

BEACHTOWN PETS MOBILE SPA PET GROOMING AGREEMENT

1. **Vaccinations:** By signing this agreement, owners confirm that their pet(s) are up-to-date on the following annual vaccinations: Rabies, Distemper, Parvo-Virus, Canine Influenza, and Bordetella (Kennel Cough). Proof of vaccination or current titer testing must be provided to BeachTown Pets Mobile Spa upon request. Special considerations will be made for senior and/or ill pets.

2. **Pet Safety Policy:** Owners are required to inform BeachTown Pets Mobile Spa if their pet has a history of biting, has bitten someone, or displays aggression towards people, other pets, or specific grooming procedures. Due to the intimate nature of the grooming process, some pets may become anxious or reactive. If it is determined that continuing the grooming service poses a threat to your pet's emotional or physical health, or to the safety of our groomer, the service will be discontinued immediately. You will be responsible for any services rendered up to that point. We will take every necessary precaution to complete the grooming service safely and humanely. This includes the proper use of standard industry safety equipment such as grooming loops, muzzles, and restraints.

Please note: An Aggressive Dog Fee of \$400 will be added to the quoted grooming fee if your dog is considered a bite-risk to our groomers. Our groomers must manage their own anxiety to ensure the safety of both your dog and themselves in such situations. Should your pet bite anyone, the owner agrees to cover all related medical expenses, recovery costs, loss of income, and equipment damage.

3. **Health or Medical Problems & Senior Pets:** Grooming procedures can be particularly stressful for senior pets or those with health issues. These procedures may expose or aggravate hidden or existing medical problems, either during or after the grooming session. Senior pets with health conditions are at a greater risk of injury; therefore, such pets will be groomed for cleanliness and comfort, using styles that minimize additional stress. For large senior dogs weighing 40 pounds or more, it is essential that they are able to stand for several minutes and can walk onto ramps and into/out of tubs inside the grooming van. If your pet cannot be groomed due to these limitations, a minimum trip fee of \$50 will apply.

4. **Mat Removal Policy:** At BeachTown Pets Mobile Spa, your pet's safety and comfort are our top priorities. Excessive de-matting is painful, time-consuming, and costly. It can cause discomfort, worsen skin conditions, and increase the risk of injury. The decision to proceed with de-matting is at our discretion. If it's unsafe, a "shave-down" will be performed. Note that closely shaved pets are more prone to sunburn and owners should apply sunscreen or keep them out of direct sunlight until their coat regrows. Mat removal carries risks such as nicks, cuts, and skin irritations due to trapped moles, warts, or folds. Mats can also trap moisture, leading to mold, fungus, or bacteria. After-effects can include itchiness, redness, self-inflicted abrasions, or hair regrowth issues. Owners are responsible for their pet's coat condition and will not hold BeachTown Pets Mobile Spa responsible for any adverse effects from mat removal. An additional charge of \$15 per 15 minutes applies if grooming exceeds two hours.

5. **Accidents:** While every effort is made to ensure the safety of your pet, accidents can occasionally occur. Grooming tools are sharp, and despite our utmost caution and care, incidents such as cuts, nicks, and scratches may happen, particularly if a pet fails to remain still.

6. **Parasites:** If you suspect your pet has fleas or ticks, prompt and thorough action is necessary. Please inform us immediately. We will use a safe shampoo that is suitable for dogs, cats, and puppies over 3 months of age, which must remain on your pet for 10 minutes.

If your pet has live fleas/ticks and you do not inform us beforehand, the price will increase by \$35, in addition to the original grooming price quoted. The spread of fleas necessitates shutting down our grooming van for fumigation, resulting in additional costs. We recommend consulting your vet for one of the latest effective flea prescription medications in your area.

7. Deposit & Payment Methods: BeachTown Pets Mobile Spa requires a credit card hold for all appointments. Using Square, you can securely enter and save your credit or debit card information to your pet's profile. We accept cash, credit cards, and Zelle for final payment.

8. Collection Costs: You agree to cover all expenses associated with collecting the amount owed under this Agreement, including court costs and reasonable attorney's fees, as allowed by applicable state law.

9. No Shows & Cancellations: We kindly request at least 48 hours' notice for cancellations or rescheduling of appointments. Last-minute cancellations are challenging to fill and result in a complete loss of income for the groomer. Any cancellation or reschedule made less than 48 hours prior will incur a cancellation fee equal to 50% of the reserved services or \$50, whichever is greater.

Please note: If we arrive at your home but are unable to provide service due to issues with accessing your pet(s) or property, you will be charged as if you had cancelled. For any no-shows (no phone call/text or calling after the appointment time has begun), a fee equal to 100% of the full grooming charge will apply.

10. Unforeseen Circumstances: Although our vans are equipped with a water and power source, there may be times where we need to use your garden hose or electricity outlets in emergency situations. Additionally, please understand that due to the nature of being mobile, we may occasionally be late for an appointment because of circumstances beyond our control (traffic, accidents, weather, unpredictability of pets, etc.). We cannot be held liable for unavoidable time delays.

11. Social Media: I understand that my pet may be featured in various forms of media, including electronic publications, audio-visual materials, promotional literature, advertising, community presentations, letters to area legislators, and social media. My consent is freely given as a public service without any expectation of payment. I release this establishment and their respective employees from any and all liability that may arise from the use of such media, including news stories, promotional materials, written articles, videos, and/or photographic images.

RELEASE

I am the owner/caregiver of this/these pet(s), and I have read and understood the foregoing cautions printed above. I acknowledge that pet grooming may cause injury or an allergic or other reaction to my pet(s), but I still wish to have BEACHTOWN PETS MOBILE SPA perform the grooming. Therefore, I consent to and authorize the grooming of my pet(s) and release BEACHTOWN PETS MOBILE SPA and its owners, operators, and employees from any responsibility or liability arising out of the performance of those services.

I have read and accept this release for the grooming session today and for all future grooming appointments. I agree to pay the full amount due for services rendered at the completion of the service.

Full Name: _____ Date: _____

Your Signature: _____