

Calling All Paws Pet Grooming Policy Agreement

Every family will be asked to read and sign the Policy Agreement as follows:

I do hereby entrust my pet(s) to Calling All Paws for the purpose of grooming my pet(s). I am aware that all due care will be taken with my pet(s) for the safety of the pet and groomer. I certify that my pet(s) are current on the rabies vaccine for the safety of my pet and groomer.

Matted Coats: I am aware that neglect of my pet's coat can be a cause for problems after grooming. If my pet is wiggly or doesn't remain still during the grooming procedure accidents can happen such as cuts, nicks, etc from clippers or scissors. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations (rubbing/scratching/licking) or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk.

I am aware that if my pet's coat is matted my options are:

1. If I want to save the coat, but do not want to pay for demat charges, I will brush out the coat and Calling All Paws will return at a later date to groom my pet, however I will incur a \$35 service fee, as fuel was expended to come to my location.
2. I will let Calling All Paws brush out my pet if possible and safe, at a fee of \$1 per minute, or a minimum charge of \$10 in addition to my regular grooming fee.
3. My pet will receive a shave down and start over (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. As the owner, I am responsible for the condition of my pet's coat and I will not hold Calling All Paws responsible in the event of adverse effects of mat removal and/or shaving.

If I choose this option and would like to keep my pet's ears and tail long, I understand that I must pay a minimum demat fee (in addition to regular grooming fee and shave down fee) to keep them long.

Extremely Matted Ears: Ears can often get mats tight enough that it cuts off blood circulation. Once this occurs, it is a very delicate process to relieve the ears of the matting. Often hematomas will occur even with as much precaution as possible. If the ears are too tight we will recommend seeking out a vet to shave the matting. Should I opt to have the groomer shave the ears, I understand the risk and do not hold Calling All Paws liable for hematomas or vet treatment.

Fleas and Ticks: Flea and tick infestations will NOT be tolerated. Owners are responsible for keeping their pet(s) flea and tick free. **If Calling All Paws finds an infestation of fleas or ticks on my pet, I will be charged a \$50 cleaning fee to debug the mobile spa before it can go to the next house.** [This fee is in addition to the groom fee].

Nail Trims: We will take off as much length off the nail as we can, trying to avoid the quick (vein) inside the nail whenever possible. A "quicked" nail will bleed but can easily be remedied at home or by the stylist. Although "quicked" nails are rare, this is a risk when dealing with animals. In most cases this can happen when an animal is wiggling or moving around. Grooming equipment is sharp, and although we use extreme caution and care in all situations, it is possible that your pet's nail may bleed temporarily. In the event a "quicked" nail does occur, a mild styptic powder will be applied to stop the bleeding. We will never return a pet with an open, actively bleeding nail. **By signing this release, you acknowledge that you fully understand the risks of nail clipping and are allowing Calling All Paws to perform the service, while releasing Calling All Paws from any injury, loss, liability, claims, damages and/or otherwise which may arise directly or indirectly as a result of the service.**

Anal Glands: We do not offer excretion of anal glands, our insurance does not cover it and we recommend seeing your vet for proper maintenance and care.

Ear Plucking: We only pluck ears when asked to do so. We will only pluck for maintenance, if your dog has excessive build up or deep condensed hair, we recommend having your vet alleviate the build up and we can continue to maintain. I understand that plucking hair from my pet's ear canal may irritate the ear canal, as well as create many tiny wounds in a closed environment, which makes this pet susceptible to ear infections. I hold harmless, the groomer and Calling All Paws from any liability or financial responsibility arising from any injuries during or directly afterwards as a result of the ear plucking on my pet.

Dogs In Heat: We do not groom dog's in heat as it can be stressful and uncomfortable for them. Dog's can be more irritable and the grooming process is generally more difficult. Other dogs can also react to the scent of the hormones. We recommend waiting a minimum of two weeks after any discharge before grooming.

We do not offer grooming services on pregnant pets.

Senior Pets: You should not expect a "show quality" groom on a senior pet. Senior pets will be allowed to sit or lay down which can make the grooming process more difficult and cause uneven hair lengths. When a senior pet becomes stressed or uncomfortable, we will return the pet to the owner in an attempt to reasonably avoid injury.

I understand that my pet(s) have a medical condition(s) and/or is/are senior(s). I am aware that grooming can cause stress that can exaggerate or expose new problems, or even lead to a serious medical event or death. I understand there are mental and behavioral changes in senior dogs or dogs with medical conditions, and they are groomed for comfort only and not appearance.

I release the Calling All Paws from any liability should any problem/medical issues occur. I am solely responsible for any and all medical bills related to my dog should an emergency arise. I understand that Calling All Paws has the best interest of my pet in mind and will do everything to keep my pet safe.

If Calling All Paws feels that grooming will be too stressful for my pet, the groom will be stopped immediately, and I will be contacted.

Completion of Grooms: Calling All Paws will not subject any pet to unacceptable levels of stress. If during the grooming process your pets should find any part of the grooming process too stressful, that part of the grooming will not be completed. Senior pets, aggressive pets or pets displaying signs of stress, may not be safe to groom. If, at any time, our groomer feels they cannot safely complete the grooming process they will return the pet to its owner. We will not put a pet or groomer in harm's way to complete a service. Payment will be due for the portion of the groom that was completed (time involved) and the minimal house call fee. Under no circumstances can we guarantee the completion of a groom. Each pet can react differently each time they are groomed. We groom each pet to the owner's specifications, as far as the pet will tolerate and the coat condition and type allows.

Touch Ups: We prefer to make any grooming adjustments to your dog's haircut or nails at the time of service. If you find there needs to be an adjustment to the groom after we depart, we allow 48 hours after the groom takes place to be notified of a need for complementary adjustments. If it has been over 48 hours there will be a touch up fee priced according to how much adjustment is made.

Photos/Pictures: Photos, pictures, or videos may be taken of my pet before, during, or after grooming for use on the Calling All Paws Website, Facebook, Twitter, or for any other marketing or advertising purposes. Pet Parents are not allowed in the mobile grooming van during their pet's spa time and the door must be closed for insurance and safety purposes.

24 Hour Notice to Cancel Appointment: In the event I need to **CANCEL** or **RESCHEDULE** my appointment: I understand that I must notify Calling All Paws at least 24 hours prior to my scheduled appointment.

Leaving a voicemail, sending a text message, or e-mail is fine. I am also aware that should I fail to do so I will have an additional \$35 Service Fee (Per Scheduled Pet) added to my next grooming appointment charges or billed to me if another appointment is not set.

If I cancel within 4hrs of my appointment time or no-show my appointment, I will be billed for the entirety of the booked grooming service.

Should I not be home upon the arrival of Calling All Paws and the groomer is required to wait for me to start my pets appointment, there is a 15 minute grace period. After 15 minutes, Calling All Paws will need to reschedule as this delays the remainder of the day. I am subject to the no-show policy and the fees associated. This fee is to cover Calling All Paws loss of income since they will not be able to fill my appointment time with another appointment that takes a similar amount of time (that my pet was scheduled for) and that is in the same general location.

Latchkey Service: Calling All Paws offers “latchkey” services to all clients. Latchkey services are similar to cleaning services, dog walkers, and home care professionals coming into the home to perform services while you are away. This service is wonderful for anyone who is unable to meet us at home for an appointment or simply wants this for convenience. This service is available to the clients after two rooms.

The client provides Calling All Paws with three options, a hidden key location, door code, or some other form of access to your pet or home. Client expressly waives and relinquishes any and all claims against Calling All Paws except those arising from negligence or willful misconduct on the part of Calling All Paws. Your use of the service is your consent to not hold Calling All Paws liable for any damage or theft to a client's home or property.

Calling All Paws then comes to your pet/home on your pets scheduled grooming appointment and performs all grooming duties for your pet. Payment is pre-arranged or prepaid. We can set up a credit card on file for even further added convenience. Should any issues arise, you will be notified, and any additional charges will be discussed before moving forward.

Calling All Paws May Cancel Appointment: On rare occasions, Calling All Paws may need to cancel appointments due to weather, sickness, road conditions, equipment failure, etc. Every effort will be made to contact you in advance to reschedule.

Returned Checks: There is a \$35 fee for NSF/returned check. If a check is returned, I will be expected to pay for all future appointments with cash only.

Aggressive/Difficult Pets: Safety comes first for everyone during the grooming process, people as well as pets. You must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Calling All Paws has the right to refuse service in the event of a pet that can NOT be handled safely. The use of muzzles, e-collar, slings, straps, etc are acceptable safety measures. Grooming services can be stopped mid-groom if necessary for the safety of my pet or groomer and I understand I will pay for the portion of the groom completed or a \$30 service fee whichever is greater.

Winter Weather: We ask that all driveways and walks are cleared and salted (if icy) for the safety of our staff and your pet. The groomers carry most small pets to the van and we do not want them to slip. Failure to clear your area for van access will result in a same day cancellation and applicable fees.

Zero Tolerance: Calling All Paws does not and will not tolerate harassment, bullying, assault, or threatening behavior from clients to our staff. Service will be immediately terminated and we will not offer future services.

Release of Liability from Home/Property Damage: Calling All Paws will not be held responsible for damages to my yard, home or property while on the service call for grooming my pet(s). As the owner or caregiver, I authorize Calling All Paws to perform scheduled grooming appointments while I am away from home

or property. In the case where a key is left or given to my home, Calling All Paws will not be held responsible for any damages to my property.

Signature Required for Grooming Services:

I, the undersigned, do understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Calling All Paws agree to hold harmless from damage, loss or claims arising from any known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian emergency services in the event I am not available.

I authorize Calling All Paws to act as my agent in the event emergency veterinarian services, care-taking, and/or transportation is necessary and I agree to pay all costs. Any/all damages, loss or claim shall include but not limited to death, injury, or shock. Said pre-existing conditions shall not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or mental conditions.

FORUM SELECTION: Any dispute, controversy or claim arising under this agreement or relating to any services provided by-----shall be submitted to, adjudicated by, and subject to the exclusive jurisdiction of the Circuit Court in Waukegan, Lake County Illinois and governed by the procedural and substantive laws of the State of Illinois.

I have read and understand my rights and obligations as written in this agreement for the services of pet grooming by Calling All Paws.

Date: _____ Owner Signature: _____

Printed Name: _____

