



**Mobile Grooming Salon**

Owner Information:		
First Name:	Last Name:	
Street Address:		
City:	State:	Zip:
Mobile Phone:	Home Phone:	
Email Address:		
Emergency Contact:		
Name:	Phone:	Email:
Veterinarian Information:		
Business Name:	Veterinarian Name:	Phone:

Pet Information:		
Pet Name:	Breed:	Gender: (please circle one) Male      Female
Spayed:      Yes      No	Weight:	Birthday:
Neutered:    Yes      No		

Health and Grooming History:								
(Leave blank if unknown – use other information section to explain health conditions if Yes)								
	Yes Explain Below	No		Yes Explain Below	No		Yes Explain Below	No
Blind:			Deaf:			Heart Condition:		
Diabetic:			Epileptic:			Musculoskeletal Issues:		
Allergies			Sensitive Skin:			Warts / Moles / Skin Tags:		
Biter:			Shy / Nervous:			Aggressive: (circle all that apply)  People      Animals		
Barker:			Hyper:					

Sensitive Areas: \_\_\_\_\_

Professionally Groomed Before? (circle one) YES NO

Scared of hair dryer? (circle one) YES NO

May we give your dog treats? (circle one) YES NO

Shampoo Preference? (circle one)

Deodorizing                      Oatmeal

Hypoallergenic                    Groomer Discretion

Other Information:
(use this space to explain health / behavior conditions)
How did hear about us? _____



## Mobile Grooming Salon

Your pet is very important to us and FuzzyOne Mobile Grooming, would like to assure you that every effort will be made to make your pet's grooming experience as safe and pleasant as possible. Safety comes first for everyone during the grooming process: people as well as the animals. You are required to execute a Grooming Release form prior to any services being performed.

*(Please initial each policy below as read and understood)*

### **Health or Medical Problems:**

(Initial) Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of the pet, Client designates Fuzzy One as Agent and understands that if Fuzzy One is unable to contact Client first, then Fuzzy One, in its sole discretion, may engage the services of a veterinarian at Client's expense.

### **Accidents:**

(Initial) Although accidents are very rare, there is a risk when handling pets. Although we use extreme caution and care in all situations, grooming equipment is extremely sharp and possible accidents can occur, including (but not limited to): cuts, nicks, scratches, or quacking of the nails. In most cases, this can happen when a pet is wiggling or moving around. *Your pet's safety and comfort is our number one priority.* In the event an accident does occur, you will be notified. If we feel it is an accident requiring veterinary attention and the pet owner is not on-site, we will seek immediate veterinary care for your animal.

### **Veterinarian Authorization -- Medical Emergencies:**

(Initial) This release gives FuzzyOne Mobile Grooming full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any medical emergencies while the pet is in our care. All veterinary costs and expenses will be the responsibility of the pet's owner.

### **Current Vaccinations**

(Initial) All dogs being serviced in our grooming salon must be current on their rabies vaccination and provide documentation of such. All puppies must be at least 12 weeks old and current on their puppy series vaccines with documentation of such.

### **Cancellations / No call-No Show / Trip Fee**

(Initial) On rare occasions, Fuzzy One may need to cancel your appointment due to equipment failure, weather, illness, etc. Every effort will be made to contact Client in advance to reschedule. If Client cannot keep their appointment, please contact Fuzzy One AT LEAST 48 hours in advance. Failure to do so or failure to have pet(s) available at the scheduled time will result in a charge of \$50. Failure to call before the groomer's arrival will require full payment for the groom. All scheduled multiple pet clients who may decide not to groom one of their pets at the last moment will be charged the full grooming amount, which must be paid at the time of the appointment. Ultimately, it is the Client's responsibility to keep track of their scheduled appointments. However, FuzzyOne will send an email and/or text message one-business day ahead to confirm and remind Client. If you are a first time client and you are a no show when the groomer arrives for your scheduled appointment, FuzzyOne will not schedule any future appointments.

### **Appointment Times**

(Initial) An appointment time is an 'estimated time of arrival'. Arrival time will be within a 1-2 hour time span. As a mobile service, FuzzyOne's schedule is subject to interruptions and delays, such as, but not limited to: Refueling, traffic, driving distance from previous appointment and running over on a previous appointment. If FuzzyOne feels they will be more than 15 minutes early or late, FuzzyOne will try to contact Client.

### **Matted or Neglected Coat**

(Initial) Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate or cause skin problems. Client is aware that neglect of the pet's coat can be cause for problems after grooming, such as clipper/brush irritation. If Client's pet does not remain still, accidents can happen such as, cuts, nicks, etc. from clippers or scissors. It is at FuzzyOne's discretion to determine if it is safe for the pet to be de-matted. *We will not cause serious or undue stress to your pet by de-matting excessively matted coats* and a "shave-down" of the pet's coat will be completed. Shaving the pet may dramatically change the pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. Shaving matted ears might also result in head shaking which can cause hematomas. Client will receive an additional fee for shave-down. Closely shaved pets are also prone to sunburn and should either have sunscreen-applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases, pets may also exhibit brief behavioral changes. In certain breeds and coat types, the coat may not grow back the same. Removing a heavily matted coat includes the risk of nicks, cuts and/or abrasions due to moles, warts or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin, which can cause mold, fungus, bacteria or skin irritations to exist prior to the grooming process. The after-effects of mat removal procedures may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow. Client is responsible for the condition of the pet's coat and will not hold FuzzyOne responsible in the event of adverse effects of mat removal.

### **Double Coated Shave Authorization (only applies to double coated breeds)**

(Initial) I have been made aware that shaving a double coated may significantly damage the coat with the possibility that the coat may not grow back.



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### **Other Fees**

(Initial) *Extra Love Fee* – Pets that require extra time for health issues, senior pets, custom scissoring, and or excessive shedding.

### **Dangerous or Aggressive Animals -- Refusal of Services**

(Initial) Client must inform FuzzyOne prior to grooming if the pet has bitten someone or has aggressive tendencies. FuzzyOne will not accept any aggressive dogs. If false representations about the pet's behavior were made when asked during booking of an appointment, FuzzyOne will discontinue services and Client will still be responsible for the full grooming charge. Client will be liable for any bites or any property damage caused by their pet(s). For Groomer's safety as well as the pet's, FuzzyOne has the right to refuse service in the event that a pet that cannot be handled safely. **FOR OVERLY AGGRESSIVE OR OVERLY STRESSED PETS, FUZZYONE WILL NOT BE ABLE TO MAINTAIN YOU AS A CLIENT.**

### **Senior Pets and Pets With Health Issues**

(Initial) Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. FuzzyOne will not be responsible for accident or injury to an elderly or health-compromised pets during their grooming.

### **Sedated Pets**

(Initial) *We do not work on sedated pets* as there is a risk of side effects from the sedation that we are not medically trained to handle. If you sedate your pet for its appointment and do not inform us of it, you understand that we will not be held liable for any repercussions related to the sedation. If we believe your pet has been sedated, we will refuse services or stop services and the full grooming will be charged.

### **Flea / Tick Infestation / Salon Sanitation**

(Initial) Flea and tick infestation cannot be tolerated. Client is responsible for keeping their pet(s) flea and tick free. If a flea or tick is found on the pet, FuzzyOne will administer a flea and tick shampoo to eradicate the fleas in order to maintain salon sanitation. If FuzzyOne finds an infestation of fleas or ticks on a pet, an additional \$75 de-bug cleaning fee will be added in addition to the groom fee for this service. There may be side effects with the flea and tick shampoo, including but not limited to allergic reactions, which may result from the manufacturer-recommended usage of said products, which Client agrees that Fuzzy One will not be held responsible for. Additionally, Client is aware that any such treatments are not guaranteed to be one hundred percent (100%) effective. Dogs with mange or lice will not be serviced.

### **Latchkey Service**

(Initial) FuzzyOne offers a 'key on file service', client provides FuzzyOne with a key to keep on file, a garage code, or some other form of access to the home. FuzzyOne will come to Client's home to groom Client's pet(s) and Client will leave an approved form of payment. FuzzyOne will not be held responsible for damages or theft to Client's home or property while on the service call for grooming Client's pet(s).

### **Pictures**

(initial) Client consents that FuzzyOne may take pictures of the pet, before and after grooming, and utilize the same for their website, social media or for any advertising purposes at FuzzyOne's discretion.

### **Payment**

(initial) Payment is due at time of service. We accept cash, Visa, MasterCard, Discover, American Express, and bank transfers. Bank transfers returned for insufficient funds will incur a fee of \$25, plus any fees my bank may charge.

Client affirms they are the rightful legal owner, or care giver to the pet for which services are rendered.

I, the undersigned, understand and agree to the above terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold FuzzyOne harmless from any and all damage, loss, or claims to pet, personal or real property. I acknowledge that the interpretation of this provision is to be read in the broadest sense possible and encompasses any real or proceeded negligence and all acts performed reasonable within the scope of service by FuzzyOne, its agents, its employees or representatives. The terms, special services or handling shall include but are not limited to emergency veterinarian services in the event I am not available. I authorize FuzzyOne and/or agent thereof to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and I agree to pay all costs. Any and all damage, loss or claims shall include, but not be limited to death, injury or shock. Said pre-existing conditions shall include, but not be limited to, advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or medical conditions.

I authorize this signed contract to be valid approval for future grooming services, permitting FuzzyOne to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change.

I, the undersigned, have read, understand and agree to the above terms and my rights and obligations for grooming and maintenance as stated in the agreement for the services of pet grooming through FuzzyOne Mobile Grooming, LLC.

**Signature:** \_\_\_\_\_

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