

COMPANY POLICES AND PET RELEASE FORM

Before we start with the good stuff... Legal Department says so....

AUSSIE PET MOBILE®'s focus is to make sure that it offers a stress-free environment for your fur babies. We also want to make sure that we pay close attention to the older fur babies with health issues. When it comes to your pet, our main priority is safety and comfort; we will not perform a groom on your pet if it will cause your pet any pain or any level of stress that we think is excessive.

If you have a question about our policy or need any clarification, please feel free to ask your Pet Stylist; they can offer any helpful suggestions and are happy to help. If you would like a copy of this release for your records, please ask.

Arrival Time and Appointment: 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, or spending more time with an older/younger or difficult pet. Please allow 10 minutes on either side of your appointment for the arrival of our van. If your stylist is going to be more than 10 minutes early or late, we will call you to let you know. We do not require you be home, except for your first appointment with us.

Vaccination/Medical: You the pet owner will advise us of any medical, physical, emotional issues, allergies, sensitivities or pre-existing conditions with regard to your fur baby or babies. 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 and Parvo vaccinations** for every pet being groomed, apart from a documented exception from your Veterinarian. While AUSSIE PET MOBILE® adheres to a stringent sanitation procedure for all vans and equipment, we advise that each pet be vaccinated against distemper, hepatitis, parainfluenza adenovirus type 2, parvovirus, corona, leptospirosis, and Bordetella prior to grooming.

Cancellations or Reschedule or No Shows: We respectfully ask that you give us **48 hours notice** if you need to change or cancel your appointment. We will contact you by phone, text, or email to remind you of your appointment. **Failure to cancel 48 hours in advance may result in a charge of 50% of the groom** at the discretion of management, which 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. **Failure to cancel 24 hours in advance or if we show up for an appointment and there is no one home to release the pet, a fee in the amount of the FULL GROOM price will apply,** at the discretion of management.

Prices and Quotes:

- Pricing varies according to each pet and is determined by breed, size and the condition of your pet. Initial quotes are estimates only-fees may be adjusted at the time of the groom.
- 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.
- If your pet has fleas, a flea bath is **required**. You will be **charged \$15 for flea shampoo and \$20 fee for fumigation of van.**
- Prices are subject to change.
- Rejected payments or returned checks will result in a **\$25 fee in addition** to any financial institution fees.

Challenges that could Happen: Your Pet Stylist has been trained how to deal with aggressive, fearful, sick, and overly stressed pets. We sometimes encounter pets that absolutely refuse to be groomed or are too dangerous to be groomed. Like we previously advised, your pet's health and safety is our main priority. The fur baby may get away or get injured by putting itself under too much stress. The pet owner will be held responsible for any bites that may require medical treatment and property damage caused by the pet. **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.** Drying a pet may be hindered by the pet's inability to remain standing during the drying process or the pet's adverse reaction to our dryer. The stylist will inform you of such a situation. All products used are strictly for pets, are very gentle, but not necessarily tearless. Pets splash getting soap & water everywhere. It is possible that your pet may have resulting eye irritations. **If for any reason your stylist decides not to proceed with the groom you will be charged a \$50 trip fee, this also applies to cats.** Should such situation arise, your stylist will halt the grooming process and inform you of the situation.

Matting & Authorization for Shaving a Pet: If your fur baby is matted, this is a health crisis for him or her, the stylist will try to de-mat you fur baby if possible. If it not possible to de-mat our fur baby without undue stress or pain to your fur baby, your stylist will have

to shave down your pet. There will be extra charges for matting that is significant (**\$15 to \$75 Fee, depending on size of the pet and the degree of matting**). We at AUSSIE PET MOBILE® want you to keep in mind that a matted coat can cause numerous health concerns including itching, irritation, and skin infections. **Removing a heavily matted coat includes the risk of nicks, cuts, or abrasions due to warts, moles and skin folds trapped and hidden in the mats. AUSSIE PET MOBILE® will not be financially responsible for these types of injuries.**

What can happen after the Groom:

- **Heavy matting:** Can also trap moisture near the fur baby’s skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process.
- **Clipper Irritation:** After being shaved to a very short length, some fur babies with sensitive skin could develop a rash from clipper.
- **Skin Problem:** When a dog’s coat is cut too short, ingrown hairs can develop that can cause painful bumps or lesions. If the dog is already prone to skin problems such as dryness or sensitivity, shaving will only make those problems worse.
- **Shaking and/or shivering and/or hiding:** This is a common reaction to shavedowns as a result of matting, caused by increased blood flow to your pets’ skin.
- **Sunburn:** Removing the double coat, removes the protective layer of hair on your pet and exposes them to harmful UV rays and a higher risk for sunburn to their skin.
- **Coat Damage:** The two layers of dog’s coats – the dense, softer undercoat and the long, coarse guard layer-grow at different rates. Shaving the layers off together can permanently damage the coat so it is no longer balanced to provide adequate insulation and protection. As a result, the coat may grow in uneven patches or may have a ragged, unkempt texture that cannot be groomed appropriately.
- **Rug Burn:** Some dogs may come inside after being shaved short and rub their face, rear, or body along a rug, chair, sofa or bed causing rug burn, a red irritated area on the skin where they have rubbed.
- **Nails:** Extra-Long nails may not be able to be shortened to your desired length without clipping the quick.
- **Eyes:** Despite using care while trimming hair around the eyes, eye irritation can occur if a hair particle enters the eyes.
- **Ears:** We clean with professional pet ear cleaner. This can reveal underlying ear infection; we cannot be responsible for existing or emerging health issues. With severe matting on the ears, an ear hematoma can develop - the swelling of the dog’s ear flaps due to filling up with blood, usually caused by the dogs shaking of the head.

Tipping: Tipping your Pet Stylist is acceptable but totally at your discretion.

Happiness: If you’re not happy with your fur baby’s groom, please let us know within 48 hours and allow us to “make it right” now or in the future. By proceeding you agree to this process of resolution.

We will never share, sell, or distribute your personal info to anyone!

Release

I am owner/ caregiver of this/these fur baby 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, but desire to have AUSSIE PET MOBILE® perform the grooming. Therefore, I consent to and authorize the grooming of my fur babies 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. However, in cases of negligence, I reserve the right to be compensated appropriately.

I have read and accept this release for the groom and for all future grooming appointments. I give permission of the use of pictures of my pet in Social Media outlets as long as not directly identified. I understand that this form may be changed and agree to subsequent changes which will be posted at www.petgroomermidtn.com. I agree to pay the full amount due for services rendered at the completion of the service.

Name: _____

Signed: _____ Date _____