

## Sparkle Mobile Dog Grooming Policy Agreement

**Every family will be asked to read and sign the Policy Agreement as follows:**

I do here by entrust my pet(s) to Zach Simon [Sparkle Mobile Dog Grooming] for the purpose of grooming my pet(s). I am aware that all due care will be taken with my pet(s) for the safety of pet and groomer. I am aware that neglect of my pet's coat can be a cause for problems after grooming such as clipper/brush irritation. If my pet is wiggly or doesn't remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors. I am aware that if my pet's coat is matted my options are:

1. If I want to save coat...but not pay for de-mat charges, I will brush out the coat and Zach will return at a later date to groom my pet, however I will incur a \$30 service fee, as fuel was expended to come to my location.....
2. I will let Zach brush out my pet if possible and safe, at a fee of \$1 per minute, or a minimum charge of \$20 in addition to my regular grooming fee.
3. My pet will receive a dry shave down and start over. If my pet is shaved and started over, but I want the ears and tail saved and it is matted, I understand that I will have a minimum de-mat fee to save them.

**Flea/Tick Policy:** Fleas and tick will NOT be tolerated. Owners are responsible for keeping the pet flea & tick free. If I find mass fleas or ticks, there is a \$75 cleaning fee to de-bug the Mobile Trailer before I can go to the next house! [This fee is in addition to the groom fee, and your pet will be given Advantage or Frontline as a further deterrent]

**Photos/Pictures:** Photos and pictures may be taken of my pet before, during or after grooming, for use on the web site and for advertising.

In the event I need to CANCEL my appointment: I understand that I must notify Zach at least 24 hours prior to my scheduled appointment. Leaving a message on the 'Land line' machine is fine. I am also aware that should I fail to do so I will have an additional \$30 Service Fee added to my next grooming charges or billed to me.

I understand that cancellations may occur at anytime by Sparkle Mobile Dog Grooming due to road conditions, equipment failure, etc. I understand that every effort will be made to contact me for rescheduling and will be on a case by case basis.

There is a \$30 fee for NSF/returned check at which time I will go in a cash basis only.

Zach Simon has the right to refuse service: In the event of a pet that can NOT handle safely. Tranquilized pets will not be accommodated as they should be done in the safety of a vet clinic/hospital with an 'in-house' groomer. The use of muzzles, e-collar, slings, straps, etc., are acceptable safety measures.

Grooming services can be stopped mid-groom if necessary for the safety of my pet or groomer and I understand I will pay for the portion of the groom completed or a \$30 service fee which ever is greater.

Home and property damage: Zach Simon [Sparkle Mobile Dog Grooming] will not be held responsible for damages to my yard, home or property while on the service call for grooming my pet(s). As the owner or caregiver, I authorize Zach Simon [Sparkle Mobile Dog Grooming] to perform scheduled grooming appointments while I am away from home or property. In the case where a key is left or given to my home, Zach Simon will not be held responsible for any damages or theft to my property. I will sign an invoice/work order each time my pet is groomed as requested, and I will leave a note with my authorization [signature] for grooming should I not be home.

**Signature Required for Grooming Services:**

I the undersigned do understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Sparkle Mobile Dog Grooming agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian emergency services in the event I am not available.

I authorize Zach Simon to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and I agree to pay all costs. Any/all damages, loss or claim shall include but not limited to death, injury, or shock. Said pre-existing conditions shall not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or mental conditions.

I have read and understand my rights and obligations as written in this agreement for the services of pet grooming through Sparkle Mobile Pet Grooming.

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Owner signature & date