



## COMPANY POLICIES AND PET RELEASE FORM

**Before we can start with the good stuff... Legal department says so...**

**AUSSIE PET MOBILE'S** philosophy is to offer a stress free grooming experience for your loved pet. We pay special attention to older pets and pets with health issues. Your pet's safety and comfort are our first priority. We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes nail trimming in some situations. Senior pets will be groomed for cleanliness and comfort.

### **MEDICAL / VACCINATIONS:**

You the pet owner will advise us of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions. These may include prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems. AUSSIE PET MOBILE® **requires your pet to have its current rabies vaccination** for every pet being groomed. While AUSSIE PET MOBILE® adheres to a stringent sanitation procedure for all vans and equipment, we also strongly advise that each pet be vaccinated against distemper, hepatitis, parainfluenza adenovirus type 2, parvovirus, corona, leptospirosis, and Bordetella prior to being groomed.

### **BEHAVIORAL CHALLENGES:**

Your groomer has been trained how to deal with aggressive, fearful, sick and overly stressed pets as well as de-matting procedures. We occasionally encounter pets that absolutely refuse to be groomed or are too dangerous to groom. Your pet's health & safety is our first priority. The pet may get away or get injured if it is undergoing a great amount of stress. The pet owner will be held responsible for any bites that may require medical treatment and for any property damage caused by their pet. AUSSIE PET MOBILE® does not use any type of tranquilizers on any pet. **We will never force a pet to endure a grooming step that the pet thinks is too frightening.** Drying a pet may be hindered by the pet's inability to remain standing during the drying process or the pet's adverse reaction to our dryer. The groomer will inform you of such a situation. If we arrive at your property and your pet cannot be groomed for any reason, a **\$50.00 trip fee will apply.**

### **FLEAS AND TICKS:**

If your pet has Fleas or Ticks, let us know. We recommend you contact your vet to obtain one of the flea prescription medications that are working well for this area. There will be a required **\$25** flea bath and contamination fee.

### **NAILS:**

Extra-Long nails may not be able to be shortened to your desired length without clipping the quick.

### **MATTING & AUTHORIZATION FOR SHAVING A PET:**

If your pet is matted, this is a health crisis. If possible we will de-mat your pet. In order to prevent inhumane discomfort and/or pain to the pet, your groomer may shave down your pet if severely matted. Please keep in mind that a matted coat can cause numerous health concerns including itching, irritation, and skin infections. **Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats and AUSSIE PET MOBILE® will not be financially responsible for these types of injuries.**

Shaving a pet often exposes pre-existing skin conditions. If an animal is badly matted, you may find sores and tender skin under those mats. Many times the skin is so sore that the clippers may cut the skin, especially while taking mats off of a cat that has very thin skin. There is no way to avoid this, however slow or careful we are and we are clipping live animals that move and may be feeling pain associated with the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Post-shave effects are temporarily unattractive, unpleasant, and uncomfortable. But your pet will be starting the process to re-gain a healthier skin and coat. AUSSIE PET MOBILE® is not responsible for any pre-existing conditions due to a matted coat. If you would like to cancel your grooming appointment due to excess matting, a \$50.00 trip fee will apply.

Pet owners with matted coats will pay an **additional \$15-\$50 fee** will sign they understand risk of injury during removal of mats and shaving and AUSSIE PET MOBILE® will not pay veterinary bills associated with removal of mats.

**SKIN, EYES, & EARS:** AUSSIE PET MOBILE® cannot be held liable for skin, eye, or ear irritations that can occur due to shampoo sensitivity or underlying/emerging conditions. Our shampoos are professional grade high quality PH Balanced, environmentally friendly, and non-toxic. **Eyes:** Despite using care while trimming hair around the eyes, eye irritation can occur if a hair particle enters the eye; pets may scratch at their eyes with their feet and create further irritation. We cannot be responsible for this type of self-inflicted injury. **Ears:** We clean ears with professional pet ear cleaner. This can reveal underlying ear infections; we cannot be responsible for existing or emerging health issues.

**APPOINTMENTS:**

We will always arrive as close to the scheduled appointment time as possible, however, sometimes situations occur that will disrupt the daily grooming schedule. This includes traffic, weather, and mechanical difficulties, spending more time with an older/younger or difficult pet. Rushing to meet a schedule will never compromise the pet’s safety. Please allow 10 minutes on either side of your appointment for the arrival of your groomer. If your groomer is going to be more than 10 minutes early or late, we will call you to let you know.

**PRICING:**

Pricing varies according to each pet and is determined by breed, size and the condition of your pet. Initial quotes are estimates only. Prior to your appointment, we will confirm the treatment and the price with you. Additional charges apply for other services that may be required in order to conduct the groom which may include but not be limited to: de-matting, de-shedding, clipping, excessive coat and flea treatments due to the additional time and materials it takes to safely complete such services.

**CANCELLATION / NO SHOW:**

We require 48 hours notice to change or cancel an appointment. We will contact you by phone, text, or email to remind you of your appointment. Failure to call 48 hours in advance may result in a charge of \$50.00 that must be paid prior to your next grooming appointment. Giving advance notice gives us the opportunity to fill your grooming appointment and enables us to rearrange our schedule. **If we show up for an appointment and there is no one home to release the pet, a \$50.00 No Show fee will apply.**

**TIPPING:**

Tipping your groomer is acceptable but totally at your discretion.

**HAPPINESS:**

If you are not happy with your pet’s groom, please let us know within 48 hours and allow us to “make it right” now or in the future. By proceeding you agree to this process of resolution.

**PAYMENT:**

Rejected payments or returned checks will result in a \$25 fee in addition to any financial institution fees.

**RELEASE**

*I am the owner/caregiver of this/these pet(s), and I have read and understood the foregoing cautions, printed above. I realize that pet grooming may cause injury or allergic or other reaction to my pet(s), but I desire to have AUSSIE PET MOBILE® perform the grooming. Therefore, I consent to and authorize the grooming of my pet(s) and I release AUSSIE PET MOBILE® and its employees, franchisees or other representatives, from any responsibility or liability arising out of the performance of those services.*

*I have read and accept this release for the groom today and for all future grooming appointments. I agree to pay the full amount due for services rendered at the completion of the service. If you would like a copy of this release for your records, please ask.*

NAME: \_\_\_\_\_

SIGNED: \_\_\_\_\_

DATED: \_\_\_\_\_

