PPMS does not issue refunds.

Additional fees for Coat Quality, Temperament, and/or Flea Treatment will be applied as necessary to the final bill. The Coat Quality fee is 30% of the service price, the Temperament Fee is 25% of the service price, and the Flea Treatment Fee is 50% of the service price. Please see the FAQ section of my website for further explanation of these fees.

Cancellation and rescheduling of an appointment by the client requires a full 48 hour notice prior to the appointment time. Doing so only one day prior to the appointment will result in a \$35 fee that must be paid prior to rebooking a future appointment. Cancellation or rescheduling the day of an appointment will result in a 50% charge of the service. PPMS reserves the right to cancel or reschedule a groom if necessary. Every effort will be made to reschedule at a time convenient for both the client and the groomer. Cancellation of two consecutive recurring appointments regardless of advance notification forfeits all future appointments.

Inclement weather may sometimes result in rescheduling your pup's appointment. You will be offered the next soonest available appointment. Driveways & walkways must be well cleared, free of snow and ice prior to PPMS' arrival. If upon arrival, these areas appear too unsafe to park or walk on, your pup's appointment will be rescheduled to a different day and you will be charged a \$50 trip charge. If you are unable to sufficiently have all areas cleared in time and notify me *prior* to my arrival, we will simply reschedule your pup's appointment to a later date. The 48 hour cancellation policy does *not* apply in this circumstance.

No-Shows: It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact PPMS that they are unable to keep the appointment. PPMS will wait 15 minutes in an effort to reach the client before determining a no show has occurred. A FULL charge of the service will be applied due to the loss of revenue. Please make every effort to call and cancel or reschedule when possible to avoid such situations.

Client or groomer illness: I reside with an immunocompromised family member. If you are feeling ill, please reach out immediately to reschedule as health precautions must be taken to prevent illnesses from being brought to my home as much as possible. Likewise, if I am ill I will reach out immediately to reschedule the appointment.

Photos and video may be taken and used on the PPMS website and social media for promotional purposes.

PPMS reserves the right to refuse service to any dog or client for any reason.

You are only required to sign this form once per dog for the life of the dog unless this form is updated, at which point a new one will be sent prior to the next appointment.