

2024 Grooming Service Agreement

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

- The pet is fit and healthy.
- Grooming which takes place on an elderly or infirm pet will be at the owner's risk.
- Elderly pets over the age of 10 must be seen and cleared by a licensed veterinarian within a year of their appointment date.
- The pet's rabies and distemper vaccine is up to date (as required by state law).
 - *Current vaccinations with updates:* If the cat is just getting their updated but still current vaccinations a 48 hour wait time between appointments and their vaccinations is required.
 - *New or lapsed vaccinations:* If the cat has had no vaccinations or a lapse in vaccinations and is getting in for new ones, then there is a 2 week wait time between vaccinations and grooming appointments.
- We do NOT offer anal gland expression, as this should be performed by a licensed veterinarian.

Matting & Pelting Conditions:

- "De-matting" or complete coat removal will dramatically alter your pet's appearance.
- This procedure may expose pre-existing health\skin problems for which Sweet Whiskers LLC cannot be held liable.
- If a pet is matted, mat removal is at the owners expense, additional to the base grooming price.
- Owners acknowledge that any matting that is removed is risky and the owner acknowledges the risk of nicks, cuts, exposure of damaged skin or coat condition for which Sweet Whiskers LLC cannot be held liable.

Drop off & Pick Up Policy:

- All cats must come in for their grooming appointment contained in an appropriate cat carrier. Please do not bring cats wrapped in blankets, boxes, leashed, or pillow cases.
- ALL inappropriate carriers (including leash walked in) will not be allowed, unless prior discussion with groomer. If a cat comes in with an unsafe alternative this causes undo stress on the cat and we have the right to refuse services and the appointment will be charged as a last minute cancellation/no show. We do not offer exceptions on this. If you need clarification on what is appropriate, please check our FAQ on our website for more information.
- All clients must have their phone number on file as well as an emergency back up contact.
- In respect of both of our time, we expect clients to arrive to appointments on time. You may arrive up to 10 minutes early for an appointment. You may arrive no later than your appointment start time. After 5 minutes we reserve the right to mark you as a no show and charge the missed appointment fee.
- Sweet Whiskers staff will text you when your cat is ready for pick up. We ask that pet parents respond to this text, even if only an emoji to let us know you've received this message.
- Due to one on one style, and limited space without boarding care, we expect all clients to pick up their cats within 30 minutes of notification. We reserve the right to charge a day care fee of \$1/minute tardiness.

- If collection of your pet does not occur by 5pm or one hour post notification (whichever is greater), then we reserve the right to transport your pet to the managers / owners home and contain your pet in a kennel, offer water and litter and charge a \$50 emergency overnight boarding fee. And the cat can be collected the following day via arrangement.
- If an animal is abandoned at our facility without being picked up we reserve the right to bill at \$50 emergency boarding fee for each night the animal is in our care, up to 14 days, at which point all rights shall be deemed to have been waived by you the owner. And the animal may be fostered, adopted out, or surrendered to a local animal shelter, or humanely euthanized if necessary. Any unpaid service costs and emergency boarding fees will be filed as theft of services with the local police department. We follow state code 162.19 in regards to this policy.

Aggression Policy:

You agree to fully inform to the best of your ability if your pet has a history of aggression in any form.

- Aggression is defined as an act on the part of your pet towards any human or other pet that initiates a boundary on their part using methods of biting, hissing, swatting, or scratching.
- This can be presented at home, towards owners, towards vets, during travel, being placed in a crate or kennel, during or after grooming procedures.

Senior Grooming Releases:

All cats over the age of 8 are considered seniors. I understand that my pet(s) have or may have a medical condition(s) and/or is/are senior(s). I am aware that grooming can cause stress that can exaggerate or expose new problems, or even lead to a serious medical event or death.

I understand there can be mental or behavioral changes in senior pets with medical conditions, and they are groomed for comfort only and not appearance as best seen by our staff.

I release Sweet Whiskers LLC from any liability should any problem/medical issue occur.

I am solely responsible for any and all medical bills related to my pet, and should an emergency arise, I give permission to Sweet Whiskers LLC to seek veterinary care at the nearest veterinary clinic.

I understand that Sweet Whiskers LLC has the best interest of my pet in mind and will do everything to keep my pet safe.

If any of Sweet Whiskers LLC staff deem services to be too stressful for my pet, the groom will be stopped immediately and I will be contacted and best course of action will be discussed.

Sweet Whiskers reserves the right to:

- ... if your pet still has it's claws intact we reserve the right to charge for placement of Nail Caps in order to keep staff safe from swatting nails.
- ...stop services at any time before, during or after the grooming process should your pet exhibit aggressive behavior beyond a skill level that is safe to continue working.
- ...to charge for our time and services, up to the full amount of the ticket price, regardless of completion of any of the aesthetic aspects of the groom.
- ...the right to implement an aggression fee.
- We agree that this fee is to be no less than \$30 and not greater than \$90 in addition to the grooming package for a first time client.

Sweet Whiskers agrees to:

- Utilize only safe equipment that are designed in such a way that the pets vital signs may be observed at all times.
- Utilize correct and safe techniques in handling such as to not present further risk to the pet should they try and wiggle, fight, or push against the groomer in an attempt to escape.
- Utilize Emergency Services only when warranted.
- Stay current and up to date on CPR and First Aid in case of injury.

Financial obligations of the client:

- Each appointment requires a \$40 dollar deposit (per pet) to hold the booking reservation as guaranteed, nail trim only appointments are 50% of the total ticket cost. This will be done via card on file through our secure software system.
- Failure to allow a card on file deems services ineligible for reservation.
- The deposit is nonrefundable. However, this deposit is transferable to another date/time should there be a scheduling conflict, and given the client informs our staff 48 hours or more in advance of grooming start time.
- This deposit is not transferable to another pet unless pre-authorized by Sweet Whiskers grooming manager.
- Full payment is to be made at the time of service. No exceptions.
- Payment can be cash or credit card. Checks are no longer accepted.
- Our rates are based on the selection of services that are finalized with the groom, determined the day of based on coat condition as determined by the groomer.
- In the event of an emergency, you authorize Sweet Whiskers LLC to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense. All efforts will be made to use the owner's established veterinarian if possible.

Financial obligations of Sweet Whiskers LLC:

- Sweet Whiskers agrees to hold an active insurance policy for grooming that covers each employee that works hands on with an animal.
- In the case of injury that is caused by a Sweet Whiskers staff member due to neglect of care on part of the employee, Sweet Whiskers agrees to pay for the initial assessment from a licensed veterinarian if performed within 48 hours post groom.
- If / when a licensed veterinarian is able to state that the injury is caused by neglect on part of a staff member then Sweet Whiskers agrees to pay for the repair of the injury to the animal.
- In the very rare and unfortunate case of death to an animal Sweet Whiskers agrees to pay for a necropsy. This report must be released to both the client and Sweet Whiskers for viewing.

Cancellations

- Inclement weather:
 - We follow the Story County public school closures as they pertain to inclement weather.
 - We try to work as long as conditions are not dangerous. Should a cancellation be required you will be notified as soon as possible.
 - If you are unsure if your appointment is cancelled or if your road conditions aren't safe for our staff to access, please text us to confirm.
- **Cancellation & Rescheduling:**
 - Any appointment that is rescheduled by the client requires 48 hours' notice, in order to waive a missed appointment fee.
 - The clients deposit transfers to the new date, at no penalty, if the minimum 48 hour notice is met.
 - Last-minute cancellations (under 48 hours' notice) are subject to loss of deposit AND billed at the missed appointment rate.
 - Missed appointment rates are \$100.
 - If a client is more than 5 minutes late, it is considered a missed appointment.
 - In the event of inclement weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 48-hour period.
- We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer.

2. No-Shows

It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

- We reserve the right to charge the missed appointment fee (\$100, which is in addition to your prior \$40 deposit) due to the loss of revenue caused by a "no-show". Please make every effort to call and cancel or reschedule when possible, to avoid such situations.
- Any client that has 3 or more missed appointments will be dismissed from services.

Liability of ownership and identification:

- By signing this agreement, you are stating you are the lawful owner of the Pet and that you are fully authorized to enter into this Agreement.
- All of the information, your pets information, and your contact information is true, accurate and complete.
- You are also stating to the very best of your knowledge your pet has NOT been exposed to rabies, distemper, contagious illness, or contagious fungi or pests within the last month of this visit.
- That you have disclosed any behavior or illness relating to this (or any future pets) in its entirety.
- That you agree to indemnify and hold us harmless, from and against all loss, damage, or expense, including veterinary expenses and attorney's fees, resulting from any misrepresentations by you or your assigned contact for your pets care.

- As the owner you are also giving Sweet Whiskers the right and sole ownership to any images (video or photographic) captured or submitted to us of your pet while in our care, the rights are irrevocable and unrestricted to utilize or publish for marketing or promotional purposes without expectation of compensation.

Behavioral Conduct and Service Termination Clause

Sweet Whiskers reserves the right to refuse service to individuals who exhibit rude, abusive (including verbal), condescending, or disrespectful behavior towards staff. If such behavior occurs, we may terminate service immediately without further obligation or expectation of compensations returned.