

## Tiny Paws Spa LLC Grooming Agreement and Policies:

### Vaccinations/Veterinarian Information:

Proof of current rabies vaccination is required via current Rabies certificate. Rabies tags are not accepted.

Owners verify their pets have been vaccinated for Rabies, Distemper, and Parvo Virus.

Current contact information to your veterinarian is required. Owners must disclose if their pets have recently been in contact or housed at a boarding, grooming, veterinary hospital, or any animal related facility where they were knowingly or potentially exposed to animals actively displaying symptoms of the following illnesses and varieties of:

Rabies, Parvo Virus, Kennel Cough (Bordetella), Canine Influenza, Distemper, Leptospirosis, Feline Leukemia, FIP, or any other highly contagious Zoonotic diseases. If your pet has recently been diagnosed with any of these illnesses or is showing symptoms, owners **MUST** notify of this prior to any scheduled appointment. Tiny Paws Spa LLC **WILL NOT** be able to render services until cleared from your veterinarian with documentation.

### Pet Restrictions:

Tiny Paws Spa LLC will only accept pets up to 50lbs in weight.

Tiny Paws Spa LLC is unable to see most large dogs along with double or triple coated large breeds of any size. We **DO NOT** offer any services for cats, pets under sedation, pets with severe behavioral issues, severe health complications, and any form of aggression including bite history. We **DO NOT** express anal glands.

### Aggressive, Dangerous or Hard to Handle Pets:

Tiny Paws Spa LLC **DOES NOT** provide service to pets with known/unknown history of aggression and or severe behavioral issues or bite history.

Owner **MUST** inform Tiny Paws Spa LLC if your pet(s) has bitten, is aggressive to people, pets, or specific grooming procedures. Tiny Paws Spa LLC reserves the right to use a muzzle when necessary. Muzzling will not harm your pet and protects both the pet and individual.

Tiny Paws Spa LLC reserves the right to discontinue services for such pet(s) at any time before or during the grooming process due to the pet becoming a danger to themselves or individual, and charge a minimum handling fee of \$50 in addition to the total groom or bath charge at discretion. This fee will be due regardless if the services are completed.

Pets that are deemed extremely aggressive/anxious will be referred to your veterinarian to be groomed under their supervision. If the pet should bite or cause injury to any individual employed with Tiny Paws Spa LLC, the owner agrees to be held **FULLY RESPONSIBLE AND IS LIABLE** for any and all related medical bills, loss of income, and or equipment damaged. Owners refusal or inability to disclose said information to Tiny Paws Spa LLC of their pets prior behavioral history will result in a **PERMANENT BAN** from Tiny Paws Spa LLC and denial of any services for any reason. Any prepaid services **WILL NOT** be reimbursed or refunded and current charges will be due at the end of the appointment.

### Health, Medical Problems & Senior Pets:

Tiny Paws Spa LLC **WILL NOT** render services to pets with extreme or severe health complications that could cause potential harm or exacerbate known health issues, nor take pets that require sedation for any part of the grooming process.

This is in-acted to keep your pet as safe as possible and may result in discontinuing the grooming process. In the event of this occurring, the owner will be held **LIABLE** for the **TOTAL APPOINTMENT COST** due upon retrieval of pet and will be referred to your veterinarian for grooming.

Grooming procedures can sometimes be stressful especially for a senior or fragile pet and can expose hidden medical problems or aggravate current ones during or after the groom. The pet(s) haircut length will be determined by health and comfort over physical appearance and can change during the grooming process, agreeing to this document acknowledges your consent to this.

In the best interest of your pet, this agreement allows Tiny Paws Spa LLC permission to obtain immediate veterinary care for your pet should it be deemed necessary. Tiny Paws Spa LLC will use all means of contact to notify you immediately and take your pet to the nearest veterinarian.

It is agreed that all expenses for veterinary care **WILL BE COVERED** at the **PET OWNERS** expense. Pets with any health issues found will be notified to the owner upon retrieval from the grooming appointment to the best of the individuals ability. Examples of this is potential ear infections, growths, warts, hot spots, skin infections, dental health, cuts/abrasions discovered, etc., if found during the appointment. Tiny Paws Spa LLC **DOES NOT**

offer ANAL GLAND expression or EAR HAIR PLUCKING as these procedures are recommended under the supervision of your veterinarian.

Some pets skin can be sensitive to short trims in the groin, anus, or armpit and may lick, bite, chew, or scratch areas where they commonly are shaved short or due to matting on any part of the body. Tiny Paws Spa LLC is NOT RESPONSIBLE for a pet(s) SELF-INFLICTED INJURY due to licking, scooting, biting, chewing, etc. If this occurs at any time owners MUST notify Tiny Paws Spa LLC in order to make adjustments for future grooms, so long as the pet is not significantly matted in those areas where a short length is necessary.

Pets that are continuously brought in poor coat, skin, behavioral, and health condition may be declined current and future services due to safety concerns for the pet or myself.

#### Mat Removal and Double Coats:

Tiny Paws Spa LLC WILL NOT render any services to pets with severe and EXTREME MATTING on more than 30% of the body. Pets in this condition will be referred to your veterinarian where grooming can be supervised under a doctors discretion due to the high risk of nicks, cuts, skin abrasions, self-inflicted irritation, urine burns, hematomas, fungal or bacterial skin infections being present, and other underlying health issues that occur with severe matting

Mats left in a pets coat become tighter and can strangle the pets skin resulting in skin infections, cut off circulation leading to potentially life threatening injury. Constant re-occurring matting in the same areas is heavily damaging to the coat and skin and are prone to re-mat in those areas once damaged. Tiny Paws Spa LLC does not wish to cause undue stress to your pet, and WILL NOT CONTINUALLY DE-MAT YOUR PET. The best prevention against matting is by scheduling routine grooming appointments every 4-6 weeks, daily brushing and maintenance at home.

Shaving some double and triple coated dog breeds can result with improper, uneven, or lack of hair regrowth. If your pet is experiencing slow or improper hair regrowth at any time, a consultation with your veterinarian may be necessary as this could be a known indicator of some underlying illnesses.

#### Accidents:

Tiny Paws Spa LLC uses extreme caution and care in all situations. In most cases this can happen when a pet is being combative, moving around, etc. If you arrive to pick up your pet and they are still being groomed you will be asked to leave as this can cause them to become excitable and difficult to continue the grooming process which poses a safety risk. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited or nervous pet can make grooming become dangerous. Tiny Paws Spa LLC reserves the right to end the grooming session even if the groom is not completed, and the FULL APPOINTMENT COST will be due upon retrieval of pet and due to compromising the safety of your pet.

#### Parasites:

Tiny Paws Spa LLC is a flea and parasite free facility. If you suspect your pet has fleas or ticks owners must notify Tiny Paws Spa LLC prior to appointment. Tiny Paws Spa LLC requires all pets to be parasite free. If fleas, ticks, or other parasites are found during your pets appointment, Tiny Paws Spa LLC has the right to decline services and will incur a \$50 sanitizing fee and the full cost for the groom will be due upon retrieval of pet.

#### No-shows, Cancellations & Late fees:

Cancellations made within 48 hours of scheduled appointment WILL BE CHARGED 100% of the missed appointment cost. The card saved on file will automatically be charged SAME DAY for the noted cancellation fee. A reminder text or call will be sent 48 hours in advance to your appointment to confirm the following upcoming scheduled appointment. If you DO NOT CONFIRM within the morning of your appointment after a reminder has been sent prior, this will be seen as a NO-SHOW and applicable fee's will be charged OR refusal of service. No-shows, last minute cancellations (less than 48 hours notice) or continual re-scheduling, are subject to 100% of TOTAL APPOINTMENT COST. This balance MUST BE PAID PRIOR to future appointments being made. In addition, if you are more than 15 minutes late the appointment may be rescheduled and such late fees will be applied at 100% of TOTAL APPOINTMENT COST. If continual last minute re-schedules, late arrival (resulting in necessary re-schedule) or no-call no-shows, you agree to be charged either applicable fee above on the date the missed service was to be rendered, or be removed from the client list and will no longer render services to you and your pet(s).

#### Deposits, Cards on File, Returned Checks:

ALL NEW CLIENTS MUST HAVE A WORKING DEBIT/CREDIT CARD ON FILE IN ORDER TO RENDER

SERVICE AND A DEPOSIT TOWARDS THE APPOINTMENT WILL BE DUE AT THE TIME OF SCHEDULING THE APPOINTMENT.

Deposits are NON-TRANSFERABLE AND NON-REFUNDABLE.

TINY PAWS SPA LLC IS GRANTED PERMISSION TO CHARGE THE SAVED CARD ON FILE IN THE INSTANCES OF A CANCELLATION, DEPOSIT, E-PAYMENT, OR FOR ANY OTHER DISCLOSED REASON. Your card WILL ONLY be charged for the above circumstances. Your card information WILL NOT be used for any other reasons than listed above unless previously discussed.

Checks that are returned are subject to a \$50 service fee. In this instance the client will be forced to pay in cash or card ONLY and PRE-PAYMENT for all future services.

Pick-Ups / Drop-Off:

Owners MUST BE HOME or have a designated individual PRESENT DURING THE LENGTH OF THE APPOINTMENT if latch-key is NOT available. Please be on time to pick-up your pet(s) once you are contacted that they are ready. Tiny Paws Spa LLC is by appointment only and do not have the staff or facilities for your pet to stay for any extended amount of time outside of the appointment time made. To enforce this policy, a fee of \$25 will be added every quarter of the hour past the initial designated pick-up time. This fee will be in addition to the total cost. Tiny Paws Spa LLC WILL NOT release custody of your pet to ANYONE NOT AUTHORIZED by the owner and notified to myself.

General Mobile Services:

Tiny Paws Spa LLC service area is within 25 miles of The Woodlands, Texas. If you are outside of this area there will be a minimum travel fee of \$50 allocated to your pets appointment.

Prior to your scheduled appointment Tiny Paws Spa LLC requires clients to remove any vehicles, garbage cans, or objects that could obstruct the grooming vehicle from safely parking along the street or on the clients property. Tiny Paws Spa LLC may be unable to provide service to some homes dependent on the accessibility of safely parking the grooming vehicle and road or driveway conditions.

Mobile appointments have a one hour long window of estimated arrival time due to potential varying driving conditions. If driving conditions arise that could prolong this arrival window, rescheduling will be optional or may be forced with no fees allocated and will work diligently to accommodate and reschedule as soon as possible. Estimates given for mobile grooming are subject to change due to pets weight, behavior, coat or health condition, additional services requested, and distance traveled.

Tiny Paws Spa LLC WILL NOT provide grooming or bathing services outdoors or in unsafe spaces with poor ventilation or that is subject to extreme heat and cold.

Latch key service is available only to clients with an existing client history with the pet owner home.

Latch key service is NOT available to pets with any aggression of guarding, defensiveness, fearfulness, pets with a history of becoming unsafe to handle by anyone other than the owner, and pets with a history of running out the door, jumping gates, fences, etc.

All pets MUST BE adequately leashed during transport from home to grooming vehicle. In the event of a pet becoming loose due to inadequate containment from owner to individual, Tiny Paws Spa LLC is NOT LIABLE OR RESPONSIBLE due to owners inability to provide the pet with a safe properly fitted collar, harness, leash, lead, etc., that would prevent the pet from easily becoming lose or running away.

Tiny Paws Spa LLC is UNABLE to allow any persons inside of the grooming vehicle at any time unless instructed to or granted permission by Tiny Paws Spa LLC.

Hold Harmless Agreement:

By signing this contract you (or your agent) agree to hold Tiny Paws Spa LLC, it's owner, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet(s), either known or unknown to Tiny Paws Spa LLC along with property. It is also further understood and agreed that the terms of this agreement can change at any time, if such circumstances occur you will be notified.

All service costs are NON-NEGOTIABLE and refunds are not given for any circumstances. Grooming cost estimates are subject to change before, during, or after completion of said services due to each individual pets needs and what services are provided or rendered. This will be disclosed to you upon time of drop-off and if any changes are necessary, will inform the client.

Tiny Paws Spa LLC holds the right to refuse, stop, or discontinue service(s) to anyone for any reason.

Tiny Paws Spa LLC is by appointment only service and can not accept walk-up or same day, including nail trim

services.

I authorize Tiny Paws Spa LLC permission to photograph my pet for marketing and social media use, as well as documentation of any health concerns.

Tiny Paws Spa LLC will always put your pets health and safety first and foremost and use best judgment in doing so.

Tiny Paws Spa LLC will not sell, distribute or disclose your private information to any party unless court ordered or summoned by local governing authorities.

By signing this document, I have thoroughly read these guidelines and policies Tiny Paws Spa LLC has implemented in place and understand them entirely, as well as disclosing all information accurately to Tiny Paws Spa LLC about myself and pet(s). I agree to these terms of service and consent to this standard of policies implemented. I understand my INABILITY to sign and authorize this document will result with NO SERVICES RENDERED.

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Owners Signature:

Date: