



Policies

Cancellation: A 48-hour cancellation notice is required to avoid a \$35 charge. Please understand that 2 Spoiled Pups reserved that time for your specific pet and residence. To give a cancellation notice, 48-hour voicemail is available. If a client is a “no call, no show”, the cancellation fee will be for the entire amount of the groom.

Schedule Policy: Due to the nature of mobile grooming, all clients are required to remain on a regular maintenance schedule of 4-8 weeks. This allows us to keep our appointments running on time. Extra hair growth, matting, or built up undercoat does add extra time to each groom, which causes us to be late to each appointment for the remainder of the day. If **two** appointments in a row are missed or if every other appointment is missed, we will need to remove your pet from our schedule for the year.

Matted Pets: If your dog is excessively matted, he/she will be shaved so they can “start over”. Matted coats are painful and can cause numerous health problems including itching, irritation, skin infections, and sores. Removing a heavily matted coat includes risks of nicks, cuts, or abrasions due to warts, cysts, or skin folds that become trapped under the mats. In less severe cases, you may have the option of having your pet de-matted, as long as it does not cause pain to the pet. De-matting fees are \$1.00 per minute.

Vaccinations: The law requires all dogs to be up to date on the rabies vaccine. 2 Spoiled Pups requires an up to date rabies vaccination. The client is responsible for any medical bills due to false rabies vaccination information if an employee of 2 Spoiled Pups is bitten.

Restrictions: Although 2 Spoiled Pups does not have any “vicious breed” or weight restrictions, I do have restrictions on behavior issues. In some cases, a dog may be too aggressive, stressed, or afraid to be groomed. If the behavior becomes dangerous for the groomer and/or the pet, the process will be stopped and a fee will be incurred based on the amount of time spent, a minimum fee of \$35. ***2 Spoiled Pups has the right to refuse service or stop the groom at any time.***

Pet Health / Senior Pups: If your dog has any health or skin issues please tell 2 Spoiled Pups so that we can properly care for your dog. Because senior pups have a greater change of injury, these pets will be groomed for cleanliness and comfort. Elderly dogs are groomed at the owner’s risk. If your dog has fleas there is a **\$10** charge for excessive cleaning of the van.

Entering the home: With the owner’s permission, 2 Spoiled Pups may enter the home while no one is home. The owner must leave access to the home as discussed with 2 Spoiled Pups. All keys, garage codes, garage door openers, etc. will remain private and secured. If 2 Spoiled Pups cannot enter the home (changed locks, broken garage door, no key left) a fee of \$35 will be billed to you. 2 Spoiled Pups will always make every attempt to contact you before leaving.

Emergency Vet Care: In case of an emergency, you give permission to 2 Spoiled Pups to seek medical attention for your pet at the nearest Animal Hospital. 2 Spoiled Pups will make every attempt to contact you and will transport your pet to your veterinarian if desired. 2 Spoiled Pups is not financially responsible for vet care.

Appointments: 2 Spoiled Pups will arrive within thirty minutes of the scheduled time window whenever possible. However, situations can occur that may disrupt the schedule. You will be contacted and advised of any change to the allotted arrival time as soon as possible.

Prices: Pricing varies for each dog and is determined by breed, size, services requested, and condition of your pet. Additional charges apply for de-matting, de-shedding, excessive coat, and flea treatments. Additional charges may apply due to the dog’s temperament and behavior during the groom. All quotes are not final until the end of the grooming appointment.

Payment: 2 Spoiled Pups accepts cash, checks and credit cards. Please make checks to 2 Spoiled Pups. There is a return check fee of \$35, which must be paid prior to the next appointment along with the original amount due.

Photo Release: You allow 2 Spoiled Pups to use photographs/videos of your dog for publicity, illustration, advertising and web content.

2 Spoiled Pups Mobile Grooming

GROOMING POLICY AGREEMENT

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

If you are not 100% completely satisfied with my grooming service, please contact me within 24 hours of the groom, and I will do my best to resolve your issue.

I have read and received a copy of 2 Spoiled Pups Mobile Grooming's policies and agree to the terms.

Sign Name _____

Date _____