



# SABO ORA

## MOBILE GROOMING

### Sabo Ora Mobile Grooming Policy Agreement

Every family will be asked to read and sign the Policy Agreement as follows:

I do hereby entrust my pet(s) to Sabo Ora Mobile 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 pet & groomer.

#### Matted Pets:

I am aware that neglect of my pets coat can be a cause for problems after grooming such as clipper/brush irritation. If my pet is wiggly or doesn't remain still during the grooming procedure accidents can happen such as cuts, nicks, etc from clippers or scissors.

#### I am aware that if my pet's coat is matted my options are:

1. If I want to save coat, but do not want to pay for de-mat charges, I will brush out the coat & Sabo Ora Mobile Grooming will return at a later date to groom my pet, however I will incur a \$30 service fee, as fuel was expended to come to my location.
2. I will allow Sabo Ora Mobile grooming to brush out my pet if possible & safe, at a fee of \$1 per minute, or a minimum charge of \$20 in addition to my regular grooming fee.
3. My pet will receive a shave down & start over (additional fee for shave down.) Closely shaved pets are also prone to sunburn & should either have sun screen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. In certain breeds & coat types, the coat may not grow back the same. As the owner, I am responsible for the condition of my pet's coat & I will not hold Sabo Ora Mobile Grooming responsible in the event of adverse effects of mat removal and/or shaving. If I choose this option, but would like to keep my pets ears & tail longer I understand that I must pay a minimum de-mat fee (in addition to regular grooming fee & shave down fee) to keep them long.

#### Flea/Tick Policy:

Flea and tick infestations will NOT be tolerated. Owners are responsible for keeping their pet(s) flea & tick free.

If Sabo Ora Mobile Grooming finds an infestation of fleas or ticks on my pet, I will be charged a \$75 cleaning fee to de-bug the mobile spa before it can go to the next house!

[This fee is in addition to the groom fee, & your pet will be given Advantage or Frontline as a further deterrent]

#### Photos/Pictures:

Photos, pictures, or videos may be taken of my pet before, during, or after grooming for use on Sabo Ora Mobile grooming Website, Facebook, Twitter, or for any other marketing or advertising purposes.

#### 48 Hour Notice to Cancel Appointment:

In the event I need to CANCEL or RESCHEDULE my appointment: I understand that I must notify Sabo Ora Mobile Grooming at least 48 hours prior to my scheduled appointment. Leaving a voicemail, sending a text message, or e-mail is fine. I am also aware that should I fail to do so I will have an additional \$30 Service Fee (Per Scheduled Pet) added to my next grooming appointment charges or billed to me if another appointment is not set.

This fee is to cover a small portion of Sabo Ora Mobile Grooming loss of income since they will not be able to fill my appointment time with another appointment that takes a similar amount of time (that my pet was scheduled for) & that's in the same neighborhood in such short notice.

#### Sabo Ora Mobile Grooming May Cancel Appointment:

On rare occasions, Sabo Ora Mobile Grooming may need to cancel appointments due to weather, sickness, road conditions, equipment failure, etc. Every effort will be made to contact you in advance to reschedule.

#### Returned Checks:

There is a \$35 fee for NSF/returned check. If a check is returned, I will be expected to pay for all future appointments with cash only.

#### Aggressive/Difficult Pets:

Safety comes first for everyone during the grooming process, people as well as pets. You must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Owners will be held liable for any medical bills due to bites or any property damage caused by their pets Sabo Ora Mobile Grooming has the right to refuse service in the event of a pet that can NOT be handled safely. Tranquilized pets will not be accommodated as they should be done in the safety of a vet clinic/hospital with an 'in-house' groomer. The use of muzzles, e-collar, slings, and straps, are acceptable safety measures. Grooming services can be stopped mid-groom if necessary for the safety of my pet or groomer & I understand I will pay for the portion of the groom completed or a \$30 service fee whichever is greater.

#### Release of Liability from Home/Property Damage

Sabo Ora Mobile Grooming will not be held responsible for damages to my yard, home or property while on the service call for grooming my pet(s).

As the owner or caregiver, I authorize [Sabo Ora Mobile Grooming] to perform scheduled grooming appointments while I am away from home or property. In the case where a key is left or given to my home, Sabo Ora Mobile Grooming will not be held responsible for any damages or theft to my property.

#### Signature Required for Grooming Services:

I the undersigned do understand and agree to the above terms for the grooming & maintenance of my pet(s) & in consideration of the grooming services of Sabo Ora Mobile Grooming 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 veterinarian emergency services in the event I am not available.

I authorize [Sabo Ora Mobile Grooming] 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, loss or claim shall include but not limited to death, injury, or shock. Said pre-existing conditions shall not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or mental conditions.

I have read and understand my rights and obligations as written in this agreement for the services of pet grooming by Sabo Ora Mobile Grooming.

Owner

Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_ Date: \_\_\_\_\_