



SERVICE AGREEMENT

Owner's Name: _____

Address: _____

Cell Phone: _____ Home Phone: _____

Work Phone: _____ Email: _____

Dog's Name: _____ Breed: _____

Birthdate (if known): _____ Adoption Date (if applicable): _____ Current Age: _____

Any health conditions, allergies or behavioral concerns? _____

Veterinarian: _____ Phone: _____

Address: _____

Emergency Contact: _____ Phone: _____

Address: _____

Are treats ok? YES NO

GROOMING WHILE YOU'RE AWAY (optional):

Through which door should we retrieve your dog? _____

Key Code: _____ Hidden Key Location: _____

Where will payment be left? _____

By providing access to your home while you are away for the purpose of grooming your pet you agree to waive Thousand Oaks Mobile Dog Grooming of any and all liability to your home or property.

VACCINATIONS: By signing this form you agree to keep your dog(s) up to date on all vaccinations. We always try our best to keep our salon clean and healthy. Thousand Oaks Mobile Dog Grooming will not be held liable for any veterinary expenses you might incur if your dog contracts disease or illness.

FLEAS AND TICKS: Thousand Oaks Mobile Dog Grooming recommends keeping your dog(s) on oral or topical flea and tick preventative year round. If we find fleas, ticks, or evidence of fleas or ticks, we will use a flea and tick shampoo on your pet and additional charges will apply. We keep our salon flea- and tick-free and take pride in our thorough, professional manner of dealing with fleas and ticks. Thousand Oaks Mobile Dog Grooming will not be held liable if your dog contracts fleas or ticks.



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CANCELLATION/ NO SHOW POLICY: Due to the high-quality, low-volume nature of mobile grooming, Thousand Oaks Mobile Dog Grooming enforces a 48-hour cancellation/no show policy. Failure to provide 48 hours notice to cancel or reschedule your appointment will result in a \$75 cancellation fee per pet. If we arrive in your scheduled timeframe for your appointment and there is no answer at the door we will make sufficient attempts to make contact with you. We will wait for 10 minutes for your arrival. After that, we won't have enough time to provide proper service and the appointment will need to be rescheduled and cancellation fee will apply.

PAYMENT: We will inform you of the final total at the end of the groom. Payment in full is due at time of service. We accept checks, Visa, MasterCard, and cash. For our safety we DO NOT carry change. Tipping is never expected, but always appreciated. If you would like to tip on your credit card, please let us know before we run the card.

RETURNED CHECKS: There is a \$50 returned check fee. Repayment plus the fee is due when you are notified that the check has bounced. We reserve the right to not accept payment by check after a check has been returned for nonsufficient funds.

DOUBLE COAT SHAVE DOWN: If you are requesting to have your double coated dog shaved down you understand and agree to the following warnings and will not hold Thousand Oaks Mobile Dog Grooming responsible for any negative affects from the hair cut. We cannot guarantee that the dog's coat will grow back after shaving. Depending on how close the coat is clipped, your dog might require sunscreen to protect the dog's skin from sunburn. Shaving may cause irritation and/or rash. Shaving the coat does not necessarily make the dog feel cooler, as the double coat acts as insulation in warm and cool weather. Shaving does not reduce shedding; it only makes the shedding coat shorter. Clipping down a double-coated dog can look uneven or choppy depending on your dog's coat type and the length requested. We will do our best to make the haircut look the best possible.

GROOMING RISKS: We try our best to be extra careful with your pets. Possible reactions such as stress, skin irritation, possible nicks to the skin, or a toe nail quicked may occur. Additionally, problems occasionally arise after the grooming visit such as bleeding of nicks, clipper irritation, mental or physical stress. Grooming can also expose a hidden medical problem or aggravate a current one. Owner agrees not to hold Thousand Oaks Mobile Dog Grooming responsible for any injuries, which might result from the grooming process.

AGING AND SPECIAL NEEDS PETS: Please make us aware of any new medical conditions prior to grooming. As a pet gets older, grooming can become stressful and exacerbate underlying medical conditions. We always try to make the best decisions for the dogs we work with. We reserve the right to stop the groom if your pet becomes too distressed and it becomes unhealthy. A \$50 service fee will apply for us coming out. Thousand Oaks Mobile Dog Grooming will not be held liable if your dog has a negative reaction due to his or her special needs or age.

MOLES/SKIN LESIONS/TUMORS/OTHER SKIN IRREGULARITIES: These skin irregularities may protrude from the skin. They are vulnerable to nicks or cuts during the grooming process. Please make us aware of any skin irregularities prior to the groom so we can do our best to avoid them. Owner agrees not to hold Thousand Oaks Mobile Dog Grooming responsible for any cuts or nicks and skin reactions/irritations due to groom.

ALLERGIES: Thousand Oaks Mobile Dog Grooming is not liable for allergic reactions resulting from the manufacturer-recommended usage of grooming products. Please consult with your veterinarian regarding product concerns. Scented shampoos, conditioners, creme rinses, sprays and colognes are used. Latex bands are also used in our bows. Please inform us if you or your pet is allergic. Unscented products are available at no extra charge.

ANAL GLAND EXPRESSION: If requested, we will externally express your dog's anal glands. Your veterinarian expresses the glands internally. If your dog has problems with their glands, it may be better to have your veterinarian do them. If we express their glands, an anal gland expression fee will be added to the regular grooming charge.

SATISFACTION: Your satisfaction is important to us. If you are unhappy for any reason, **SPEAK UP!** We're in business to serve you and get your pet looking great. If you would like something touched-up or adjusted we will be happy to do it. Just let us know when we return your pet to you. After the day of the appointment, any return visit will be treated as a new appointment and carry standard fees.

I agree and I understand the above policies.

Signature: _____ Date: _____