



EXECUTIVE MOBILE DOG GROOMING

Policies & Service Agreement

Please read, print, and sign this form before your first appointment.

No Cages – Just Comfort

We believe your dog deserves a calm and comfortable grooming experience. That's why we never use cages. No more anxious barking or nervous waiting—just personalized, stress-free care from start to finish.

Appointment Deposit

A \$40 deposit is required to secure all new appointments. This will be credited toward your final grooming cost. This policy is waived for returning clients.

Appointment Arrival Window

As a mobile service, we provide a 1–2 hour window for our estimated time of arrival. Due to traffic, weather, or unforeseen delays, we may arrive earlier or later than expected. We will notify you by text or phone if there are any changes to the schedule.

Cancellations & No-Shows

We understand that life happens. If you need to cancel or reschedule, please contact us at least 48 hours in advance.

- Cancellations with less than 48 hours' notice will result in a \$50 no-show fee, due the same day.
- First-time clients who miss their appointment will not be rescheduled.
- If multiple pets are scheduled and one is canceled last minute, you will still be responsible for that pet's grooming fee.

Occasionally, we may need to cancel due to weather, illness, or equipment issues. In such cases, we'll reschedule at your convenience.

Late Payment Policy

Payments are due the same day as your pet's grooming service. A \$25 late fee will apply to any unpaid balances after that day.

Please note: Prices are subject to change without notice.

Vaccination Requirements

For the safety of all our clients, we require that all dogs have a current rabies vaccination. If your dog is unable to receive the vaccine for medical reasons, a letter from your veterinarian is required.

Client Signature (Page 1/3): _____



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Right to Refuse Service

We reserve the right to decline service to any dog or client who may not be a good fit for the mobile grooming experience. Your pet's comfort and safety are our top priority.

Important Note About Double-Coated Breeds

For the health of your pet's coat, we do not offer shaving services for double-coated breeds such as Golden Retrievers, German Shepherds, and similar. Shaving these coats can cause long-term damage, including changes in texture, uneven regrowth, and increased discomfort in varying temperatures.

Pricing & Payment Methods

Service pricing varies based on breed, size, coat condition, haircut requests, and temperament. Payment is due upon completion of service. Accepted methods: Cash, Check, Venmo, Zelle, and Credit/Debit cards.

Vaccination Requirements

All pets must be current on vaccinations:

- Puppies: Up to date on all age-appropriate vaccines
- Adults/Seniors: Must have a current Rabies vaccine

Flea & Tick Policy

All pets must be free of fleas and on a vet-approved preventative. If fleas or ticks are found, a flea bath will be given and a \$70 sanitation fee will be added.

Matted Pets

We do not offer dematting services. If mats are present, we will shave the affected areas for your pet's health and comfort. This may result in minor skin irritation or nicks, for which we are not liable. To avoid matting, we recommend regular grooming and home maintenance.

Aggressive or Anxious Pets

We reserve the right to refuse or discontinue service for pets that display aggression or extreme stress.

- Full grooming fees still apply, even if the service is halted.
- If a bite occurs, it must be reported by law, and the pet owner is liable for medical costs and lost income.

We will not proceed with any services that your pet is uncomfortable with.

Key on File

Established clients may provide home access (key, garage code, etc.) to allow grooming when you're not home. Pets should be secured in a crate, bathroom, or laundry room. We are not liable for any loss or damage to your home.

Client Signature (Page 2/3): _____



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Senior & Health-Compromised Pets

Grooming may be stressful for older pets or those with medical conditions. Services will be adapted for comfort over style.

Executive Mobile Dog Grooming is not liable for injury, illness, or death during or after the appointment due to pre-existing conditions.

Accidents

While rare, grooming comes with risks. Grooming tools are sharp, and injuries such as nicks or quicked nails can happen, especially if a pet moves unexpectedly.

In the case of injury:

- You will be contacted immediately.
- If urgent and you're unreachable, we'll take your pet to your listed vet or the nearest available clinic.

Veterinary costs are the responsibility of the owner unless caused by gross negligence.

Pre-existing Conditions

Grooming may uncover or aggravate existing health issues. We'll inform you of any findings, but we are not liable unless due to gross negligence.

Photos & Social Media

We may photograph your pet before, during, or after grooming and use these images for promotional or social media purposes. You consent to this by signing below.

Agreement & Authorization

By signing below, you acknowledge that you have read and understood this policy document. You confirm that you are the legal owner of the pet(s) receiving services and authorize Executive Mobile Dog Grooming to perform grooming services now and in the future without the need for additional signed contracts. Pricing is subject to change and applies to all current and future pets you own.

Client Name-Last Name: _____

Print Name: _____

Pet's Name(s): _____

Pet's Weight: _____ **Pet's Birthday:** _____

Your Address: _____

Best Phone Number: _____

Veterinarian (Name & Phone): _____

Client Signature (Page 3/3): _____

DD/MM/YY _____