

Barkhaus Mobile Pet Spa Policies and Client Information Form

Client Name: _____ Address: _____

City: _____ Zip: _____ Cell Phone: _____

Work Phone: _____ Home Phone: _____

Email: _____

How did you hear of our service? _____

1) Pet Name: _____ Age: _____ Breed: _____ Weight: _____ Color: _____ M or F

2) Pet Name: _____ Age: _____ Breed: _____ Weight: _____ Color: _____ M or F

3) Pet Name: _____ Age: _____ Breed: _____ Weight: _____ Color: _____ M or F

Cancellation/Missed Appointment:

On rare occasions, Barkhaus Mobile Pet Spa may need to cancel your appointment due to weather, road conditions, equipment failure, etc. every effort will be made to contact you in advance.

If you cannot keep your appointment, please contact us at least 24 hours in advance so we may fill your spot. Failure to call 24 hours before your appointment or failure to have your pet available at the schedule time may result in a charge of \$25 which must be paid prior to your next appointment.

Matted Pet:

Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin allowing mold, fungus or bacteria to grow, revealing skin irritations that exist prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to regrow. Shaved pets are also prone to sunburn and 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. As the owner, you are responsible for the condition of your pet's coat and may not hold Barkhaus Mobile Pet Spa responsible in the event of adverse effects of mat removal.

If your pet is lightly matted and you ask for the coat to be saved, we will charge \$15 and work on the mats for 15 min only. Dematting can be long and painful process. If we do not believe we can remove the mats in the timeframe or if we feel your pet is in pain, we will not continue and will discuss other options. We firmly believe grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary dematting.

Veterinary Care:

We make every effort to ensure your pet's grooming is pleasant and safe, however, if your pet becomes ill or is hurt and the services of a veterinarian are required, you hereby give us permission to obtain treatment if you are not available to do so and you agreed to pay such expenses.

Safety:

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. Owners will be held liable for any bites or and property damage caused by their pets. We will stop the grooming process if we feel your pet's behavior is compromising his safety or ours. We will charge for the amount of the groom that has been accomplished or \$25 whichever is greater.

We require every adult pet to be current on their rabies and for all puppies to have started their vaccine series; please have a vaccination record ready for your groomer at the appointment or provide your veterinarian's name and number ahead of time so we may call the office before your appointment.

Senior Pets & Pets with Health Issues:

Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems. Grooming may expose hidden medical conditions or aggravate existing ones during or after the grooming. Because senior pets and pets with health problems have greater chance of injury, these pets will be groomed for cleanliness and comfort, in style that will not add to their stress. Barkhaus Mobile Pet Spa will not be responsible for accident or injury to an elderly or health compromised pet during their grooming.

Summer Shave-Downs:

Shaving a heavily coated dog during the summer is not recommended. In both hot and cold weather, a dog's coat helps regulate body temperature, provide insulation and protection from the sun. coats that are shaved off, particularly on double coated breeds such as Husky, Shephers, etc may grow back dull, patchy or not at all. If you are looking to cut back on shedding or keep your pet cool we recommend our deshedding treatment which is available at no extra charge.

Returned Check:

All grooming fees must be paid at the time services are rendered. Checks returned due to insufficient funds will be subject to a \$25 returned check fee and all appointments after which must be paid in cash only.

Pictures:

Barkhaus Mobile Pet Spa may take pictures of your pet, before and after grooming for our website and advertising.

Owner's Name (Print): _____ Date: _____

Owner's Signature: _____

Vet's Name: _____ Phone Number: _____