**Summer Dayz Paw Spa, LLC**

**Luxury Mobile Grooming**

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

Client Name(s): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter the “Owner”)

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pet Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Weight: \_\_\_\_\_\_\_\_\_\_\_

Pet Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Weight: \_\_\_\_\_\_\_\_\_\_\_

Pet Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Weight: \_\_\_\_\_\_\_\_\_\_\_

(hereinafter, individually or collectively, as applicable, the “Animal”)

Vet Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How did you hear about us? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

As set forth in more detail herein, the Owner understands there are risks involved with grooming services and understands the Owner shall be responsible to pay for any damage incurred by the Animal, or to the Animal, as a result of or related to the grooming services, including but not limited to any medical, veterinary and grooming expenses.

\*In addition to signing below, please initial at the bottom right corner of each page to acknowledge you understand the information and accept the liability associated with the grooming services.

**Grooming Policies and Release**

(please sign as read and understood)

Your Animal is very important to Summer Dayz Paw Spa, LLC (hereinafter the “Spa”) and the Spa would like to assure you that every effort shall be made to make your Animal'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 this Grooming Policies and Release form prior to any services being performed.

**Mobile Grooming Requirements; Parking:**

All Owners must reside within 15 miles of the Lake Conway area in Orlando, Florida. The Owner must ensure there is adequate parking space for the mobile grooming van prior to its arrival. The parking area needs to be clear of anything that may hinder the ability to turn the mobile grooming van around or back out. The Owner must be aware of tree overhangs and power lines. Parking clearances lower than 10.5 feet high and 23 feet long will not accommodate parking. Parking on flat ground is preferred, but driveways are an option. The Spa will not be able to enter the property if there is any potential for damage to the mobile grooming van. If the Spa is unable to park the mobile grooming van in front of the Owner’s home and the Spa must park in front of neighboring properties or block neighboring mailboxes, the Spa will only do so if the Owner received permission from the effected neighbors prior to the arrival of the mobile grooming van. If parking is not suitable, the appointment will either be rescheduled or the residence may be non-eligible for services. Should the Owner reside in an apartment or condominium, the Owner is required to meet outside the building upon arrival. The Owner **MUST** get approval from apartment manager before Spa arrives and begins service or full price of service will be charged. Once the Spa has parked and the Animal is inside the mobile grooming van, the Spa is unable to stop and move the vehicle. For the safety of the Animal, the door to the mobile grooming van **MUST** remain locked during the grooming session. The Owner may not attempt to open the mobile grooming van door or even knock on the door while the grooming is in progress. **If you** **need to get in touch with me, you may text me.** Any tickets or potential towing that may result from parking issues will be the responsibility of the Owner. All Animals are to be brought to the mobile grooming van by the Owner until a relationship is achieved between the Spa and the Animal. The Animal will be returned to the Owner when the groom is finished or the Owner is welcome to come to Spa and pick up the Animal. The Owner is not permitted in the mobile grooming van under any circumstances for safety and business liability purposes.

**Mobile Grooming Appointments:**

All Animals must be non-aggressive canines **under 60 pounds requiring full groom and bath dogs up to 95 pounds**. Tranquilized or sedated pets will **NOT** be accommodated as such should be in the safety of a vet’s office or with an in house groomer. Dogs prone to easily seizure, recently torn ACL, open wounds, recent surgeries, stiches, or pregnant **may not** be eligible for mobile grooming services. If the Animal is receiving a “Full Groom”, the Animal **must** be on a 4, 6 or 8 week schedule (depending upon coat type) with the Spa for mobile grooming services to continue. If the Owner chooses not to schedule the next visit at checkout, the Spa will not guarantee future appointments. The Spa requests that the Owner is home **within 30 minutes** of the scheduled appointment time. An estimated time of arrival will be sent via text when the Spa in on its way. Appointment times will have a two-hour arrival window. The Spa will arrive as close to the scheduled appointment window as possible, however, situations arise that disrupt the daily schedule, including but not limited to traffic, weather, and mechanical problems. The Owner shall ensure that the Animal has been given a chance to relieve itself 15 minutes prior to arrival.

**Latch Key Services:**

Latch key services are at the complete discretion of the Spa. Should the Spa offer latch key services to the Owner, the Owner authorizes the Spa to perform scheduled grooming appointments while the Owner is away from the home or property. The Owner is responsible for providing a lockbox, key or code entry for the Spa to retrieve the Animal from the home or property. The Animal must be confined to a crate, single level of the home or single room, preferably which is not a bedroom. The Spa will not chase the Animal around the house or yard. If the Spa is unable to safely retrieve the Animal, services will be rescheduled to a later date when the Owner is home and a **travel fee of $50** will be invoiced. The Owner must also provide the Spa with a safe and accessible place in the home or property to leave the Animal after the groom. Payment for the groom must be visible to the Spa once the Spa is inside the home or property. If payment cannot be located by the Spa once inside the home or property, services will be rescheduled to a later date when the Owner is home and a **travel fee of $50** will be invoiced. The Spa will not be held responsible for any damages or theft to the property.

**Known Existing or Future Conditions and Needs Impacting Grooming; Handling Fee:**

The Owner must notify the Spa in writing of any medical condition, special need or behavioral issue, existing now or in the future, which may impact the grooming services. For instance, an animal may be uncomfortable with a specific part of the body or of the grooming process that causes the animal to nip or bite, and if the Spa is aware of this special need, the Spa can plan ahead for any potential aggressive behavior and avoid any potential injury. The following are the existing known medical conditions, special needs or behavioral issues that may impact the grooming services: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The Owner must notify the Spa in writing of any medications currently taken by the Animal, or taken by the Animal in the future, which may impact the grooming services. The following are the medications currently taken by the Animal that may impact the grooming services: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. To be clear, this is a continuing obligation of the Owner to notify the Spa in writing of any medication, medical condition, special need or behavioral issue, which may impact the grooming services so that the Spa may alter its standard procedures to reduce any stress the Animal may experience during the grooming process. If an identified, known condition or need causes the Animal to become excessively stressed or show signs of medical compromise, the Spa will cease the groom and contact the Owner on the best way to proceed. The Spa will not be responsible if health, behavioral or special needs are not made aware by the Owner before the scheduled service. Additionally, the Spa will not be held responsible if any injury or death occurs as a result of the above described. In the event behavior is presented that makes the grooming process difficult or longer, a handling fee shall apply. If the Animal at any point of the grooming process becomes unsafe, the grooming will cease and the Owner will be charged for the time spent with the Animal.

**Aggressive Animals**; **Behavioral problems; Refusal of Services:**

The Owner MUST inform the Spa if the Animal bites, has bitten or is aggressive to people, other animals or specific grooming procedures. If the Spa is notified that the Animal may be aggressive during the grooming process, the Spa can, at its discretion, use a muzzle, which will not harm the Animal and will protect the groomer. Nonetheless, the Owner understands that grooming services occur at the discretion of the Spa. If at any time the Spa feels that the Animal is a safety threat, grooming will cease, regardless of the degree of completion, and the Owner is responsible for the **entire cost of the groom**. Aggressive animals will not be accepted. Animals that exhibit other extreme behaviors such as continuously struggling, urinating or defecating during the grooming process shall also be returned to the Owner unfinished at **full** **price.** The Owner further understands that if the Animal injures a person, the Owner is fully responsible for any damage incurred, including but not limited to any medical expenses.

**Hidden Health or Known Medical Problems**:

Occasionally grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All expenses incurred as a result of exposing a hidden problem or aggravating a current one shall be borne by the Owner.

**Grooming Accidents; Emergency Treatment; Veterinarian Authorization:**

Working with animals is never predictable, and while accidents are very rare, there is a risk when handling animals. Although the Spa uses 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 quicking of the nails. In most cases, this can happen when an animal is wiggling or moving around. Your Animal’s safety and comfort is the Spa’s number one priority. In the event an accident or other medical emergency does occur, you will be notified by the contact information provided above. If the Spa feels an accident or other medical emergency requires medical attention and the Owner is not available, the Spa will seek immediate care for the Animal. This release gives the Spa full authorization to seek medical treatment from the nearest licensed veterinarian in the case of an accident or other medical emergency while the Animal is in the care of the Spa. All expenses incurred as a result of a grooming accident shall be the responsibility of the Owner. In the event the Spa incurs any costs, fees or expenses arising from or relating to the medical treatment for the Animal, the Owner shall promptly reimburse the Spa for such cost, fee or expenses upon request.

**Miscellaneous Veterinarian Authorization; Liabilities and Care:**

The Owner allows the Spa to obtain medical treatment for the Animal if it appears that the Animal is ill, injured or exhibits any other behavior that would reasonably suggest that the Animal needs medical treatment. This release gives the Spa full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any miscellaneous medical emergency while the Animal is in the care of the Spa. All expenses incurred as a result of a miscellaneous medical emergency shall be the responsibility of the Owner. In the event the Spa incurs any costs, fees or expenses arising from or relating to the medical treatment for the Animal, the Owner shall promptly reimburse the Spa for such cost, fee or expenses upon request.

**Current Vaccinations:**

The Animal must be current on all vaccines prior to the scheduled appointment and the Owner must provide documentation of such to the Spa via email at [summerdayzpawspa@gmail.com](mailto:summerdayzpawspa@gmail.com) within **24 hours** of the scheduled appointment. The documentation also must include the **current weight** of the Animal. If the Spa does not receive the documentation or if the vaccinations have expired, the appointment will be rescheduled to a later date when proof of updated vaccinations can be provided. If the Animal cannot have certain vaccinations proof from your veterinarian must be provided in writing for our records.

**Fleas/Ticks:**

Flea and tick infestation will **NOT** be tolerated. The Owner is responsible for keeping the Animal flea and tick free. If a flea or tick is found on the Animal, the Spa will administer a flea and tick shampoo to eradicate the fleas in order to maintain salon sanitation for an additional **cost of $25.** The Spa will notify you by the contact information above that the Animal has fleas and the Spa needed to do the flea bath. If you know the Animal has fleas, you must notify the Spa in advance so the Spa is prepared to put the Animal directly into a flea bath.

**Matting:**

The Spa evaluates each animal’s coat before reviewing style options. The Spa believes in starting fresh and teaching owners how to maintain the desired look. The need to remove matted hair on an animal is an extreme necessity. Matting is not only painful to the Animal but can also cause serious health problems. When a coat becomes tangled beyond the ability to brush or comb through it, the most humane method is to shave off the matted hair. The Owner understands there shall be an additional charge for this process: it is very time consuming and causes extra wear on grooming equipment. The Animal essentially gets two haircuts and a bath. Matting must be pre-shaved/rough cut before the bath to prevent worse matting and a finish full style. This process is longer and can be more stressful to some dogs. The Spa is not responsible for any injuries due to matting including but not limited to bruising, scabs, skin irritation, hematomas, muscular and tissue damage as these are results from improper grooming and conditions under the Owner’s care. **De-Matting fee starts at $20. I will only de-mat small areas** and, if the Animal must be shaved, a **matted shave** **Fee of $50** will apply in addition to the cost of the groom. The Owner shall not hold the Spa liable for any injuries incurred due to skin and coat neglect, which includes, but is not limited to: ● Skin irritation caused by dirt, dander, bodily fluids trapped under matted hair; ● Sores and hair loss: as mats get tighter, the matted hair eventually pulls out of the skin, causing bald spots and sore skin; ● Razor burn and nicks/cuts from being clipped; ● Sunburn, if the animal is kept outside for long periods of time; ● Intense irritation/itching after the groom due to air getting at the skin for the first time; ● Preexisting conditions such as hot spots, sores, and other skin issues discovered once the matted coat is removed; ● Skin irritation from being clipped so close; ● Ear bruising (also called hematomas) due to excessive head shaking after removal of mats.

**Ear Plucking:**

Removing the outer hair from an animal’s ears can sometimes irritate the delicate parts on the animal’s ears and lead to ear problems on rare occasions. Plucking the hair from an animal’s ear leaves minute openings on the skin where bacteria could settle more easily. The Spa **WILL** **NOT** perform an ear pluck if the Spa notices a problem with the Animal’s ears during the grooming process. The Spa will advise the Owner to seek advice from a veterinarian for the Animal if there are ear issues present. It is the responsibility of the Owner to inform the Spa if the Animal has had or currently has any ear problems. The Spa accepts no responsibility if problems arise from ear plucking.

**Anal Glands Emptying:**

The Spa **WILL NOT** perform an anal gland emptying if any abnormalities are found by the Spa during the grooming process. It is the responsibility of the Owner to inform the Spa if the Animal suffers with their anal glands **PRIOR TO** booking this service. All expenses incurred as a result of a problem from unidentified anal gland abnormalities shall be the responsibility of the Owner.

**Coloring:**

Coloring products may not have the same result on all coats and may be different than expected in shade and vibrancy. Depending on the type of product used, the color may slowly fade over time or can only be removed by cutting dyed fur. Color transfer may occur from the animal to other surfaces, such as clothes and furniture. Only pet safe non-toxic products are used. Most products are vegan, food grade color, and are balanced to skin ph. However, in rare instances, animals can have a reaction to these products. The Owner agrees to grant permission to use pet safe products on the Animal and agrees to not hold the Spa liable if the results are not as expected or if an allergic reaction occurs. Any medical expenses that may occur are the responsibility of the Owner.

**Products:**

The Spa has a comprehensive range of professional premium shampoos, conditions and styling products. All products are salon safe, paraben free, sulfate free, cruelty free and biodegradable. The Spa will only use a shampoo selected by the Owner if prescribed by the Animal’s veterinarian.

**Photos:**

Photos and/or videos may be taken of the Animal, before, during or after styling for use on the Spa’s website, Social Media or for any other marketing or advertising purposes. If the Owner does not want the Animal photographed, it is the responsibility of the Owner to notify the Spa in writing.

**Mediation:**

The Owner hereby expressly and irrevocably waives the right to a trial by jury in any legal action arising from or relating in any way to the services, these terms, or the actions, inaction, errors, omissions or negligence of any party hereunder. Except for any action by the Spa against the Owner arising from or related to nonpayment of sums owned hereunder, neither party may commence litigation against the other party without proving written notice and demand to the other party setting forth the matters and amounts (if applicable) in dispute, and without first attempting in good faith to mediate the dispute before a certified mediator in Orange County, Florida.

**Satisfaction:**

Your satisfaction is important to the Spa. If you are not completely 100% satisfied with the services of the Spa, please contact the Spa within 24 hours after your appointment and the Spa will do its best to resolve the issue.

**Pricing:**

Pricing listed on the Spa’s website is starting based price estimates. Pricing is based on the animal’s breed, size, coat/skin condition, style of cut, temperament, age, and any added services needed. Animals who require longer grooming sessions will be charged according to the amount of time needed to complete services.

**Payment:**

Payment is due at the completion of the groom. **If payment is not received by the end of the day a 10% late fee will be added and $5.00/day until payment is received.** The Spa accepts cash, Zelle, checks, or credit cards. Taxes are included in the price. There is a bank processing fee that is added to any credit card transaction. The mobile grooming van is not equipped with a cash drawer for safety reasons so please provide the exact cash payment amount due and/or tip at the end of service. Should the Spa accept a check and the check is returned NSF, the Owner shall incur a **fee of $35**, plus any fees the bank may charge. No further service will be provided until the fee is paid. Gratuity is welcomed for the grooming services.

**Cancellation:**

The Spa requires a minimum of **24 hours** advanced notice to change or cancel your appointment. Failure to cancel your appointment **24 hours** in advance will result in a **$65 fee** being invoiced to you that is due upon receipt. The Spa understands that emergencies arise but if the Spa arrives to an appointment and the Owner is not available to provide access to the Animal, the Owner will be held responsible for the **total** cost of the groom. If cancellation or no shows become frequent occurrence (more than 2 per calendar year), it will result in termination of services. Fees must be paid prior to booking the next grooming appointment.

**Communication:**

The main form of communication is via text messaging and email. Please allow 24-48 hours to receive a response.

**Hold Harmless Agreement:**

By signing this contract you agree to hold the Spa, it's owners, operators, employees, harmless from any damage, loss, or claim arising from any condition of the Animal, either known or unknown to the Spa. Owner assumes all liabilities, financial and otherwise, for the behavior and health of the Animal. In consideration of the services rendered by the Spa, the Owner waives any and all claims, actions, or demands of any nature, foreseen or unforeseen, against the Spa relating to the care, control, health, and/or safety of the Animal arising during services performed by the Spa.

***By signing below, you acknowledge that you have read the above policies and will adhere to them to the best of your ability. You further acknowledge you have reviewed this contract for accuracy and understand the contents of this contract. You affirm that you are the rightful legal owner of the animal(s) which services are being rendered. You authorize this signed contract to be valid approval for future grooming services, permitting the Spa to accept telephone reservations or emails for service without additional signed contracts or written authorization. You understand that pricing is subject to change. You have read, signed, and agreed to the above.***

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

Printed name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_