

KRITTER KUTZ MOBILE PET GROOMING POLICY AGREEMENT

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

PET AND GROOMER SAFETY

- **Proof of pet(s) current rabies vaccination must be provided.**
- Due care will be taken with the pet for the safety of the pet and groomer. If it is necessary for the safety of the pet and the groomer, muzzles, elastic collars, slings, straps etc. will be humanely used.
- If the pet does not respond to Gloria and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.
- For the safety of the pet the door to the mobile grooming salon must remain locked during the grooming session.
- For the pet to properly respond to Gloria it is essential that the pet be alone with Gloria and clients will not assist in the grooming unless requested to do so.

PET HEALTH CONDITIONS

- Gloria Reeves dba. Kritter Kutz Mobile Pet Grooming will be held harmless from damage, loss or claims arising from any known or unknown pre-existing condition of the pet(s). The terms, special services or handling shall include but are not limited to veterinary emergency services in the event that the client is not available. Client authorizes Gloria Reeves to act as his/her agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or other medical conditions.

FLEA INFESTATION/SALON SANITATION

- If the pet is infested with fleas, it may be necessary for Gloria to administer a Capstar® tablet to eradicate the fleas in order to maintain salon sanitation. This is at Gloria's discretion and at client's expense. The tablet is harmless to the pet and Gloria will provide details.

MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS

- Neglect of the pet's coat can be cause for problems after grooming such as clipper/brush irritation.
- **Client's Choices:** Gloria will de-mat the pet (if possible) at \$1 per minute (minimum \$15) in addition to the regular grooming fee OR the pet will receive a "shave down" to remove the mats. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the client requests the mats combed out, Gloria will not do so if it causes pet undue stress or pain.
- Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and Gloria will perform the cuts to the best of her understanding of client's directions and her ability but no other guarantee is made.

APPOINTMENTS

- Appointments are normally set at customer's convenience and Gloria will make every attempt to arrive on time. However, the customer must acknowledge that unforeseen circumstances with pets, traffic, weather, equipment problems and other conditions that occur during the day may require her to arrive late or be forced to reschedule. Gloria will make every attempt to contact the customer prior to the appointment to advise should she be late and when she expects to arrive.

PAYMENT

- Payment for grooming services is due at the time the services are rendered unless prior arrangements have been made. Invoiced payments are net 10 days. A \$1 fee will be charged to invoiced payments to cover postage, stationery etc.
- There is a \$30 NSF/returned check charge and client will be placed on a cash only basis thereafter.

CANCELLATIONS

Client Cancellations: Gloria must be notified at least 24 hours prior to the scheduled appointment. Leaving a message on the business answering machine is sufficient. The client may be billed for the normal grooming charge, tax and travel fee if 24 hour cancellation notice is not provided.

Kritter Kutz Cancellations: Cancellations may occur at anytime by Kritter Kutz Mobile Pet Grooming due to weather conditions, equipment failure, illness etc. Every effort will be made to contact clients for rescheduling and will be on a case-by-case basis.

REFUSAL OF SERVICE

Kritter Kutz Mobile Pet Grooming has the right to refuse service for the following reasons:

- Pet(s) will not be groomed if not safe or too large or heavy to handle.
- Grooming service can be stopped in mid-groom if necessary for the safety of the pet and the groomer and if this is necessary the client may be charged the price of the groom, tax and travel fee.
- If it is deemed that client's location is unsafe due to traffic or certain street or parking and access/egress situations or is located in a high crime area.
- Service may be terminated for repeated cancellations without 24 hr. notice, as described above.
- Service may be terminated if a mutually cordial business relationship cannot be maintained for whatever reason.

HOME AND PROPERTY DAMAGES

Gloria Reeves dba. Kritter Kutz Mobile Per Grooming will not be held responsible for damages to client's yard, home or property while on a service call for grooming client's pet(s).

OWNER ABSENTEE SERVICES (Optional) _____ Initial if service desired

- As the owner or caregiver, I authorize Gloria Reeves dba. Kritter Kutz Mobile Pet Grooming to perform scheduled grooming services while I am away from the home or property. In the case where a key to my home, yard or pen is left or given Gloria Reeves will not be held liable for any damages or theft to my property. Owner absentee arrangements must be made when the appointment is scheduled and will not be allowed on the initial visit.
- In restricted access residential areas, the client may be billed for the cost of the groom, tax and travel charge if client's failure to notify security of the appointment results in Gloria not being able to gain access.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and I do hereby entrust my pet(s) to Gloria Reeves dba. Kritter Kutz Mobile Pet Grooming for the purpose of grooming my pet(s).

Owner Signature

Date