

Dirty Dawgs Grooming Disclaimer and Waiver

Thanks for choosing Dirty Dawgs Grooming and Mobile Grooming. My name is Ronnie and I am the owner for the Self Serve Dog Wash, Grooming, Daycare and Boarding. I am also the sole groomer for Dirty Dawgs. This means that you always have the pleasure of knowing that your pet will be groomed by the same person.

It is 100% VITAL that you read this entire waiver and disclaimer. It is long and tedious, however, it contains a lot of information that is needed prior to booking a mobile grooming appointment (as well as an appointment at the physical location at 3055 N Campbell Ave #133). Mobile Grooming has many different aspects than a normal grooming session of you dropping off your pet somewhere.

By scheduling an appointment with Dirty Dawgs for Mobile Grooming or grooming at the shop, you understand and agree to the following

1. You may not leave during a MOBILE grooming appointment for any reason. Someone must always be there who is able to answer any and all questions I may have during the appointment.
2. You agree that I can live stream a calm grooming session with your pet or take pictures. I often do this to demonstrate how mobile grooming goes to other clients.
3. When filling out the pet profile you agree to be upfront BEFORE the appointment (by filling out the profile in full) about your pet's needs for grooming. DO NOT OMIT any information regarding your pet's behavior, any severe hair issues, or body condition (i.e. anxiety, mats, overweight, haircut needed). Any omission of such information prior to a scheduled appointment may result in an **extra charge of \$20 minimum** for needed time or immediate cancellation of services.
4. If you are aware of any severe anxiety for your pet's grooming, you agree to try calling your vet for any sedation recommendations.
5. **FEAR OF WATER** is automatically an appointment needed at the physical location and not for mobile grooming.
6. Multi-pet discounts are not provided.
7. Vaccination history is required. All vaccines must be current 48 hours BEFORE your appointment. DA2PP, Rabies, & Bordetella vaccinations are required for mobile grooming.
8. **Appointment cancellations must be provided within 48 hours of scheduled appointment. Not providing 48 hours of notice for cancellations may result in no future scheduling allowed or a 100% deposit.**
9. **All pets over 60lbs must be at the physical location at 3055 N Campbell Ave #133 and MAY NOT before mobile grooming.** Please do not try to sneak a large dog into the van as I know how much dogs weigh based on what I can lift.
10. If you live in a gate community, you must provide the gate code 24 hours BEFORE the appointment.

11. Mobile grooming can be scheduled at apartments. **However, we will only meet at the front office or leasing office only at your appointment time.**
12. **YOU AGREE THAT WHILE I AM GROOMING, YOU WILL NOT KNOCK ON THE DOOR OR DISRUPT THE APPOINTMENT AFTER THE APPOINTMENT HAS BEGUN.** I have sharp scissors and am focusing on calming your pet. Any disruption is not safe for your pet or me.
13. **Any special shampoo that you need me to use for MOBILE GROOMING ONLY (NOT SHOP GROOMING AT THE PHYSICAL LOCATION) will result in an additional \$5 charge.** This is because any medicated shampoo requires additional 10 minutes of bathing and any shampoo outside of mine may not be compatible with my blow dryer and may take extra time.
14. **You understand that if you have grooming at the physical location, you will be given a PROMPT TIME to come back for your pet.** Please be prompt as I do not have a place to keep them after grooming. If you are tardy in picking up your pet, an additional \$5 will be added to your grooming session for every 15 minute interval of being late.
15. Not every pet sits still for grooming. I do everything possible to make sure no nicks or cuts are done on a pet. I have cut only 3 pets out of the 1000+ pets I have groomed. However, I have to put in this disclaimer that nicks do happen and this is a result of your pet not sitting still or moving too quickly. HOWEVER, I also have the disclaimer that if your pet does not sit still for an appointment or is too sporadic, I have the right to stop grooming immediately with the best job I could do at 100% the price of the full groom if necessary. However, this is EXTREMELY less likely if your pet is regularly groomed either with me or someone else.
16. Any pet that is severely matted will automatically be shaved down. Please research matting prior to this appointment if you are unsure.
17. **Any pet that is severely matted will incur an additional \$30 fee.**
18. **ANY double coated breed over 30 lbs that needs a shave down will automatically incur an additional \$30 fee.**