



Clean Dog Green Dog, LLC

Grooming Release and Hold Harmless Agreement

Your pet is very important to us. Clean Dog, Green Dog, LLC ("CDGD") would like to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as the pets, during the grooming process.

Current Vaccinations

Any new puppy clients being serviced in our mobile must be up to date on all puppy vaccinations. Adult/senior dogs must be current on Rabies. Please have copies of vaccination records available when we arrive.

Health or Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful -- especially for a senior pet or pet with health problems, or a pet who has recently received vaccinations within a 48 hour period, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. In the best interest of your pet this contract/agreement will give CDGD full authorization to obtain immediate Veterinary treatment for your pet should it be deemed necessary by them. They will do their best to contact you first, then take your pet to your authorized Veterinarian or to the nearest Veterinarian that is available. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this.

Accidents

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If CDGD feels it is serious, and the owner is not on-site, CDGD will seek immediate veterinary care for your pet. Veterinary costs will be the responsibility of the pet's owner. Client further understands and agrees to indemnify and hold harmless CDGD, its owner, employees and affiliates from and against any and all liabilities, expenses, damages, and costs, including attorney fees, resulting from any service provided or injury, including death to client's pet(s), whether in our care or after our services have been completed.

Fleas/Ticks

CDGD is a flea-free mobile. CDGD requires flea/tick treatment from April – November to enter our mobile. If a few fleas are found on your pet, it is our policy to give a flea bath. This bath will cost \$15, in addition to the price of our regular bath. This cost covers the special shampoo, time, and extra cleaning to insure no fleas are left active. **If your pet has a heavy flea infestation**, we will ask that you reschedule your grooming appointment once the flea problem is under control. We recommend that you contact your veterinarian for advice on the best treatment for your situation. Pets with a flea infestation carry a risk of anemia, infections, tapeworms and other health problems. A topical monthly flea preventative, such as Frontline, Advantage etc. is an extremely effective choice.

Matted Coats

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. CDGD will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove, and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is time consuming, and causes extra wear and tear on grooming equipment. The additional charge will be prorated at \$1.00 per minute (\$60.00 per hour).

Dangerous or Aggressive Animals-Refusal of Services

CDGD has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, CDGD has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged the full grooming fee. Failure to disclose that your pet has a history of biting, or is dangerous, will result in a fee of \$250. Pet's owner will be responsible for all payments of medical expenses, emergency medical treatments, hospital costs, and recovery costs including but not limited to physical therapy, incurred by CDGD or any person employed by CDGD for any harm or damage caused by owner's pet. CDGD does not handle dogs or cats with a history of biting or aggressive behavior.

Use of Muzzles

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed pet, allowing the grooming process to continue. During grooming services, some pets may become agitated or aggressive during their grooming experience. CDGD needs to be able to be in control of your pet during its grooming experience. The equipment used during the grooming process is sharp and can cut very easily. CDGD has the best interests of your pet's safety in mind. Controlling your pet is the best way of making sure both your pet and groomer do not get hurt. If a pet still acts in a way that is dangerous, CDGD has the right to stop grooming services at any time and full service fee will be collected.

Interruptions During Grooming Services

For the safety of your pet, as well as the professional groomer, it is asked that you do not interrupt during grooming. For all concerned, it is best if your pet is left alone with the groomer. Pets can be easily distracted by their owner during the grooming process as it is easier on them to focus on one person than multiple people. In the event that the groomer would need help with your pet, they will come get you or call you from the van. For everyone's safety, PLEASE DO NOT BANG, KNOCK ON THE WINDOWS, OR OPEN THE DOOR TO THE VAN while the grooming is taking place. If you have any questions or need to reach us while grooming your pet, it is best to call CDGD.

Appointments and Arrival Times

We ask for a 30 minute window for appointment times. For example, if your appointment is scheduled for 2:00pm, we will arrive between 2:00 and 2:30pm. We will arrive as close to the scheduled appointment time as possible, however, sometimes situations occur that will disrupt the daily schedule of the groomer. This includes: traffic, weather, mechanical difficulties, or spending more time with an older, younger, or difficult dog. The dog's safety will never be compromised by rushing to meet a schedule. You will be called and advised of an arrival time when schedules change beyond our control. We always try to be on time but unexpected incidents do occur. Should we be behind schedule more than 30 minutes we will always call to let you know we are running late.

Cancellations or Reschedules

Mobile grooming is scheduled by appointment per dog & not in masses like in a grooming shop. Cancellation of grooming appointments will be given at least 24 hour notice by the animal's owner or caretaker. **Failure to give 24 hour notice of cancellation will result in a fee of \$75.00.** Emergency situations will be taken into consideration for cancellations. Cancellations can occur at any time by CDGD due to weather, road conditions, equipment failure etc. Every effort will be made to contact you about cancellations. Rescheduling will be on a case by case basis.

Grooming Appointments Missed

Failure to have the pet available for grooming when CDGD arrives around the scheduled appt. time will result in a \$20 travel charge per dog.

Payment /Returned Check & Credit Card Policy

Payment is due at time of services rendered. We accept cash, checks, and Visa, MasterCard & Discover in our mobile. Checks & Credit Cards that are returned or denied due to insufficient funds in the account will be subject to a \$20 returned check or \$25 for denied Credit Cards service fee in addition to all grooming fees owed. Returned checks will also be considered for the release/refusal of future grooming services. After a check is returned or credit card is denied, checks & or cards will no longer be accepted, you will be put on "cash" only for services.

Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted please notify the groomer BEFORE they leave. Our groomer will be happy to make any adjustments. Once the mobile leaves your driveway, however, any return visits will be treated as a new appointment and client will be charged the full grooming fee.

Photographs

This release authorizes CDGD to take photos of your pet for client file and for company website. All photos taken are the property of CDGD.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting CDGD to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the aforementioned Policies and Procedures that are a part of this agreement.

Client: _____
Print Name

Signature

Date

Address

City

State

Zip

Phone Number

Email Address