
**New Client Information and Service Policies**

**Owner’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Emergency Contact:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Pet(s) Information:**

Veterinary office you use\*: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

\*The Mobile Spaw may contact your veterinarian for current vaccination records.

**Pet 1**

 **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Gender: Male Female
Breed:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
DOB or Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Heath/Behavioral Conditions:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Has your pet ever bitten a person? Yes No**

**Pet 2**

 **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Gender: Male Female
Breed:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
DOB or Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Heath/Behavioral Conditions:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Has your pet ever bitten a person? Yes No**

**Pet 3**

 **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Gender: Male Female
Breed:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
DOB or Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Heath/Behavioral Conditions:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Has your pet ever bitten a person? Yes No**

**Pet 4**

 **Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Gender: Male Female
Breed:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
DOB or Age: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Heath/Behavioral Conditions:
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Has your pet ever bitten a person? Yes No**

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**GENERAL POLICIES**

**COMMUNICATION**

Due to the nature of mobile grooming, answering phone calls can be difficult. Email is the best form of reaching The Mobile Spaw™.

info@mobilespaw.com

We communicate with current clients via text messaging, email and phone calls. We require clients to be communicative with us as far as updates with any health changes of pets, schedule changes and service location changes.

**BUSINESS HOURS**

The Mobile Spaw™ is open:
Monday through Saturday from 8:00am - 5:00pm and
Sundays from 9:00am-5:00pm.

**APPOINTMENT AVAILABILITY**

The Mobile Spaw™ is a mobile grooming service. The Mobile Spaw™ does not schedule same day appointments. Appointments are grouped based on location and frequency of grooming. After the first appointment, we conveniently schedule appointments for your pets for the remainder of the year based on your pet's grooming requirements.

**SCHEDULING**

The Mobile Spaw™ schedules appointments based on your pets' needs. Hairstyles, coat type, health, and behavior help us determine the appropriate schedule for your pets. Appointment frequency ranges between 1 and 6 weeks. We schedule appointments between the hours of 8:00am - 3:30pm, Monday – Saturday.
9:00am - 3:30pm on Sundays.

We want to provide our clients with the most convenient grooming option possible. We are happy to schedule your grooming appointments while you are at work or out doing errands. You are not required to be home after the first appointment.

**CANCELLATIONS AND NO-SHOWS**

The Mobile Spaw™ requires at least 24 hours notice for rescheduled and cancelled appointments. Any appointments that are cancelled with less than 24 hours notice, or no-shows, will be charged the full amount of the scheduled appointment. This includes canceling one scheduled pet in a multiple pet appointment. After two infractions The Mobile Spaw™ will discontinue future services.

**LARGE DOGS**

For the safety of our staff and your pets, The Mobile Spaw™ has a weight limit of 65 pounds. Dogs over 40 pounds in particular must be tolerant of the grooming process and able to enter the van on their own.

All new dogs over 40lbs. are weighed at the beginning of the first appointment. Any dog that weighs over 65lbs. upon arrival may be refused service or charged an additional 40%, at the groomer’s discretion. We will not re-book appointments for dogs over 65lbs.

**BEHAVIORAL/TEMPERAMENT ISSUES**

The Mobile Spaw™ does not groom aggressive pets. If your pet has a bite history, please consult your veterinarian to discuss grooming options. It is your responsibility as a client to provide a well behaved animal to be groomed. For any reason during the grooming session the groomer feels there is a risk of injury to the pet or themselves they will end the grooming session. Charges will be prorated with a minimum fee of $79.

**SEDATIVES**

The Mobile Spaw™ does not groom sedated pets. The Mobile Spaw™ will not give your pet any medication including sedatives. The Mobile Spaw™ does not recommend using sedatives prior to grooming unless it is the last resort. We ask that we are allowed to attempt the groom without the use of sedatives for at least one session. Most pets do very well in the quiet setting of a mobile grooming van and their previous grooming anxiety resolves itself. We understand that there are rare cases where sedatives are necessary for the safe completion of the grooming process, and this is best done under the supervision of your veterinarian.

**SENIOR AND SPECIAL NEEDS PETS**

The Mobile Spaw™ will handle all pets with care and will only perform services to pets that can tolerate being groomed. Senior and special needs pets will be groomed for their comfort. The Mobile Spaw™ will never perform a service that may potentially injure, complicate a health condition, or cause discomfort to a pet. This sometimes means not all services will be performed, for example: de-matting, nail trimming or blow drying. It is the client's responsibility to inform the The Mobile Spaw™ prior to each grooming session any chronic health conditions (example, enlarged heart, heart murmur, kidney failure, diabetes, thyroid disease, etc.). This is for the safety of your pet. We can monitor stress levels easier if we have knowledge of your pet's health conditions.

**PET ILLNESS**

If your pet is displaying ANY symptoms of a communicable illness (coughing, diarrhea, fever) prior to appointment, we ask that you reschedule your grooming appointment and seek veterinary care. If The Mobile Spaw™ sees any of these symptoms at the time of arrival, we will cancel the appointment. This is a courtesy to other pets in our care as well as yours (pets do not want to be groomed if they feel ill).

**MATTED PETS**

The Mobile Spaw™ will not cause unnecessary discomfort to any pet, including de-matting. We will only de-tangle hair according to your pet's comfort level.

Any pet that is severely matted (matting that is tight to the skin and covering large areas of the body) will be referred to their veterinarian for shaving. Typically, after a severely matted pet is shaved they require veterinary care for skin conditions related to the matting. After your pet has been groomed at a veterinary facility, we can schedule future grooming appointments that are appropriate for your pet's coat type.

**SANITATION**

The Mobile Spaw™ cleans and sanitizes between each pet being groomed. The Mobile Spaw™ uses a veterinary disinfectant designed to be safe for use around pets and effectively disinfect diseases like Parvovirus, Influenza, and coronavirus.

**ANAL GLAND EXPRESSION - WE DO NOT EXPRESS ANAL GLANDS**

The Mobile Spaw™ management believes anal gland expression is a veterinary procedure. Healthy pets should be able to “self-clean” their anal glands, if they cannot do this on their own there may be an underlying health condition. Anal gland sacs are delicate and can be bruised or ruptured easily by performing this procedure incorrectly. If your pet has a condition that requires frequent anal gland expression, this is best performed and monitored by your veterinarian.


**Client Policy Agreement**

**Initials:**

 **\_\_\_\_\_\_\_\_I have read and understand the above General Policies**

**\_\_\_\_\_\_\_\_Communication**Due to the nature of mobile grooming, answering phone calls can be difficult. Between driving, actively grooming and talking with clients, there are little opportunities to take calls. Email and text messaging are the best ways of reaching us. We will return phone calls within 24 business hours. Email: info@mobilespaw.com

**\_\_\_\_\_\_\_\_Cancellations and “No-Shows”**
The Mobile Spaw™ requires at least 24 hours notice for rescheduled and cancelled appointments. Any appointments that are cancelled with less than 24 hours notice, or no-shows, will be charged the full amount of the scheduled appointment. This includes canceling one scheduled pet in a multiple pet appointment. After two infractions The Mobile Spaw™ will discontinue future services.

**\_\_\_\_\_\_\_\_Household Illness:**
For the health and safety of our employees and the community, The Mobile Spaw™ requires at least 24 hours notice for any active HUMAN contagious illnesses within the household. We may choose to reschedule the appointment, depending on the illness. Failure to respect this policy may result in the discontinuation of future services.

**\_\_\_\_\_\_\_\_Payments**Fees must be paid in full at the end of each grooming session. The Mobile Spaw™ accepts credit cards (via Square), cash and checks. All invoices sent after completion of services must be paid by the end of the business day. Returned checks will incur a $25 fee. Prices are subject to change without notice.

**\_\_\_\_\_\_\_\_Social Media**The Mobile Spaw™ may take photos of my pet before, during or after being groomed to publicly post on mobilespaw.com and/or social media (Facebook and Instagram).

**\_\_\_\_\_\_\_\_Veterinary Services**I will not hold The Mobile Spaw™ responsible for any self-inflicted injuries or illnesses. Veterinary services may be required if my pet becomes ill or injured during a session. I hereby give The Mobile Spaw™ permission to obtain veterinarian care of their choosing for my pet if I am unable to do so, and reimburse The Mobile Spaw™ for such expenses promptly. I will not hold The Mobile Spaw™ responsible for any expenses incurred, unless there are obvious signs of alleged negligence by the groomer. In such case, The Mobile Spaw™ must be notified within 48 hours of any claims regarding medical attention because of alleged negligence. In the event of a dispute of the owner’s claim, The Mobile Spaw™ will consult the attending veterinarian prior to settling any claim.

**\_\_\_\_\_\_\_\_Rabies Vaccination and Safety**
My pet(s) are currently inoculated against rabies\*. The Mobile Spaw™ may contact my veterinarian to verify the pet(s) is current on their rabies vaccine. To ensure safety and prevent potential injury to The Mobile Spaw's™ employees and my own pet, I must inform The Mobile Spaw™, prior to every grooming session, if my pet has behavioral issues, aggressive tendencies, or any health problems. I will be liable for any property damage, bites or medical attention needed because of my pet. The Mobile Spaw's™ employees will end a session if they feel my pet’s behavior comprises their or the pet’s safety. Charges will be prorated. The Mobile Spaw™ reserves the right to refuse service for any reason.
*\*If a pet bites an employee of* The Mobile Spaw™*,* The Mobile Spaw™ *is required by law to report the bite. If the pet is not current on its rabies vaccine, it will have to be quarantined by animal control at the owner’s expense.*

**\_\_\_\_\_\_\_\_ Vaccinations**The Mobile Spaw™ does not require proof of non-required vaccinations, however, The Mobile Spaw™ highly recommends all pets to be vaccinated according to their veterinarian’s recommendations. This usually includes for dogs: Parvovirus, Distemper, Adenovirus, Parinfluenza, and Bordatella. For cats: Feline Distemper, Rhinotracheitis, Feline Calicivirus and Feline Leukemia. The Mobile Spaw™ disinfects all equipment and tools after each pet to reduce the risk of the spread of disease. The Mobile Spaw™ will not accept any pets that are showing any signs of illness.

**\_\_\_\_\_\_\_\_ The Mobile Spaw™ DOES NOT EXPRESS ANAL GLANDS**The Mobile Spaw™ management believes anal gland expression is a veterinary procedure. Healthy pets should be able to “self-clean” their anal glands, if they cannot do this on their own there may be an underlying health condition. Anal gland sacs are delicate and can be bruised or ruptured easily by performing this procedure incorrectly. If your pet has a condition that requires frequent anal gland expression, this is best performed and monitored by your veterinarian.

Signature of Pet Owner: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_