



## **GROOMING CLIENT AGREEMENT & WAIVER OF LIABILITY**

Mobile Cat Spa wants to make your experience a pleasant one. We will do all we can to make your cat feel comfortable & will advise you of any abnormalities seen while grooming.

Cats are creatures of habit & when exposed to a new environment they can experience elevated stress levels. In the event your cat is too stressed to safely continue the groom, all procedures will stop & you will be notified immediately, and be referred to a veterinarian for a medically supervised grooming. Partial fees may be charged if the grooming is not able to be completed.

**Initial 1**

**1) Health & Behaviour of Cat:** I agree and understand that Mobile Cat Spa has relied on my representation that my pet is fit and healthy and is deemed by me to be healthy and sound enough for grooming, is current on all required vaccinations (rabies) & is free of parasites.

**Initial 2**

**2) Aggressive Pet/Parasites:** Mobile Cat Spa reserves the right to refuse service or to stop a groom in progress if your cat may pose a threat to themselves or staff, whether it be an aggression problem, health problem or parasite problem.

**Initial 3**

**3) Owner Responsibility:** The owner agrees to be solely responsible and liable for any and all acts of behaviour of their cat. This may include, but is not limited to, injury to or death of the cat. The owner agrees to fully disclose any past grooming history or experiences that could affect behaviour. Purposely omitting past experiences and hoping for the best is negligent and dangerous for your cat and the groomer.

**Initial 4**

**4) Matted Hair:** Beyond removing some tangles, an extra charge may be added to the price of the groom for mat removal. As the owner you agree to such charges for any extra work required. Owner is aware that if the fur on the cat is matted beyond a minor level, removal of mats by brush or combing may be too stressful and painful to be a humane choice. In this case, a shave down may be required, or a much shorter cut might be a possible option. Extra care will be taken in the shave-down process, however cuts or nicks could occur depending on the severity of the matting. If a cut or nick happens the owner will not hold Mobile Cat Spa responsible. Severe matting can cause behavioural abnormalities and reactions. Dematting/detangling of matted hair may cause patchiness and hair loss. Owner will not hold Mobile Cat Spa responsible for adverse reactions caused by matting removal.

**Initial 5**

**5) Matting Requiring Shave-downs:** We will not continue to shave a matted cat as a long-term solution. Severely matted/pelted cats will be corrected only ONCE. It is expected that going forward, the cat will be preventatively maintained to never have to go through the discomfort of

matting again. Mobile Cat Spa will not tolerate willful neglect in its clients, and will fire/refuse service should such a situation arise. It is expected that professional recommendations on coat management be followed for the sake of the cat's welfare.

**Initial 6**

**Risks to Pet:**

**6a) General Grooming Risks:** Extra care will be taken when performing any grooming procedures, however owner must understand possible reactions such as stress, skin irritation, possible nicks to the skin, or a toenail quick may get cut. Additionally, problems occasionally arise after the grooming visit such as bleeding of nicks, clipper irritation, self-inflicted irritation (excessive licking) after grooming, or mental or physical stress. Grooming can also expose a hidden medical problem or aggravate a current one. This can occur during or after the grooming process. Owner agrees not to hold Mobile Cat Spa responsible for any injuries which might result from the grooming process.

**6b) Aging and Special Needs Cats:** Owner is aware that as a pet ages or if the pet has special medical conditions, the process of grooming may become stressful, both physically and mentally. The stress of grooming may cause latent, unknown, active or inactive conditions such as arthritis, bone, joint or surgical sites to become active or inflamed, and unknown active or inactive heart, kidney, or liver disorders to become active and can result in illness, seizures or the death of the cat. Although Mobile Cat Spa will take responsible care in the grooming of the cat, owner acknowledges that the stress of grooming may initiate immediate or latent medical problems in your pet. Owner agrees not to hold Mobile Cat Spa responsible for reactions to grooming.

**6c) Moles/Skin Lesions/Tumours/Other Skin Irregularities:** Because these skin irregularities may protrude from the skin, they are vulnerable to nicks or cuts during the grooming process. Owner agrees not hold Mobile Cat Spa responsible for any cuts or nicks and skin reactions/irritations due to the grooming process.

**Initial 7**

**7) Grooming Rates:** Owner agrees to pay the current grooming rate per visit per cat for services rendered. You will be advised of grooming rates prior to any work being done, however certain treatments such as de-matting may not be pre-quoted but may be required to complete the groom. If you are not satisfied with your cat's grooming, we will do all we can to rectify the problem such as: re-bathing, re-clipping, re-combing or give you a limited credit towards your next appointment. However, we will not give refunds.

**Initial 8**

**8) Cancellation, No Show & Late Policy:** I understand and agree that if I fail to make my cat available for the grooming appointment or cancel with less than 48 hours notice, I cannot make another appointment until the 50% of the cost of the missed appointment has been recovered. Notice of less than 24 hours is considered a "No Show" and will result in the full cost of the booked service being owed. Failure to make my cat available for 15 minutes from the time Mobile Cat Spa arrives for my appointment will result in a \$30 surcharge. After 25 minutes, the appointment is considered a "No Show" and it is cancelled and the full cost of the booked service is owing.

**Initial 9**

**9) Flea Policy:** If fleas are found on your pet during the grooming process, a flea bath will automatically be administered (at additional cost to the base grooming price) and service may be

stopped. The treatment will only kill the fleas currently on the cat, but it is NOT a preventative. A vet visit will be required, and your pet must be cleared of fleas with proof from your veterinarian before service can continue with Mobile Cat Spa.

**Initial 10**

**10) Fee Collection:** Fees are due at the time of service. Partial charges may be charged if the grooming service was unable to be completed. Mobile Cat Spa accepts cash, debit, e-transfer, Visa and MasterCard as payment. If for any reason all fees and charges are not paid and it is necessary to pursue collection of said fees and charges through civil action, the owner agrees that all related collection expenses and other costs shall be paid by the owner of the cat.

**Initial 11**

**11) Administering Aid:** I agree and understand that should my pet become ill or appear in need of medical attention, Mobile Cat Spa will make reasonable efforts to contact me should aid be necessary, however if they are unable to reach me or need to administer aid immediately, Mobile Cat Spa may use their discretion and administer aid without contacting me first.

**Initial 12**

**12) Release of Liability:** I agree, understand and hereby release Mobile Cat Spa, their staff and volunteers, financially or otherwise, for injuries to my cat, myself or property accompanying the cat while my cat is participating in services provided by Mobile Cat Spa.

**Initial 13**

**13) Communication with Mobile Cat Spa:** I agree that only those present for the pickup and drop-off of our cat(s) will be able to communicate with Mobile Cat Spa after the appointment. This allows for direct and clear communication to occur. It is very important for those who need to speak with the groomer to be present for pickup and drop-off. This is the time for both the groomer and the owner to review and confirm grooming services performed and for the groomer to let the owner know how things went and if there were any issues during the appointment.

We like to take photographs of cats enjoying our services! This release authorizes Mobile Cat Spa to take photos of your cat(s) for our website, records, reference or social media.

I consent to allowing Mobile Cat Spa to take and publicly publish photos of my cat(s)

I DO NOT authorize Mobile Cat Spa to take and publicly publish photos of my cat(s).

Other: \_\_\_\_\_

By signing below, you indicate that you understand and agree to our terms of service, to release Mobile Cat Spa, its employees and affiliates from and against any and all liabilities, expenses, damages and costs (including attorney fees) resulting from any service provided or injury to your cat(s) while in our care or afterward. You further authorize that any resulting veterinary bills will be your sole responsibility.

I authorize this signed contract to be valid approval for future grooming services.

**Customer Name:**

**Customer Signature:**

**Date:**