

# M. Mobile Grooming Policies and Client Information Form

Client Name \_\_\_\_\_ Address \_\_\_\_\_  
City \_\_\_\_\_ Zip \_\_\_\_\_ Cell Phone \_\_\_\_\_  
Work Phone \_\_\_\_\_ Home Phone \_\_\_\_\_  
Email \_\_\_\_\_  
How did you hear of my service? \_\_\_\_\_

1) Pet Name \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_ M or F  
2) Pet Name \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_ M or F  
3) Pet Name \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_ M or F

Are there any health issues I should be aware of? \_\_\_\_\_  
\_\_\_\_\_

Do you use a flea preventative? Yes or No If so, which one? \_\_\_\_\_  
Vet \_\_\_\_\_ Phone Number \_\_\_\_\_

## Release for Severely Matted Pets

Every effort is made to protect your pet's skin and coat while removing the hair on a matted pet. The safety and comfort of your pet is my top priority. A pet's coat that has not been attended to for a long period of time may become extremely sensitive and incur clipper marks, abrasions, rashes, nicks, itchiness, or redness. Shaving extremely matted ears might also encourage head shaking causing hematomas. You as the owner, agree to in no way hold M. Mobile Grooming responsible for any problems resulting from the grooming of your matted pet. Additional charges on top of regular grooming fees apply to dogs that are extremely matted.

## Behavioral Issues

M. Mobile Grooming reserves the right to refuse service on some pets, if I feel they will be best served in a veterinary facility. If I accept to groom any animals with behavioral issues, charges will be set in accordance with their behavior. In the grooming process, every effort is made to make your pet as comfortable as possible. I do not muzzle or restrain your pet unless completely necessary. I do not groom dogs that bite. If the dog is behaving badly, the groom will not continue.

## Fleas/Ticks

If your pet has an infestation of fleas and or ticks, you will be charged an additional fee for parasite control. I thoroughly disinfect my van between clients to ensure contamination does not occur.

## Payment of Services/Bounced Check Fee

Payment is due on day service is performed. At this time acceptable types of payment are cash and credit cards. Any special requests must be made in advance. If a check gets returned to me because Account Closed or Non-Sufficient Funds, I do charge an additional \$35.00 fee to cover additional paperwork and charges incurred to me by my bank, and future payments accepted will be cash only.

## Appointments/No access fee

There will be a mandatory \$65 charge, if I arrive to pre-determined location on specified date, and pet is not available to groom. I schedule my pet styling by appointment only. If I reserve a time slot for your pet, and your pet will not be available at the designated time, I ask that you please cancel 24 hours in advance. I also ask that you rebook your next appointment for your pet on the day I groom your pet. Even if you are a regular client, without reserving a spot, I cannot guarantee an appointment for your next visit.

## Complaint Procedures/Unresolved Issues

If you are not 100% completely satisfied with my grooming service, please contact me within 24 hours of the groom, and I will do my best to resolve your issue.

## Emergency Medical Treatment Authorization

Working with animals is never predictable, and if a situation should arise where I feel veterinary attention is needed, I hereby authorize medical treatment for my pet.

All pets are groomed to American Kennel Club breed standards unless specifically requested otherwise. You can help your pet have a more enjoyable grooming experience by working with your pet at home between scheduled groomings. By using my service, you hereby release any photos I may take of your pet for advertisement on my website or brochures. Thank you for your business.

Owner's Signature \_\_\_\_\_ Contact Phone \_\_\_\_\_