

## SERVICE AGREEMENT

Every client is required to read and sign this Service Agreement prior to any grooming services being performed. *The Prada's mobile pets salon will perform standard grooming services on your pet as agreed. Non-standard conditions arising during the performance of the services, such as coat condition, styling requirements and cooperation of your pet, may add to the final price. By signing below, you agree to pay that final price upon completion of the services and, further, you agree to each of the following terms and conditions. If you have any questions, please let us know prior to the start of the grooming session.*

### PET AND GROOMER SAFETY

- Proof of pet(s) current rabies vaccination must be provided.
- Due care will be taken with the pet for the safety of the pet and groomer. If it is necessary for the safety of the pet and the groomer, muzzles, elastic collars, slings, straps etc. will be humanely used.
- If the pet does not respond to Grooming and fails to remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.
- For the safety of the pet the door to the mobile grooming salon must remain locked during the grooming session.
- For the pet to properly respond to Prada's Mobile Pet Salon Grooming it is essential that the pet be alone with groomer and clients will not assist in the grooming unless requested to do so.

### REFUSAL OF SERVICE

Prada's Mobile Pet Salon Grooming has the right to refuse service for the following reasons:

- We reserve the right to stop the grooming process if the groomer feels your pet's behavior is compromising his or her safety or the safety of your pet as the grooming work too. Prorated charges may apply.
- Service may be terminated if a mutually cordial business relationship cannot be maintained for whatever reason.

**FLEA CONTROL** *the Prada's mobile pet's salon is a flea-free environment. To remain flea-free, flea treatment will be administered at the first sign of fleas. I give the Prada's mobile pet salon permission to administer this treatment and agree to pay the product charge if fleas are detected during my pet's grooming appointment. For extreme cases of fleas, a flea dip will be applied at an additional cost.*

### MATTED OR NEGLECTED COAT AND SHAVEDOWNS OR CUSTOM CUTS

Allowing a pet's coat to get matted is not only very UNCOMFORTABLE, but DANGEROUS for your pet's health. The groomer will de-mat the pet (if possible) mats. Under this Circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears and tail if they are matted are determined on a per pet basis. If the client requests the mats be combed out, the groomer will not do so if it causes pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems. I am aware that neglect of my pet's coat can be cause for problems after grooming such as clipper/brush irritation.

Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of client's directions and his/her ability but no other guarantee is made. Shaving of your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions.

**If the owner prefers combing to remove matted hairs (instead of shaving down) a \$1 per minute charge (minimum \$15) will apply in addition to the regular grooming fee.**

**SENIOR PETS AND PETS WITH HEALTH PROBLEMS** Senior pets and pets with health problems have a greater chance of injury; therefore, these pets will be groomed for cleanliness and comfort in styles that will not add to their stress. This means we will do the best job we can 'give the condition of the pet.

**PAYMENT POLICY** All grooming fees must be paid by cash or check at the time services are rendered. We can invoice for services upon request. Checks returned due to insufficient funds will be subject to a \$ 30 returned check fee.

### COMPANY'S RESPONSIBILITY:

By receiving the pet after the service and paying the bill dues, the owner acknowledges that the services have been rendered to satisfaction and the pet is in good overall condition. The Company's Responsibility ceases at the moment the owner receives the pet.

### I AGREE WITH THE TERMS AND CONDITIONS.

Pet Owner's Signature: \_\_\_\_\_ Print Name \_\_\_\_\_

Email \_\_\_\_\_

Date: \_\_\_\_\_