

## **SERVICE AND POLICY AGREEMENT**

This Service and Policy Agreement for Lucky Dog Mobile Grooming LLC (hereinafter “LDMG”) is executed and delivered by the Client identified below. LDMG will not render any services unless and until this Agreement is executed.

By executing and delivering this Agreement, Client acknowledges and agrees as follows:

### **PAYMENT INFO**

Payment is due at time of service, no exceptions. LDMG accepts cash, check and credit card. Checks returned NSF WILL incur a fee of \$25.00, plus any fee my bank may charge. No further service will be provided until fee is paid.

### **CANCELLATION POLICY / NO SHOW**

On rare occasions, LDMG may need to cancel your appointment due to equipment failure, weather, illness, etc. Every effort will be made to contact Client in advance to reschedule.

If Client cannot keep their appointment, please contact us AT LEAST 24 hours in advance. FAILURE TO CALL 24 HOURS BEFORE YOUR APPOINTMENT OR FAILURE TO HAVE YOUR PET AVAILABLE AT THE SCHEDULED TIME WILL RESULT IN A CHARGE OF \$75.00 per pet, WHICH MUST BE PAID WITHIN 7 BUSINESS DAYS. All scheduled multiple pet clients, who may decide not to groom one or more of their pets at the last moment will be responsible for a \$75.00 fee for every pet not groomed which must be paid at the time of service. Ultimately it is Client’s responsibility to keep track of their scheduled appointments; however, LDMG will send a courtesy text or phone call two days ahead to remind you. If you are a first time Client and you are a no-show when groomer arrives for your scheduled appointment, LDMG will not schedule any future appointments.

### **APPOINTMENT TIMES**

An appointment time is truly an ‘estimated time of arrival’. Arrival time will be in a 1 hour time span. As a mobile service, our schedule is subject to interruptions and delays, such as, but not limited to: Refueling, traffic, driving distance from previous appointment and running over on a previous appointment. If LDMG feels they will be more than 15 minutes early or late, LDMG may call ahead.

### **KEY ON FILE SERVICE**

LDMG offers an optional “key on file service”. Client provides LDMG with a house key to keep on file, a garage code, or some other form of access to the home. LDMG will arrive at your scheduled grooming appointment time to care for your pet and Client leaves a form of payment, cash or check. LDMG will not be held responsible for damages or theft to Client’s home or property while performing “key on file” services.

## **MATTED OR NEGLECTED COAT**

Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate, or cause skin problems. Client is aware that neglect of the pet's coat can be cause for problems after grooming such as clipper/brush irritation. If Client's pet does not remain still accidents can happen such as, cuts, nicks, etc. from clippers or scissors. It is, therefore, at LDMG's discretion to determine if it is safe for the pet to be de-matted, if not, a "shave-down" of the pet's coat will be completed (which requires an additional fee). Shaving your pet may dramatically change your pet's appearance. This may expose pre-existing skin conditions. Closely shaved pets are also prone to sunburn & should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes. In certain breeds and coat types, the coat may not grow back the same. Removing a heavily matted coat includes the risk of nicks, cuts and/or abrasions due to moles, warts or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin which can cause mold, fungus, bacteria or skin irritations that exist prior to the grooming process. The after-effects of mat removal procedures may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow. Client is responsible for the condition of the pet's coat and will not hold LDMG responsible in the event of adverse effects of mat removal.

## **CURRENT VACCINATIONS/VETERINARY INFORMATION**

Your pet's safety is first at LDMG. We require a current rabies vaccination before any grooming services will be performed. Proof of rabies vaccination shall be provided to LDMG upon request as well as current veterinarian information.

## **SAFETY/DOG BEHAVIOR; INDEMNITY**

Client must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. LDMG will not accept any aggressive dog. If false information about the pet's behavior were made when asked during booking of an appointment, we will discontinue services and Client will still be responsible for the full grooming charge. **CLIENT WILL BE LIABLE AND RESPONSIBLE FOR ANY BITES, OR ANY PROPERTY DAMAGE CAUSED BY THEIR PET(S), AND SHALL INDEMNIFY LDMG AND ITS EMPLOYEES AGAINST ALL DAMAGES CAUSED BY PETS.** For groomer's safety as well as your pet's, LDMG has the right to refuse service in the event of a pet that cannot be handled safely. **FOR OVERLY AGGRESSIVE OR OVERLY STRESSED PETS, LDMG WILL NOT BE ABLE TO MAINTAIN YOU AS A CLIENT.**

## **SENIOR PETS AND PETS WITH HEALTH ISSUES**

Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. LDMG will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming.

**FLEA/TICK INFESTATION/SALON SANITATION**

Flea and tick infestation will NOT be tolerated. Client is responsible for keeping their pet(s) flea and tick free. If a flea or tick is found on your pet, LDMG will administer a flea and tick shampoo to eradicate the fleas in order to maintain salon sanitation. If LDMG finds an infestation of fleas or ticks on a pet, an additional \$75.00 de-bug cleaning fee will be added in addition to the groom fee for this service. There may be side effects, including, but not limited to allergic reactions, which may result from the manufacturer-recommended usage of said products, which Client agrees that LDMG will not be held responsible for. Additionally, Client is also aware that any such treatments are not guaranteed to be one hundred (100%) effective.

**PRE-EXISTING CONDITIONS**

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of your pet, Client designates LDMG, as agent and understands that if LDMG is unable to contact Client first, then LDMG, in its sole discretion, may engage the services of a veterinarian at Client’s expense.

**PICTURES**

Client consents that LDMG may take pictures of your pet, before and after grooming, and utilize the same for their website, social media for any and all and/or advertising purposes at LDMG discretion.

Client affirms they are the rightful, legal owner, or care giver to the pet for which services are rendered. I, the undersigned, understand and agree to the above terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to release and hold LDMG, its owners, agents, employees and assigns, harmless from any and all damages, losses, or claims to personal or real property (including Client’s pets). I acknowledge that the interpretation of this provision is to be read as broadly as possible, to the maximum extent permissible by law. I authorize LDMG to provide emergency services to my pets in the event I am not available. I authorize Lucky Dog Mobile Grooming and/or an agent thereof to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agree to pay all costs of same.

I, the undersigned, have read, understand and agree to the above terms and understand my obligations for grooming and maintenance as stated herein for the services of pet grooming through LDMG.

Dated: \_\_\_\_\_, \_\_\_\_\_ 2022

CLIENT:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature