MUDDY PAW SPA, LLC | SERVICE AGREEMENT

Pets are accepted for grooming only under the following circumstances....

- Please ensure your dog is fit and healthy before attending your grooming appointment. Grooming of sick and elderly dogs is entirely at the owner's risk and we may need to stop the groom and send home your dog at any point. If this is the case, FULL payment of the appointment is still due. Grooming may also uncover pre-existing skin and health conditions that the owner may not be aware of and Muddy Paw Spa, LLC cannot be held liable.
- We reserve the right to refuse service to any pet or client for any reason.
- Veterinary advice is that your dog is vaccinated and these are kept up to date. The pet's rabies vaccine is up to date (as required by law) unless otherwise discussed. It is entirely at the owner's risk if dogs are not vaccinated, or do not receive their boosters, We cannot be held liable if your dog catches something it could have been vaccinated against. It would be impossible to prove where a dog picked up such conditions.
- It must be understood and agreed that dogs are accepted at the owner's risk. The welfare of your dog is my first priority. While I use plenty of caution while grooming your pet, accidents can occur including cuts, nicks, scratches, etc. In the event of an emergency, in your absence, you authorize Muddy Paw Spa, LLC to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense.
- If fleas are found on your dog, an automatic charge of $15 will be applied and your dog will immediately be given a flea bath. To control the spread of fleas, extra facility cleaning Is necessary. It is highly recommended that your dog be on a flea and tick preventative all year long. LIVE ADULT FLEAS ARE LESS THAN 5% OF AN INFESTATION.
- Payment will be taken upon collection of your dog. Payment can be cash, check or credit card. Returned checks will incur a $35 charge. Cash payment is preferred and appreciated. Tipping is never expected, but always appreciated.
- Our rates are based on the breed of the pet and duration of the groom. Nail cutting/filing and ear cleaning are part of the service unless the process is too stressful for the pet, or too dangerous for the groomer.
- To keep up with inflation and rises of operating costs, prices may occasionally increase.
- Any quote given before the groom is an estimate and your dogs groom may be more expensive dependent on coat condition and temperament or difficulty to groom. Pricing can vary depending on coat condition, breed, size, weight and even the behavior of your dog and can change from one appointment to the next.
- Owners must be on time for their appointment. If you arrive any later than 15 minutes, the groom may be cancelled. Owners must also collect their dog within an hour of the completed groom. Failure to do so will incur a $15 dog sitting charge.
- Pets with severely matted coats will be charged an extra fee as they take longer to groom and cause extra wear and tear on the equipment. Prevent mats from occurring by scheduling regular grooming appointments every 4-8 weeks.
- "De-matting" or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health\skin problems for which Muddy Paw Spa, LLC cannot be held liable. Signing a Matted Pet Release will be required.

- "Brushing out" will not be a method of de-matting for any dog. It is understood that your dog should be regularly maintained at home, aside from regular grooming appointments. Brushing too much in one area can lead to brush burn, or be extremely painful for your dog. In the event of small matted areas, spot-shaving may be used. Common areas that require spot-shaving are behind the ears, the armpits, and under the tail.

- I reserve the right to refuse an aggressive or highly anxious dog that is a risk to itself or to myself. Safety is a main priority when it comes to grooming.

- I will not accept heavily sedated dogs. It is safer for the dog to be groomed at a vet when sedation is necessary.

- Groomers can only perform external anal gland expression because they cannot legally or safely enter the rectum. Veterinarians perform internal anal gland expression to empty the sacs completely and safely. Frequent external squeezing can cause trauma, inflammation, scar tissue, or even gland rupture, leading to chronic issues and dependency. Muddy Paw Spa, LLC will no longer be offering the service of external gland expression.

CANCELLATION POLICY:

- Cancellation or rescheduling of an appointment less than 24 hours notice will acquire a $50 late cancellation fee. This must be paid before rebooking.
- Please make every effort to call/text 317-443-0800 and cancel or reschedule when possible to avoid such situations. Do not send an email to cancel your appointment.
- Owners must be on time for their appointment. If you arrive any later than 15 minutes, the groom may be cancelled as a courtesy to others.
- Pet Parents must collect their dog within an hour of the completed groom. Failure to do so will incur a $15 dog sitting charge.

NO-SHOWS:

- It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact Muddy Paw Spa to cancel or reschedule.
- In the event of a no-show, the client will be charged 100% of the groom. This must be paid before rebooking. Failure to pay the no-show fee will result in expulsion as a client of Muddy Paw Spa, LLC.
- As a courtesy, I send a reminder text 48 hours before your grooming session. However, if you do not receive this reminder or opt out, you are still responsible for attending your scheduled appointment and for any fees incurred due to missed appointments.
- Missed or cancelled appointments result in lost time that could have been used to provide services to other clients. I value my clients and their time. Thank you for your understanding.

By signing below I acknowledge that I have read and understood the above information and agree to the terms and conditions:

Name(printed):_____

Name of dog(s):_____

Signature:_____Date:_____