

# Muddy Mabel

## MOBILE GROOMING SALON

### POLICIES & YEARLY WAIVER



At Muddy Mabel Mobile Grooming Salon I take tremendous pride in my work. I strive for a stress free, comforting and clean environment for all pets that enter my mobile salon. That being said, I do reserve the right to refuse service if I believe your pet is overly stressed, aggressive or infested with bugs. I do not want to cause harm to any pet or myself in the grooming process.

#### MATTED DOGS

It is the responsibility of the owner to maintain their pets coat between grooming. In the event your pet is matted and needs to be shaved I, the owner, is releasing Muddy Mabel Mobile Grooming Salon from any liability that may arise from nicks or cuts, razor burn, raw irritated skin or any other issue directly resulting from matted fur. Once the waiver is signed you agree that any vet bills that are incurred are your responsibility. The matting may result in an additional fee which is to be determined by the groomer.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

#### SENIOR OR SPECIAL NEEDS

The safety and comfort of your pet is my number one concern. I ask that any known pre-existing issues, be released to me, the groomer, upon arrival. In case of any medical issue that may arise during grooming, the owner is hereby releasing Muddy Mabel Mobile Grooming Salon from any liability that may stem from your pets age or special needs.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

#### SEDATED DOGS

Grooming or handling a sedated dog can become dangerous. I ask that if your pet has been mildly sedated you make me aware before the grooming process begins. IF YOUR PET IS A BITER OR HAS SNAPPED AT THE GROOMER IN THE PAST, PLEASE MAKE ME AWARE PRIOR TO ME GROOMING YOUR PET. I would rather be prepared than surprised. *I will not groom dogs that require an injectable sedation.* I have the right to refuse service to dogs that are extremely aggressive.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

#### CANCELLATION POLICY

I ask that if you need to cancel, you give me at least a 24-hour notice so I am able to fill your spot. Same day cancellations or no shows will result in a \$50.00 charge.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

#### DROP OFF

In the event the owner needs to leave prior to the grooming being completed, it is the responsibility of the owner to ensure payment (cash or check) is handled and the groomer has access to drop off the dogs upon completion. I do offer Mabel's Key on File Service after the first two groomings.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

#### FLEA/TICK

I am a VERY clean individual. With that said, I strive to keep a sanitary and flea/bug free environment for your pet to be groomed in. In the event your pet has fleas there will be a \$50.00 fee applied to your bill for flea removal and trailer clean up so as to not spread them to other pets.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

#### OWNERS IN MOBILE UNIT

Due to insurance regulations we do not permit owners to stay in the mobile unit while their pet is being groomed.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

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### ACCIDENTS

I strive to ensure the safest environment for your pet. However, I use very sharp instruments and pets, especially puppies, can be wiggly during the grooming process. I take every precaution, but unfortunately some situations are beyond my control. In the event of an accident during the grooming process I advise you seek veterinary treatment, which will be at the expense of the owner.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### EAR PULLING/ANAL GLANDS/NAIL TRIMMING

Both of these services are something that I can offer. However, I strongly recommend the anal glands be done at a vet office to prevent any unnecessary injury to your pet (including but not limited to abscesses and ruptures). If there is an excessive amount of hair in the ear canal, I will do what is in the best interest of your pet without causing discomfort. Removing excessive ear hair may result in anything from rawness to split ears caused from head shaking due to ear infections. I cannot predict how an animal will react to grooming, so I advise keeping a close eye on your pet for any unusual behavior. In the event your pet is uncooperative for nail trimming, I can also try grinding as an alternative. Nail grinding does take more time. In certain instances, if this proves to be too stressful the pet will be returned to the owner without the nails being cut.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### UNGROOMABLE PETS

In the event an appointment is booked and the animal is not able to be groomed due to aggression or any other issue, a \$50.00 charge will help cover the time and gas of the groomer on call. If at least half of the work was completed the full price of the groom will be charged.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### DOUBLE COATED BREEDS

Shaving a double coated breed (Husky, Akita, Chow, etc.) destroys their natural cooling system. Unless it is a case of severe matting or medical necessity we advise against doing so. Shaving a double coated breed could lead to alopecia, hair loss and in some instances heat stroke.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### APPOINTMENT TIMES

All appointment times are estimated time frames. They are subject to change due to weather, traffic, dog's behavior or any other unforeseen circumstance. I will do my best to accommodate time constraints but cannot guarantee an exact time.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### INCLEMENT WEATHER

In the event of severe weather all appointments will be rescheduled for future dates.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### STANDING APPOINTMENTS

Each client will be asked to choose from a 4, 6, or 8 week maintenance schedule rotation. This is something that will be discussed when your pet is dropped off. In the event a standing appointment needs to be rescheduled or canceled I will have to get your pet back on schedule for the following appointment. With that said, I will not be able to adjust all future appointments since they are booked in advance and all my clients are on rotating schedules. Missing two consecutive appointments will result in being taken off the rotation. Clients that take advantage of Mabel's Key on File Service as well as the Maintenance Grooming Schedule will always have priority when I schedule.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

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### PICTURES

Any and all pictures taken of your pet before, during and after grooming process may be used on any sort of social media outlet. I hereby grant permission for Muddy Mabel Mobile Grooming Salon to use my pets name or picture for promotions, advertising or portfolio images and Muddy Mabel Mobile Grooming Salon from any liability.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### WOUNDS

Any dog with open wounds will not be groomed for the safety of your pet and to minimize the risk of infection.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### VACCANIATIONS

I require all my pet clients to be up to date on their shots. I must have proof of the current rabies shot.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### EMERGENCIES

In the event of an emergency I am releasing Muddy Mabel Mobile Grooming Salon to provide necessary medical attention to my pet in my absence. I understand that all expenses that may be incurred are my responsibility unless it is stated that Muddy Mabel Mobile Grooming Salon will assume the financial responsibility.

~ Yes, I have read and understand this section INITIALS \_\_\_\_\_.

### ALMOST DONE...

*By filling out and signing the information below you are saying that you have read, understand and will abide by all the items listed on this waiver and release form page. If you have any questions, issues or concerns please contact me before the initial grooming appointment is set. If we cannot agree on the policy agreement, then it may be in the best interest of all parties involved to part ways.*

Print Full Name (required)

Your Email (required)

Your Phone Number (required)

Veterinary Name (required)

Veterinary Number (required)

SIGNATURE & DATE (required)-

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X

DATE

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\*ALL SIGNED POLICY AGREEMENTS ARE VAILD FOR ONE YEAR FROM SIGNING