



Pet Grooming Release Form & Policies

Our staff is dedicated to providing you and your pets the highest quality care in a safe and stress-free environment. To help us serve you better, please ask any questions about our services or other policies. By signing below, you acknowledge you have read and understand our policies and agree to abide by them. You further acknowledge pricing is subject to change. Additional policies are available on our website at www.GoldenPawMobileSpa.com.

Operating Hours Our operating hours are by appointment only. Due to the nature of mobile grooming, an arrival window will be provided, but may change due to delays caused by weather, traffic and/or earlier appointments. We will notify you via text message if we expect to arrive more than 15 minutes before or after your allotted appointment time. You agree to be at home during the arrival window or provide available key or code entry, etc. prior to your appointment. All pets must be made available in an approved manner to ensure the safety of your pet and our staff.

Payment Policies All payment is due at the time services are rendered and must be collected prior to your pet being discharged. Payment can be made by Cash, Major Credit Cards and/or Zelle. You may cancel your grooming reservation by calling and providing a detailed message. We require at least 24 hours notice of cancellation. Any cancellation made without 24 hours notice is subject to an additional charge of \$60.00 per pet. If you cancel or your pet is otherwise unavailable for their scheduled appointment after our groomer has already arrived, you will be subject to a fee equal to the scheduled service.

Medical Information Our first priority is your pet. **You are required to inform us of all medical problems your pet has before utilizing our grooming services.** Being outside of home can sometimes be stressful, especially for new clients and senior pets, and can aggravate or expose a hidden medical problem. We will do our best to contact you first, but in the event of an emergency we will seek immediate medical attention to ensure your pet's safety. All pets must be free from transmittable illnesses (i.e. upper respiratory, ringworm, etc.) to utilize our services. If your pet displays symptoms of any illness we may refuse any service until your pet is declared healthy by a veterinarian. Any medication administration requires pre-approval by us prior to your pet's appointment.

Fleas & Ticks We recommend keeping your pet on a flea and tick preventative as recommended by your veterinarian. If your pet is found to have fleas, ticks or parasites when we arrive, your appointment will be cancelled and a cancellation fee will be charged. If live fleas are discovered after the bath or grooming process has already begun, a soothing bath will be given and an additional \$75.00 fee will be charged as we must perform additional cleaning of our facilities and equipment to ensure safety for future client appointments. Golden Paw Mobile Spa does not provide flea and tick prevention services and it is your responsibility to keep your pet on a proper flea and tick prevention schedule.

Grooming We utilize experienced groomers who are trained to recognize symptoms of stress and reserves the right to stop the grooming process prior to completion to ensure the safety of your pet or our staff. Keeping your pet safe and comfortable is our first priority. While we always use extreme caution while grooming your pet, our equipment is sharp and your pet may shift or move unexpectedly causing a possible accident. If an accident does occur, you will be notified as soon as possible. Matting of the hair on your pet may increase the likelihood of stress during the grooming process and may increase the time needed to safely groom your pet. Additional fees may apply for mat removal.



Aggressive Behavior You are required to inform us of any previous aggressive behavior your pet has shown, especially if they have previously bitten a prior groomer, veterinary staff, or other person. In the event your pet demonstrates aggressive behavior, you may be subject to an additional Aggressive Pet Fee or Golden Paws Mobile Spa may cancel or end the groom before the requested services are completed. These pets require greater care and attention and the length of time to groom your pet may fluctuate. The Aggressive Pet Fee may vary depending on the care needed to groom your pet and the level of aggression your pet demonstrates.

Refusal of Service We reserve the right to refuse any service at any time. If we are unable to handle your pet safely or your pet becomes too stressed we may refuse, stop or cancel service at any time. A fee may still be required for any services or partial services performed.

Veterinary Information We require our clients to provide us with up to date veterinary information to utilize our grooming services and you must provide us proof of current Rabies vaccination for each pet. **It is your duty to continue to disclose any and all medical and health conditions of your pet.** You authorize any present and past veterinarians to share medical information about your pet(s) with Golden Paw Mobile Spa, including but not limited to vaccine records and current medical conditions. In limited circumstances, we may accept a letter of medical exemption on your veterinarian's letterhead. Any pet that is not fully vaccinated may not be eligible for all services. In the event of an emergency, we will attempt to take your pet to your authorized veterinarian, but we retain the privilege to use a veterinarian of our choice if circumstances require. Any and all veterinary costs will be at your expense.

Promotional Use We utilize photographs and video of your pet for our files, internet websites and advertising. All photographs and videos we take of your pet are the property of Golden Paw Mobile Spa. If you wish to opt out of photographs or videos of your pet being used for promotional purposes, please email us at goldenpawmobilespa@gmail.com.

Acknowledgement

By signing below, I certify that I agree to adhere to all of Golden Paw Mobile Spa's policies and procedures. I agree to hold Golden Paw Mobile Spa harmless from damage, loss or claims arising from negligence and any condition of my pet(s) whether known or unknown. These damages, loss or claims shall include, but are not limited to, death and injury. Pre-existing conditions shall include, but are not limited to, illness, previous injury, skin and coat conditions, medical conditions, advanced age and nervousness. I authorize Golden Paw Mobile Spa to act as my agent in the event emergency veterinary services, care-taking and/or transportation is necessary and I agree to pay all costs. I have read and accept this policy for any present and all future services.

Client Signature: _____ Date: _____

Name (please print): _____