This Grooming Services and Release of Liability Agreement ("Agreement") is made by and between Fur Family Mobile Pet Grooming, LLC ("Company") and the owner ("Client") of the pet(s) for whom grooming services ("services") are to be performed.

**Scope of Services**

Grooming services may include: washing, drying, brushing, and combing the pet’s coat, the use of clippers, scissors and/or stripping knife to style the pet’s fur, nail trimming and ear cleaning.

Grooming services do not include: anal gland expression.

**Approval of Services and Pricing**

The Client expressly authorizes the Company to provide grooming services to the Client's pet(s). This Agreement shall apply to all services performed by the Company to the Client. The Company reserves the right to adjust pricing and fees in accordance with the services to be performed.

**Payment**

Payment is due at time of service unless other arrangements have been made in advance. Cash and checks are preferred. Credit and debit cards are also accepted.

**Client Satisfaction and Follow-Up Services**

Your satisfaction is very important to us. If you are unhappy for any reason with your pet’s groom, just contact Fur Family within 2 weeks and we will schedule a time to come back at no cost. If the we are not able to rectify the situation to the satisfaction of the Client, a full refund will be issued.

**Authorization for Use of Pictures**

The Client authorizes the Company to take pictures/videos of their pet(s) grooming for documentation purposes. These images may also be used for marketing purposes unless indicated below:

* Please check this box if you do not authorize your pet’s photos/videos to be used for marketing purposes.

**Cancellations and No-Show Policy**

The Company follows the Olympia School District closures as they pertain to inclement weather. If you are unsure about whether the appointment has been cancelled, please call or text the Company to confirm. The company reserves the right to cancel or reschedule an appointment.

It is considered a "No-Show" when the Client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule. Please make every effort to call and cancel or reschedule to avoid such situations. Repeated no-shows may result in being denied future service.

**Interruptions During Grooming Services**

For the safety of the pets being groomed, as well as the professional pet groomer, it is asked that you do not interrupt the groomer during grooming.

**Pet Behavior, Muzzles, and Right to Refuse Services**

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet acts in a way that is dangerous, the Company has the right to stop grooming services at any time and a service fee will be collected for any services performed. Pets that require muzzling or extra effort to manage them may be charged at a higher than standard grooming rate because of the increased work and time required for grooming.

**The Company retains the right to refuse services at any time for any reason.** In the event that your pet is too stressed or becomes dangerous to groom, the Company has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee for any services that were performed.

**Risks and Medical Issues**

**Vaccinations:** All pets are strongly recommended to be current on all vaccinations and are required to be up to date on their Rabies vaccination in order to receive grooming services. Kennel cough is a respiratory infection that is spread through airborne droplets produced by sneezing and coughing and through contact with contaminated surfaces. We highly recommend that your dog be immunized & kept up to date with their Bordetella (Kennel Cough) vaccine. Additionally, keeping your dog current with their immunizations will help to prevent the spread of kennel cough and/or diminish the severity of infection if your pet becomes infected. With the recommendation that all dogs visiting us be vaccinated against kennel cough, if a pet should become infected, all treatment and costs associated with this infection shall be the Client’s responsibility.

**Fleas:** We strive to be a flea-free operation. If we discover fleas on your pet prior to entering the van, the appointment will need to be rescheduled. If fleas are discovered on your pet after entering the van, the Company’s normal procedure is to provide a specific shampoo/conditioning regimen intended to kill the fleas and keep the dog’s coat healthy. Since this process requires extra time and there is additional expense associated with decontaminating the van, there will be an extra cost associated with this procedure.

**Matting:** Sometimes a pet’s fur becomes so tangled that it cannot be brushed or combed. Matted fur can cause the following problems:

* Skin irritation caused by dirt, trapped water and dander
* Sores and loss of fur: as mats get tighter, the fur can be pulled out from the skin causing bald spots and sores. These areas are at increased risk of becoming infected.

Animals with matted coats require extra attention. Mats can be difficult to remove, and may require the pet to be shaved. Because shaving the fur requires the clippers to be very close to your pet’s skin, there is an increased chance that your pet could be injured or cut with the clippers and/or develop skin irritation. Shaving the pet’s coat may reveal areas of skin irritation or infection what were present but unrecognized prior to being groomed. The after-effects of mat removal can include itchiness, self-inflicted skin irritation or abrasions due scratching, skin redness and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments. If your pet has matted fur there 2 options:

* I would like the opportunity to brush/comb my pet and reschedule my grooming appointment.
* I would like my pet’s fur to be shaved off. If your pet needs to be shaved to remove matting, you acknowledge the above noted associated risks. There will be an additional charge for this process because it is time consuming and causes extra wear and tear on grooming equipment.

**Accidents:** Although accidents are very rare, there is a risk of accidental injury when working with animals. Grooming equipment is sharp, and although we use caution and care in all situations, possible problems could occur including but not limited to: cuts, nicks, scratches, quicking of nails, etc. In most cases this happens when an animal is wiggling or moves unexpectedly. Your pet’s safety and comfort are a priority and you will be notified if an accident occurs. If we feel it is serious and the owner is not on-site, we will seek immediate veterinary care for your pet with the closest vet clinic. The cost of veterinary care as the result of an accident will be paid for by the Company.

**Medical Conditions:** Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. Please alert us of any medical conditions or difficulties with previous grooming appointments. All medical expenses relating to underlying medical conditions will be covered by the Client.

**Veterinarian Authorization for Medical Emergencies**

The Client gives full authorization for the Company, its groomers, employees, and agents, to seek medical/veterinary treatment for their pet(s), including the transportation and referral to a veterinary clinic, in the case of any medical emergencies.

**Release Of Liability And Waiver Of Claims**

The Client recognizes that work involving animals carries inherent risks, and that grooming in particular carries specific risks, including but not limited to the issues set out in this Agreement.

The client releases the company from any and all liability and waives any claims against the company relating to or arising out of the services performed by the company.

**Warrant of Ownership and Indemnification**

The Client warrants that they are the rightful legal owner of the pet(s) for which services are being performed, and agree to release from liability and/or indemnify the Company against any claims by third parties related to or arising out of the services performed by the Company.

This Agreement shall be effective and binding upon the Client as well as their heirs, assigns, and all owners of the pet(s) for which services are performed.

This agreement applies to all services that the Company shall provide to the Client for any pets that the Client previously owned, currently owns, or will own in the future.

If any provision of this Agreement is held to be prohibited by or invalid under applicable law, such provision shall be ineffective only to the extent of such prohibition or invalidity, without invalidating the remainder of this Agreement.

\_\_\_Amy J Larson\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Company signature and date

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Client name

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Client signature and date