

Every Client will be asked to read and sign Pawsitively Purrfect Mobile Pet Grooming Policy Agreement prior to any grooming services being performed.
Client hereby entrusts pet(s) to Pawsitively Purrfect for the purpose of grooming services.

CANCELLATIONS

In the event Client needs to CANCEL appointment: Client understands that they must notify Pawsitively Purrfect Mobile Pet Grooming LLC at least 48 hours prior to scheduled appointment. You can contact us by calling our main line at 816-605-3311 or sending a text. If cancellation is not received within 48 hours a \$35 fee per dog which must be paid within 7 business days. A text message will be sent out to every client on the Sunday prior to appointment. Please text back with a "yes" to confirm appointment. If we do not hear back from you within a day before your appointment we will send one more text to remind you of your scheduled appointment time. You will be charged \$35 per dog for cancellation which must be paid within 7 business days. Remember once you cancel your appointment you might not be able to get in for a while. Clients that schedule a year in advance have priority. If you have a reserved spot for the whole calendar year we ask you to let us know 48 hours in advance, if you can't cancel before 48 hrs you will be charged \$50 per dog which must be paid within 7 business days. Please remember that this was a schedule given for a year advanced of appointments that you have looked at and agreed too.

If you cancel your appointment you might lose your spot on the schedule and have to be put on a waiting list for your area again. After the third cancellation you will be dropped. Our appointment schedule is tightly booked for specific areas.

If you make an appointment during any holiday time and cancel the appointment you will not be able to make any more appointments during any holiday season again. This is a very busy time and we have a waiting list. Also remember that we could be running early or behind during this time of the year.

If you are a new client and make a appointment and then cancel your first appointment you will not be able to use our service.

There will be a mandatory \$50 per dog charge if I arrive to pre determined location on specified date , and pet is not available for groom which must be paid within 7 business days.

The reasoning behind this is due to some clients cancelling at the last minute. Our time (just like yours) is very valuable, and we set aside a specific time slot for you and your pets that includes driving time. Failure to let us know less than 48 hours notice puts our entire schedule off for the rest of the day, and we lose income. Even with a waiting list, many people have already made arrangements.

Client understands that cancellations may occur at any time by Pawsitively Purrfect Mobile Pet Grooming LLC due to weather/road conditions, equipment failure, etc. Client understands that every effort will be made to contact them for rescheduling. All appointment times are approximate (within a half hour) as there may be unexpected traffic or a pet takes longer than expected . We will send a text message that we are headed your way except for 8am appointments.

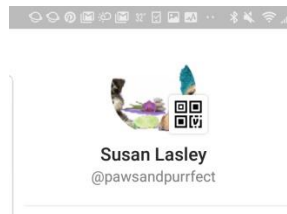
Monday – Friday 8am to-12pm

KEY ON FILE SERVICE

Pawsitively Purrfect offers a 'key on file service'. Client provides Pawsitively Purrfect with a key to keep on file, a garage code, or some other form of access to the home, Pawsitively Purrfect will come by at your scheduled grooming appointment time to care for your pet and Client just leaves a form of payment. Pawsitively Purrfect will not be held responsible for damages or theft to Clients home or property while on the service call for grooming your pet(s).

Forms of Payments

Venmo (Susan Lasley @ pawsandpurrfect), Cash or Credit Card with a fee of 2.7%



FLEA/TICK INFESTATION/SALON SANITATION

Flea and tick infestation will NOT be tolerated. Client is responsible for keeping their pet(s) flea and tick free. If a flea or tick is found on your pet, Pawsitively Purrfect will administer a flea and tick

shampoo to eradicate the fleas in order to maintain salon sanitation. If Pawsitively Purrfect finds an infestation of fleas or ticks on a pet, and an additional \$75 de-bug cleaning fee will be added in addition to the groom fee for this 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 Pawsitively Purrfect will not be held responsible for. Additionally, Client is also aware that any such treatments are not guaranteed to be one hundred (100%) effective.

Behavioral Issues

Pawsitively Purrfect Mobile Pet Grooming LLC has the right to refuse service in the event that a pet can NOT be handled safely. Tranquilized pets will not be accommodated as they should be groomed in the safety of a vet clinic/hospital with an 'in-house' groomer. The use of muzzles is an acceptable safety measure. We do not do aggressive dogs at all. We do not groom cats. Grooming services can be stopped mid-groom if necessary for the safety of the pet or groomer and client will pay full price of the groom.

Matting

Client does hereby entrust their pet(s) to Pawsitively Purrfect Mobile Pet Grooming LLC for the purpose of grooming. Client is aware that all care will be taken with pet(s) for the safety of pet and groomer. Client is aware that neglect of pet's coat can cause problems during and after grooming such as clipper/brush irritation. If pet doesn't remain still during the grooming procedure, accidents can happen such as nicks from clippers or scissors

1. If client wishes to save the coat but not pay for de-mat charges, client will brush out the coat and Pawsitively Purrfect Mobile Pet Grooming LLC will return at a later date to groom pet, however a \$50 fuel fee will be charged.

2. Pawsitively Purrfect Mobile Pet Grooming LLC may brush out your pet if possible and that its safe for your pet at a fee of \$5 per minute added to groom fee.

3. Pet may be shaved before bath due to matting. Shave down is a labor intensive process and is hard on equipment and the pet and groomer and does require an additional fee. If client wants the ears and tail saved during the shaving process but they are matted, they understand that they will have a minimum de-mat fee of \$10 added to groom fee. If your dog has to be shaved

down because of severe matting a \$50 fee will be added to the regular grooming fee.

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.

Pawsitively Purrfect will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming.

PICTURES

Client consents that Pawsitively Purrfect 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 Pawsitively Purrfect discretion. Client affirms they are the rightful legal owner, or care giver to the pet for which services are rendered.

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 Pawsitively Purrfect harmless from any and all damage, loss, or claims to pet, personal or real property.

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 Pawsitively Purrfect Mobile Pet Grooming , LLC

If you make a appointment with Pawsitively Purrfect Mobile Pet Grooming you have agreed to all the above. When we fill out a client information card you have agreed to all of Pawsitively Purrfect Mobile Pet grooming **POLICIES** .We will ask you at your first appointment to sign client card . This means that you have read and understand all of our policies.

I will ask every client to visit this site to read Grooming Agreement before appointment is made and client card is filled out.