

Thank you for choosing Sundog Mobile Grooming!

To schedule your pet, please read each section below and sign this form to agree to our policies.

Appointments

Appointments are scheduled based on a window of arrival. We do our best to maintain that window. In the event of arriving later or earlier than expected, we will notify you. Reminder texts are sent out 3 days before, and 2 days before your scheduled appointment. If you do not confirm your appointment via text or email, we will consider that appointment cancelled, and you may be subject to a late cancellation fee (see below).

Cancellations

Please let us know at least 48 hours (about 2 days) in advance if you are unable to keep your appointment. Failure to notify us in a timely manner may result in a cancellation fee of \$50 per dog. If cancellation was due to an emergency, the groomer has the right to waive the \$50 cancellation fee.

No Shows

If you are not home during the time of your scheduled appointment, we will attempt to contact you via text and phone call with the number provided on file. If we are not able to reach you after 15 minutes, we will consider the appointment cancelled, and the \$50 per dog cancellation fee will be applied.

Client Safety

Please make sure that your dog is given to the groomer with a well fitted collar and a leash. Please make sure your pet has gone to the bathroom prior to the appointment. While we are grooming your dog, we ask that you **DO NOT** knock on the door, try to open doors, or attempt to disrupt the grooming process in any way. We work with sharp moving objects, and we do not want to harm your animal or ourselves!

Health

As the pet owner, you agree to disclose any known health issues that will affect the grooming process. If your dog is showing symptoms of any transmissible illness, Sundog Mobile Grooming LLC will cancel the appointment and a cancellation fee may be applied. The grooming process may expose pre-existing conditions that we cannot be held responsible for. Sundog Mobile Grooming LLC will never force an unwell or elderly dog to

complete a service if they are unable to do so. Senior dogs will always be treated with extra care, and as such we will only groom to the dog's comfort. Sundog Mobile Grooming LLC reserves the right to refuse service on any dog, for any reason.

Behavior

As the pet owner, you agree to disclose any known behavior issues that will affect the grooming process. Sundog Mobile Grooming LLC will not force any dog to complete a service that it cannot handle due to poor behavior or anxiety. If a service cannot be completed due to behavior, we will use the remainder of the scheduled time to build trust and desensitize your pet to the grooming process. The full price of the service is still applicable, as we are using our time, knowledge, and resources to work with your dog.

Matted or Pelted Coats

If your pet has any matting, regardless of severity, we may not be able to achieve the look that you had in mind. Sundog Mobile Grooming LLC **WILL NOT** pull, rip, brush, spot cut, or pick out severe matting because it is incredibly painful to do so. In the event of a matted or pelted coat, our groomer will show the matting to the client before they proceed with the appointment.

Removing matted or pelted coats from an animal can still be a painful process due to the tightness of the hair and the tugging against the skin. It may result in minor cuts, minor skin irritation, or bruising. Matting may also conceal pre-existing conditions such as fungal or bacterial infections. We will do our best to minimize discomfort for this process, but we are not responsible for any injuries or medical issues due to unknown pre-existing conditions or because of removing the pelted coat.

Vaccination

By signing, you confirm per Pennsylvania Law (Chapter 16 Rabies Prevention and Control Subchapter C§ 16.43. Revaccination) that your pet has been vaccinated against rabies. Please provide an up-to-date copy of your dog's rabies vaccination by the first appointment. We may contact your vet to verify.

Fleas and Ticks

Sundog Mobile Grooming LLC does not accept dogs with a known flea infestation. If you suspect your dog may have fleas, please use a preventative prior to your appointment. If we find more than 3 live fleas during the grooming process, an additional \$100 fee will be added to the total of the groom to cover a mandatory flea bath and the deep cleaning and sanitization of the van.

If more than 5 ticks are found on your dog, we will stop services and refer you to the vet for treatment and aftercare. Tick infestations that are severe enough can result in the death of an animal.

Emergency Procedures

In the event of a medical emergency, we will notify you and assist you, if needed, in taking your pet to the nearest veterinarian. If you are unable to be reached, you agree to allow Sundog Mobile Grooming LLC to act as your agent for the care of your pet. All vet expenses are the responsibility of the owner unless the injury is due to groomer negligence. Sundog Mobile Grooming LLC will not be held responsible for injury, illness, or accidental death caused by pre-existing conditions, or any harm caused by the pet to itself.

Social Media

Sundog Mobile Grooming LLC may post pictures or videos of your pet to social media for advertising or educational purposes. We will not release any sensitive information about you or your animal, other than the use of their name. If you are not comfortable with having your animal on social media, please let us know at the time of our first appointment.

Pricing

Our pricing is based on several factors that need to be considered for each pet. Those factors include the dog's size, age, behavior, coat type, coat condition, experience with grooming, how frequently they are groomed, and the complexity of the services requested. Our starting price is based on a dog that is well behaved and that has a well-maintained coat.