

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.

I do hereby entrust my pet(s) to Gloria Reeves dba. Kritter Kutz Mobile Pet 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 the pet(s) and groomer. I understand that if it is necessary for the safety of my pet(s) and the groomer that muzzles, elastic collars, slings, straps etc. are acceptable.
- I understand that I must furnish proof of my pet(s) current rabies vaccination.
- I am aware that neglect of my pet's coat can be cause for problems after grooming such as clipper/brush irritation.
- I am aware that if my 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.
- I am aware that if my pet's coat is matted my options are:
 1. I will brush the coat out and Gloria will return at a later date and I will pay for the fuel expended for the round trip to my location from New Harmony, Texas, plus \$25.
 2. Gloria will de-mat my pet (if possible) at \$1 per minute (minimum \$15) in addition to the regular grooming fee.
 3. My 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.
- I understand that it is necessary to connect an extension cord to the 110V power of my location to power the mobile grooming salon.
- I understand that for my pet to properly respond to Gloria that it is essential that my pet be alone with Gloria and that I will not assist in the grooming.
- I understand that for the safety of my pet the door to the mobile grooming salon must remain locked during the grooming session. Gloria will gladly show the inside of the trailer before or after the grooming session.
- I understand that 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 my directions and her ability but no other guarantee is made.

CANCELLATIONS

Client Cancellations: In the event I need to cancel my appointment I understand that I must notify Gloria at least 24 hours prior to my scheduled appointment. Leaving a message on her answering machine is sufficient. I am also aware that if I should fail to do so I will have the cost of the fuel for the round trip to my location from New Harmony, Texas plus \$25 added to my next grooming charge.

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 me for rescheduling and will be on a case-by-case basis.

PAYMENT

I understand that 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.

I understand there is a \$30 NSF/returned check charge and I will be placed on a cash only

basis thereafter.

REFUSAL OF SERVICE

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

- I understand that my pet(s) will not be groomed if it is not safe to safe to handle. These pets will not be accommodated as they should be groomed in the safety of an in-house groomer at a veterinary clinic.
- I understand that grooming service can be stopped in mid-groom if necessary for the safety of my pet and the groomer and that I understand that if this is necessary I will pay for the fuel for the round trip from New Harmony, Texas to my location plus \$25.
- I understand that I can be refused service if it is deemed that my location is unsafe due to traffic or certain street or parking and access/egress situations or is located in a high crime area.

HOME AND PROPERTY DAMAGES

I understand that Gloria Reeves dba. Kritter Kutz will not be held responsible for damages to my yard, home or property while on a service call for grooming my pet(s).

OWNER ABSENTEE SERVICES

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. I will sign an invoice/work order each time my pet is groomed, or leave a note authorizing the grooming service with my signature should I not be available. Owner absentee arrangements must be made when the appointment is scheduled and will not be allowed on the initial visit.

PET HEALTH CONDITIONS

I 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 veterinary emergency services in the event that I am not available. I authorize Gloria Reeves 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 or claims shall include but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions or medical conditions.

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 in consideration of the grooming services of Gloria Reeves dba. Kritter Kutz Mobile Pet Grooming.

Owner Signature

Date