



the Grooming Van

MOBILE PET SALON

RELEASE FORM

1. It is the pet owners responsibility to maintain their pets in good/healthy/well mannered condition. Pets that are overgrown, overly matted, misbehaved, in poor health, etc maybe subject to an extra fee. This fee will be determined at the time of grooming.
2. In order to perform a groom safely and avoid injuries to your pet, we must be made aware of any and all health/behavioral issues your pet may have. We will not be held responsible for anything that may go wrong due to hidden/unknown/undisclosed medical/behavioral issues. If we are unable to complete any or all of the grooming services due to an issue with your pet, payment in full is still required and due by the end of the grooming session.
3. Having to remove matts from a severely matted pet is time consuming and dangerous work. It takes a lot of extra work to safely remove matts from a pet. Unfortunately removing matts from a pet can result in injuries that are beyond the control of the groomer. We will not be held responsible for any injuries or medical attention needed caused by matt removal that may appear during or after your pet's grooming session.
4. We make every effort to ensure your pet is safe while in our care however when working with live animals and sharp equipment, accidents are bound to happen. Should an accident occur, you will be notified and we will seek proper medical attention immediately.
5. In order to maintain an efficient schedule we require a minimum of 24 hours notice to cancel or reschedule an appointment. Your first cancellation/no show made within 24 hours of your scheduled appointment time will be subject to ½ of your grooming appointment invoice and will be due on or before your next scheduled appointment. Your second cancellation/no show made within 24 hours of your scheduled appointment will be subject to 100% of the grooming invoice being due immediately. This amount will need to be paid in full prior to another appointment being scheduled. Habitual late cancellations/no shows are at risk of services being terminated. All fees for missed or late cancellations are non refundable.
6. We must be able to have access to your pet upon arrival. If we are unable to begin the grooming process within 15 minutes of arrival we will consider this a last minute cancellation or no show and will be subject to the fees mentioned in #4 above.
7. In order to perform grooming services we must have a safe area in which to park our vehicle. Our vehicle is 10ft 4inches tall and 20ft long. Not only does the ground need to be clear of obstacles, the area above must have enough clearance from trees, branches, overhead wires, etc. If we arrive and there is no safe place to park, the appointment will need to be rescheduled and a travel fee of \$50 will be due immediately.
8. We do our best to keep all scheduled appointments and to arrive as close to your designated time as possible. Several factors beyond our control determine our daily routes. We do ask for your patients and provide you with a 2 hour arrival window. We can give you a call or text to let you know we are on our way. You will be given as much notice as possible should we need to cancel your appointment due to an unforeseen emergency or travel conditions.
9. Pennsylvania law requires all dogs over the age of 16 weeks to have a rabies vaccination given by a licensed veterinarian. A rabies vaccination certificate or paperwork from your vet must be provided prior to any grooming services being performed. A rabies vaccination tag is not sufficient proof of a current vaccination. If we arrive for your appointment and your pet's rabies vaccination is not current or cannot be verified, the appoint-

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ment will need to be rescheduled and a travel fee of \$50 will be due immediately.

10. Should you be unsatisfied with any grooming services provided, we must be notified within three days of the date of service. We will make every attempt to correct the issue.

11. Aging pets or pets in poor health pose a number of risks during grooming. We will not be responsible for anything that may occur due to health or age of your pet.

12. Fleas and ticks can be a real problem in our area. Any pet presented for grooming with fleas or ticks will be given a flea/tick bath and any ticks found will be removed. You will be notified and extra fees for removal of fleas/ticks will be charged.

13. The Grooming Van will not be held responsible for any liability issues that may arise, injuries to you or your pets, damage to your property, veterinarian/medical fees, or any other type of expenses that may result from our grooming services.

14. Our prices are based on type/breed of pet, coat condition, pet behavior, services requested, etc. These prices are set by the Grooming Van, they are non negotiable, PA sales tax must be collected and are due in full at the end of your pet's grooming session.

15. As a way to "show off" your freshly groomed pet and to promote our business we like to take photos to be used in our advertising campaigns.

16. Our preferred method of payment is cash. We can also take payments in the form of check and credit card. Any payment not honored by the bank or returned for insufficient funds is subject to a \$50 fee. You must make payment in full, which includes any and all fees associated with the returned payment, immediately. Any future appointments would need to be paid in full prior to the appointment or paid for in cash before grooming services begin.

17. Any and all fees imposed by the Grooming Van are due in full, they are non negotiable, non refundable, and must be paid in order for us to continue providing you with our services.

By completing and signing this release form, I hereby release the Grooming Van and all associated parties from any and all liabilities for injuries to myself, my pet, or any other property of mine which may arise from any services or products provided by the Grooming Van.

I certify that I have read and understand the policies and releases contained in this agreement form of the Grooming Van and agree to abide by them while doing business with the Grooming Van.

CLIENT/INDIVIDUAL NAME, PRINTED

SIGNATURE

DATE