

## **Legal Release & Policy Agreement**

YOU ARE RESPONSIBLE FOR READING THIS CONTRACT. PLEASE KEEP FOR YOUR RECORDS. OUR POLICIES ARE DESIGNED TO ENSURE EFFICIENCY, QUALITY AND OUTSTANDING SERVICES TO ALL CLIENTS OF MISSION PAWSIBLE GROOMING CO. Every Client will be asked to read and sign Mission Pawsible Grooming Co.'s Policy Agreement prior to any grooming services being performed. Client hereby entrusts pet(s) to Mission Pawsible Grooming Co. for the purpose of grooming services. Client affirms they are the rightful legal owner, or care giver to the pet for which services are rendered.

### **• PAYMENT INFO**

Payment is due at time of service. Mission Pawsible Grooming Co. accepts cash, card or check. Checks returned NSF WILL incur a fee of \$25, plus any fee our bank may charge. No further service will be provided until fee is paid. Any unpaid services will be sent to a collection agency if client does not contact or try to resolve with Mission Pawsible Grooming Co.

### **• CANCELLATION POLICY/NO SHOW**

On rare occasions, Mission Pawsible Grooming Co. may need to cancel your appointment due to equipment failure, weather, illness, etc. This is not only to protect our mobile unit but also for the safety of the pet(s) and Groomer. Every effort will be made to contact Client in advance to reschedule. If Client cannot keep their appointment, please contact us AT LEAST 24 hours in advance. Failure to call 24 hours before your appointment or failure to have your pet available at the scheduled time may result in a charge of \$50, which must be paid within 7 business days. Failure to call before the groomer's arrival will require full payment for the groom. It is the Client's responsibility to keep track of their scheduled appointments. Repeated noshows or cancellations, Mission Pawsible Grooming Co. will require to keep your credit card information on file for associated fees and or has the right to no longer maintain you as a client.

### **• APPOINTMENT TIMES**

An appointment time is truly an 'estimated time of arrival' but will do our best to be there at the scheduled time. Arrival time will be in a thirty (30) minute to one (1) hour time span. As a mobile service, our schedule is subject to interruptions and delays, such as, but not limited to: Refueling, traffic, driving distance from previous appointment and MISSION PAWSIBLE GROOMING CO., LLC Page 2 of 4 running over on a previous appointment. If Mission Pawsible Grooming Co. feels they will be more than 15 minutes early or late, Mission Pawsible Grooming Co. may call or text ahead.

### **• MATTED OR NEGLECTED COAT**

Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate, or cause skin problems. Client is aware that neglect of the pet's coat can be cause for problems after grooming such as clipper/brush irritation. If Client's pet does not remain still accidents can happen such as, cuts, nicks, etc. from clippers or scissors. However, it is at Mission Pawsible Grooming Co. discretion to determine if it is safe for the pet to be de-matted. If it is safe to de-matt, an additional charge of (\$1.00 per minute) will be added to the service. If not, a "shave-down" of the pet's coat will be completed. Shaving your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. Client's pet will receive a shave down & start over. Closely shaved pets are also prone to sunburn & should either have sun screen 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 & coat types, the coat may not grow back the same. Removing a heavily matted coat includes the risk of nicks, cuts and/or abrasions due to moles, warts or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin which can cause mold, fungus, bacteria or skin irritations that exist prior to the grooming process. The after-effects of mat removal procedures may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow. Client is responsible for the condition of the pet's coat and will not hold Mission Pawsible Grooming Co. responsible in the event of adverse effects of mat removal. Prevention is the best defense by scheduling regular grooming appointments, every 6-8 weeks.

• **CURRENT VACCINATIONS**

Client is responsible for all pet vaccinations & assume all risks and consequences that might result if your pet is not fully vaccinated. We advise that each pet be vaccinated against rabies, distemper, hepatitis, par influenza adenovirus type 2, parvovirus, corona, leptospirosis, and bordetella prior to grooming. Proof of Vaccination shall be provided to Mission Pawsible Grooming Co. upon request. Upon signing this agreement, animal's owner verifies vaccinations are current.

• **SAFETY/DOG BEHAVIOR** Client must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Mission Pawsible Grooming Co. will not accept any aggressive dog(s). If false representations about the pet's behavior were made when asked during booking of an appointment, we will discontinue services and Client will still be responsible for the full grooming charge. Client will be liable for any bites or any property damage caused by their pet(s). For Groomer's safety as well as your pets, Mission Pawsible Grooming Co. has the right to refuse service in the event of a pet that cannot be handled safely. FOR OVERLY AGGRESSIVE OR OVERLY STRESSED PETS, MISSION PAWSIBLE GROOMING CO. WILL NOT BE ABLE TO MAINTAIN YOU AS A CLIENT. MISSION PAWSIBLE GROOMING CO., LLC Page 3 of 4

• **USE OF MUZZLES**

Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. We do not muzzle unless your pet gives us a reason to; other methods are used to calm your pet and those are much preferred. Muzzling is a last resort.

### • **SENIOR PETS AND PETS WITH HEALTH ISSUES**

Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. Mission Pawsible Grooming Co. will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming.

### • **FLEA/TICK**

Flea and tick infestation cannot be tolerated. Client is responsible for keeping their pet(s) flea and tick free. If a flea or tick is found on your pet, Mission Pawsible Grooming Co. will administer a flea and tick shampoo to eradicate the fleas in order to maintain salon sanitation, \$10.00 will be added to your service. There may be side effects, including, but not limited to allergic reactions, which may result from the manufacturer recommended usage of said products, which Client agrees that Mission Pawsible Grooming Co. will not be held responsible for. Additionally, Client is also aware that any such treatments are not guaranteed to be one hundred (100%) effective.

### • **PRE-EXISTING CONDITIONS**

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of your pet, Client designates Mission Pawsible Grooming Co., as agent and understands that if Mission Pawsible Grooming Co. is unable to contact Client first, then Mission Pawsible Grooming Co., in its sole discretion, may engage the services of a veterinarian at Client's expense.

### • **PICTURES**

Client consents that Mission Pawsible Grooming Co. may take pictures of your pet, before and after grooming, and utilize the same for their website, social media for any and all and/or advertising purposes at Mission Pawsible Grooming Co. discretion.

**I, the undersigned, understand and agree to the above terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold Mission Pawsible Grooming Co. harmless from any and all damage, loss, or claims to pet, personal or real property. I acknowledge that the interpretation of this provision is to be read in the broadest sense possible and encompasses any real or proceeded negligence and all acts performed reasonable within the scope of service by Mission Pawsible Grooming Co., its agents, its employees or**

**MISSION PAWSIBLE GROOMING CO., LLC Page 4 of 4 representatives. The terms, special services or handling shall include but are not limited to emergency veterinarian services in the event I am not available.**

**I authorize Mission Pawsible Grooming Co. and/or agent thereof to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages, loss or claim shall include, but not be limited to death, injury, or shock. Said pre-existing conditions shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or medical conditions. I, the undersigned, have read, understand and agree to the above terms and my rights and obligations for grooming and maintenance as stated in the agreement for the services of pet grooming through Mission Pawsible Grooming Co.**

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**(PRINT FULL NAME)**

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**(SIGNATURE)**

**DATE**

**\*\*OFFICE USE ONLY\*\***

**Date Received Signed Agreement:**

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**(DATE)**

**Mission Pawsible Grooming Co. (Owner):**

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**(SIGNATURE)**