



COMPANY POLICIES AND PET RELEASE FORM

AUSSIE PET MOBILE'S philosophy is to offer a stress free grooming experience for your loved pet. We pay special attention to older pets and pets with health issues. Your pet's safety and comfort are our first priority. We will not perform any grooming procedure that causes pain or a level of stress that we think is excessive. This includes nail trimming in some situations. Senior pets will be groomed for cleanliness and comfort.

MEDICAL / VACCINATIONS:

You the pet owner will advise us of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions. These may include prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems. AUSSIE PET MOBILE® **requires your pet to have its current rabies vaccination** for every pet being groomed. While AUSSIE PET MOBILE® adheres to a stringent sanitation procedure for all vans and equipment, we also strongly advise that each pet be vaccinated against distemper, hepatitis, parainfluenza adenovirus type 2, parvovirus, corona, leptospirosis, and Bordetella prior to being groomed.

BEHAVIORAL CHALLENGES:

AUSSIE PET MOBILE® has the right to refuse grooming any animal that may be a threat to itself or any person. If we are not able to take a cat out of its carrier or get a muzzle on a dog that may bite, then we may have to refuse it for its own protection and ours. The pet may get away or get injured if it is undergoing a great amount of stress. The animal owner will be held responsible for any bites that may require medical treatment and for any property damage caused by their pet. All bites will be reported to the local authorities as required by law. AUSSIE PET MOBILE® does not use any type of tranquilizers on any pet. **We will never force a pet to endure a grooming step that the pet thinks is too frightening.** If we arrive at your property and your pet cannot be groomed for any reason a minimum **\$50.00 trip fee will apply.**

FLEAS AND TICKS:

We use natural shampoo solutions to treat your pet for fleas and ticks. It is very rare, but some animals are sensitive to these shampoos and may experience an allergic or other reaction that could be serious. If we notice any problems with the animal, you will be notified immediately. **\$25 Flea/Tick contamination fee will apply**

MATTING & AUTHORIZATION FOR SHAVING A PET:

If your pet cannot be humanly de-matted, we may ask permission to clip the hair short and start over. We would always ask for your permission first. Please keep in mind that a matted coat can cause numerous health concerns including itching, irritation, and skin infections. **Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats and AUSSIE PET MOBILE® will not be financially responsible for these types of injuries.** Shaving a pet often exposes pre-existing skin conditions. If an animal is badly matted, you may find sores and tender skin under those mats. Many times the skin is so sore that the clippers may cut the skin, especially while taking mats off of a cat that has very thin skin. There is no way to avoid this, however slow or careful we are and we are clipping live animals that move and may be feeling pain associated with the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. AUSSIE PET MOBILE® is not responsible for any pre-existing conditions due to a matted coat. If you would like to reschedule your grooming appointment to allow time to brush or comb out the excess matting, a \$50.00 minimum trip fee will apply.

Pet owners with significantly matted coats will pay an additional \$15-\$50 fee will sign they understand risk of injury during removal of mats and shaving and AUSSIE PET MOBILE® will not pay veterinary bills associated with removal of mats.

Skin Eyes and Ears: AUSSIE PET MOBILE® cannot be held liable for skin, eye or ear irritations that can occur due to shampoo sensitivity or underlying/emerging conditions. Our shampoos are professional grade high quality PH Balanced, environmentally friendly, non-toxic, and hypo-allergenic. **Eyes:** Despite using care while trimming hair around the eyes, eye irritation can occur if a hair particle enters the eye, pets may scratch at their eyes with their feet and create further irritation. We cannot be responsible for this type of self-inflicted injury. **Ears:** We almost never pluck ear hair from ears. We clean ears with professional pet ear cleaner. This can reveal underlying ear infections, we cannot be responsible for existing or emerging health issues.

APPOINTMENTS:

We will always arrive as close to the scheduled appointment time as possible, however, sometimes situations occur that will disrupt the daily grooming schedule. This includes traffic, weather, and mechanical difficulties, spending more time with an older/younger or difficult pet. Rushing to meet a schedule will never compromise the pet’s safety. You will be called and advised of an arrival time when schedules change beyond our control.

PRICING:

Pricing varies according to each pet and is determined by breed, size and the condition of your pet. Prior to your appointment, we will confirm the treatment and the price with you. Additional charges apply for other services that may be required in order to conduct the groom which may include but not be limited to: de-matting, de-shedding, clipping, excessive coat and flea treatments due to the additional time and materials it takes to safely complete such services.

CANCELLATION / NO SHOW:

We require 24 hours notice to change or cancel an appointment. We will contact you by phone, voicemail or email to remind you of your appointment. Failure to call 24 hours in advance may result in a charge of \$50.00 that must be paid prior to your next grooming appointment. Giving advance notice gives us the opportunity to fill your grooming appointment and enables us to rearrange our schedule. **If we show up for an appointment and there is no one home to release the pet, a \$50.00 cancellation fee will apply.**

RELEASE

I am the owner/caregiver of this/these pet(s), and I have read and understood the foregoing cautions, printed above. I realize that pet grooming may cause injury or allergic or other reaction to my pet(s), but I desire to have AUSSIE PET MOBILE® perform the grooming. Therefore, I consent to and authorize the grooming of my pet(s) and I release AUSSIE PET MOBILE® and its employees, franchisees or other representatives, from any responsibility or liability arising out of the performance of those services.

I have read and accept this release for the groom today and for all future grooming appointments. I agree to pay the full amount due for services rendered at the completion of the service.

If you would like a copy of this release for your records, please ask.

NAME: _____

EMAIL: _____

SIGNED: _____ DATED: _____



If you are happy with your service,

Tipping is acceptable