



## CUSTOMER AGREEMENT, WAIVER AND RELEASE

Per our original estimate, Portable Pet Groomers, LLC (PPG) will perform standard grooming services on your pet at the estimated price of \$\_\_\_\_\_ for the (circle one) Portable Pet Package / Portable Pet Plus Package / Portable Kitty Services / Other Services. Non-standard conditions arising during the performance of the services, such as coat condition, styling requirements and cooperation of your pet, may add to the final price. By signing below, you agree to pay that final price upon completion of the services and, further, you agree to each of the following terms and conditions. If you have any questions, please let us know prior to the start of the grooming session.

### Safety

To ensure a safe environment for our groomers and your pets, please inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. We reserve the right to stop the grooming process if the groomer feels your pet's behavior is compromising his or her safety or the safety of your pet. Prorated charges may apply.

### Liability

PPG is fully insured in the event we are the cause of property damage or injury to your pet. PPG is not responsible for damage or injury that are the result of a pet's behavior, which include but are not limited to the pet running away and/or biting someone else.

### Mat Removal and Skin Condition

Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to skin conditions such as warts, moles or skin folds trapped in the mats. Heavy matting also can trap moisture near the pet's skin allowing mold, fungus or bacteria to grow, causing 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 re-grow. PPG is not responsible in the event of adverse effects of mat removal. I understand I may need to apply sunscreen to my shaved pet until enough hair grows back for protection. I also understand my pet may exhibit brief behavioral changes as a result of shaving.

### Flea Control

PPG is a flea-free environment. To remain flea-free, flea treatment will be administered at the first sign of fleas. I give PPG permission to administer this treatment and agree to pay the product charge if fleas are detected during my pet's grooming appointment. For extreme cases of fleas, a flea dip will be applied at an additional cost.

### Senior Pets and Pets with Health Problems

Senior pets and pets with health problems have a greater chance of injury; therefore, these pets will be groomed for cleanliness and comfort in styles that will not add to their stress. This means we will do the best job we can given the condition of the pet.

### Vaccinations

PPG recommends all pets to be vaccinated against distemper, hepatitis, parainfluenza adenovirus type 2, parvovirus, leptospirosis, bordetella and rabies prior to being groomed; consult your veterinarian in all such respects.

### Veterinary Care

If my pet becomes ill or is hurt and the services of a veterinarian are required, I hereby give PPG permission and authorization to obtain treatment if I am not available to do so, and I agree to pay any related expenses.

### Permission to Enter Property

If I am not able to be present for a scheduled appointment, I will make other arrangements for the groomer to gain access to my yard or home. PPG is not responsible for the loss or damage of your property during this arrangement.

### Payment Policy

All grooming fees must be paid by cash or check at the time services are rendered. We can invoice for services upon request. Checks returned due to insufficient funds will be subject to a \$25 returned check fee.

Pet Owner's Signature: \_\_\_\_\_ PPG Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Pet's Name (list all): \_\_\_\_\_



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Appointments:  
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