

All Maryland Elite Dog Spa (MOBILE) clients must sign this agreement yearly before services are rendered.

SCHEDULE REQUIREMENTS

- To remain on the pre-booked mobile schedule, clients are required to maintain a schedule of 8 weeks or less. If their pet is not groomed within that time frame, their account with us will be deactivated, and they will be removed from our client list. Our mobile program prioritizes dog grooming before it becomes necessary, ensuring well-maintained coats and efficient service.
- We do **not guarantee specific appointment dates and times. Three days before your appointment, you will receive a time frame.** We may arrive anytime within the given window. You will receive a notification if we need to move your appointment to a time outside the given window.

PAYMENTS, PRICING

- Payment is expected at the time of service. We accept Visa, Mastercard, Discover, American Express, Check, and Cash, but do NOT carry change in the van.
- Returned checks will incur a \$35 charge.
- Any delinquent payments (after 72 hours of receipt of the invoice) will be subject to a \$10 daily late fee.
- The pricing quoted does NOT include state sales taxes, stylist gratuity, or the online 3.4% + 30 cent fee for card payments.
- Pricing is subject to change; we will give notice of price increases when possible.

SERVICES

- Our pricing goes by the dog breed, your pet's weight, and the groom's duration.
- All grooms and baths include nail trimming and grinding (if the dog allows it), ear cleaning, ear plucking (by request), gland expression (by request), bath, dry, brush out, bandana, and cologne.

CANCELLATION POLICY

- 72 hours notice is required to cancel without a fee.
- Less than 72 hours notice will result in a fee of 50% of your total groom price.
- All appointments must be confirmed before the appointment time, or the client will be subject to the appointment being canceled, AND cancellation fees may apply.
- All same-day cancellations are responsible for **50% of the appointment cost**, and clients will not be rebooked after three instances.
- No-call/no-show (no answer/no access) appointments are responsible for **100% of the appointment cost** and will not be booked after two instances.
- All appointments are scheduled by region. If you MUST cancel, we will do our best to get you the soonest appointment in your area, but many times, you may need to wait until your next appointment. In this case, additional fees may be if the dog is not groomed in between.
- Our mobile groomers are only required to wait five minutes for you when they arrive within the 1-hour timeframe. A 100% no-show fee will be applied if the groomer cannot access your dog.

- We follow Anne Arundel County public closures as they pertain to inclement weather.

PARKING

- Please move vehicles before the arrival of our mobile van or have an area designated for us to park. We prefer to park on the street when possible, but it requires a flat surface with enough clearance for a large cargo van. We will not move our vehicle once we have begun the groom.
- The client is responsible for any paid parking that is utilized.

WALKS/POTTY BREAKS

- We do not walk the dogs before/after their grooming. Please be sure your pet has gone to the bathroom at least 20-30 minutes before the grooming.
- We DO give latch-key clients a brief potty break before their groom, if possible.

LATCH KEY SERVICES

- We highly recommend crating dogs before latch-key services
- Pets MUST be in an easily accessible area, and all bedroom doors must be closed.
- The groomer MUST be able to safely enter and exit the home without the pet attempting to escape, lunge, bite, etc.
- The client is responsible for any damage or injury caused by an improperly contained pet.
- We will only attempt to retrieve your pet for 10 minutes. If we can not access the pet after that, we will have to charge a cancellation fee and reschedule the appointment.

VACCINATIONS, HEALTH, SANITATION

- By agreeing to our policies, you agree to keep your pet's vaccinations current per local and federal laws and can provide paperwork when requested. Bites must be reported for the safety of our groomers and your pet. We require the rabies certificate to be provided to MEDS.
- We sanitize thoroughly but can not be liable for infections such as kennel cough, canine influenza, Parvo, etc.
- Dogs with known infectious conditions will not be accepted, and clients will be liable for damages and van downtime if they are found to keep an appointment for a dog with an infectious condition.
- If there is contamination, we will inform all parties that could be at risk immediately.

FLEAS AND TICKS

- All pets must be current on flea and tick preventatives.
- If a pet is found to be infested with fleas during the grooming, a \$75 cleaning fee will be due. Clients will not be rebooked after two instances.
- If a tick is found on the pet, we will note its location and advise the owner.

TEMPERAMENT

- By agreeing to our policies, you agree that, to the best of your knowledge, your pet does not have any behavioral issues such as biting, snapping, growling, scratching, or any form of aggressive behavior toward a human.
- Pet owners are responsible for any damage their pet inflicts on the van, stylist, or equipment.
- Injuries from a dog bite **MUST** be reported to Animal Control Services. Pet owners are financially responsible for any medical bills and treatments if their pet injures the groomer.
- Any aggressive pets will be returned to their owner immediately, and full payment will be due.

HEALTH CONDITIONS

- Pet owners are responsible for providing a healthy and groomable pet. Any known preexisting conditions **MUST** be disclosed before grooming.
- Grooming can be stressful for any dog, especially a dog with medical conditions or a senior dog. This stress can also exaggerate or expose hidden medical problems during or after the groom. Because these dogs have a greater chance of injury, they will be groomed for cleanliness and comfort.
- Grooming may expose pre-existing health/skin conditions for which Maryland Elite Dog Spa LLC can not be liable.
- Maryland Elite Dog Spa LLC has the right to obtain veterinary clearance before performing any grooming services on senior or ill pets.

MATTED PETS

- Dogs with mats (tangles or knots in the hair) that need to be shaved or dematted present a risk of injury. We are not responsible for injury or irritation caused by matting. We will not detangle severely matted dogs; they will be shaved short, and the owner will be counseled on future coat care.

ACCIDENTS

- There is always the possibility of an accident. Grooming equipment is sharp, and even though we use extreme caution and care in all situations, possible injuries could occur, including cuts, nicks, scratches, quicking of nails, etc. Every effort will be made to ensure your pet is groomed as safely as possible.

SOCIAL MEDIA

- Photos and/or videos may be taken of your pet before, during, or after its grooming session for use on Maryland Elite Dog Spa LLC's social media pages and other marketing purposes.

FINAL AGREEMENT

- *I agree that if I have any issues with my pet's grooming or condition, I must contact Maryland Elite Dog Spa LLC within 24 hours of your pet's service.*
- *I authorize Maryland Elite Dog Spa LLC to act as my agent in the event of an emergency. If veterinary, boarding, or transportation services are required, I agree to pay for them and all expenses incurred.*
- *Maryland Elite Dog Spa LLC reserved the right to refuse services to any pet or client for any reason.*
- *I have read and understood my obligations as written in this agreement for Maryland Elite Dog Spa LLC's mobile salon services.*