

Suds and Studs Spaw Mobile Pet Grooming

Customer Liability Release

Name: _____ Phone: _____

Address: _____

City/State/Zip: _____

Email: _____

Veterinarian: _____

Pets Name: _____ Breed: _____

Pets Name: _____ Breed: _____

Please Sign your Initials Below

Text/Email: I agree to receive reminders, promotional emails and texts from Suds and Studs Spaw. Appointment Reminders are Sent as a courtesy to our valued customers every Sunday Mid afternoon. Any necessary changes to your appointment should be made prior with at least 48 hours notice. This includes adding or removing multiple pets per appointment.

Grooming Experience: At Suds and Studs Spaw Luxury Mobile Pet Grooming... We want your pets grooming experience to be as stress-free as possible and a pleasant adventure for both you and your pet. It is important to realize that all dogs react differently to the inherently stressful Grooming process. If your dog does not respond well there may be an extra handling fee added to your regular grooming fee. Examples: Puppies, Seniors and Aggressive dogs.

Owner's Personal Responsibility: As a valued client of Suds and Studs Spaw, we believe grooming doesn't end with us; it starts with you. Proper maintenance is critical to ensuring your pets health & well being. We encourage all clients to educate themselves in proper coat management to get the most out of their groom for their pet. The best way to avoid matting and the dreaded groomer shave down is proper maintenance starting in the home. This includes but is not limited to proper brushing a minimum every other day - especially for curly coats - a home cream rinse baths in between grooming if necessary and maintaining an every 4-8 week grooming schedule. This is absolutely required for longer haircuts on curly coats: Poodles, Doodles and anything Oodled. As well as Drop coat breeds Ex: Terriers, Maltese & Shih Tzu's.

Fleas & Ticks: Suds and Studs Spaw is a Parasite, Flea and Tick FREE facility. If your pet arrives with live fleas and or ticks we are obligated to treat your pet and those additional charges will be added to your grooming fee. Flea & Tick Shampoo does not work as a long term preventative. It simply helps to kill current infestations of Fleas and Ticks but - Does Not - prevent further encounters with the parasite. Clients are encouraged to provide their pets with F&T; preventative at home as they see fit. IE: Oral Prescription, Topical, Flea & Tick collars, Spray or Diatomaceous Earth to protect their pets.

Customer Complaints: If you are not happy with anything related to your pets grooming experience you must notify us within 48 hours. We will do what we can to remedy the situation. However, if it turns out that there was a miscommunication we will take note so that we can make you even happier next time.

Feeding your Pet: We kindly ask that you do not feed your pet prior to their appointment. Often times dogs may become nervous and have accidents resulting in extended grooming time. Re-Bathing & Blow drying only Adding more stress to you pet during their grooming experience. We will not feed your pet during their groom but we will provide them with safe & purified drinking water during kennel time.

Appointment Scheduling: All existing appointments must be Rescheduled or Canceled within 48 hours notice to avoid a \$50 cancellation fee. Clients who "No Call - No Show" more than once will no longer be able to receive services with Suds and Studs Spaw Mobile Pet Grooming. In this case, we reserve the right to claim \$50 appointment fee to compensate for time & fuel expenses.

Accidents/Health: Your Pet's Safety and well being is my #1 PRIORITY. Every effort will be taken to ensure your pet is groomed as safely as possible. If there is a severe accident or a health related emergency, we will contact you immediately and will take any necessary action to get your pet medical attention it requires. Suds and Studs Spaw will not be held responsible for any costs related to these events. If Applicable: All Neurological symptoms and Seizure disorders must be stated prior to your pet's appointment. Including stress disorder yser seizures. For the safety of your pet any and all K-9's prescribed Mandatory Prescription Medications required for these disorders must be on their medication at the time of their groom.

Matted Dog Policy: Dogs with matted coats will require extra attention. If the matting is minimal and the dog responds well, we may Demat SMALL areas for an extra fee. However, Suds and Studs Spaw chooses 'Humanity over Vanity'. If the matting is severe it may be required to shave the dog. If the matting is 8 months+ over due and so extremely severe we cannot safely groom your pet, you may be asked to seek veterinary assistance instead. There is a greater risk of nicking or scratching a matted dog during the grooming process when pets are severely overdue to be groomed and not properly maintained at home. In addition, the skin may potentially appear red, itchy and irritated due to the tightness of the matting on the skin. Suds and Studs Spaw will not be held responsible for any injury sustained while grooming a matted dog. This includes any after effects but is not limited to nicking, swelling, redness, itchiness, and self-inflicted abrasions due to extensive itching post groom.

Signature: _____ Date: _____