

## Bella Mio Cat Grooming, LLC Agreement and Policies

### Vaccinations/Veterinarian Information:

- Must be current on Rabies vaccine as well as FIV/FeLV vaccine. Unable to service cats who are FIV/FeLV positive, or cats with any contagious autoimmune disease, who are currently experiencing respiratory distress or symptoms of those diseases.
- Current contact information to your preferred veterinarian is required. Owners must disclose if their pets have recently been or housed at a boarding, grooming, veterinary hospital, or other animal facility where they were knowingly exposed to animals actively sick with Rabies, Parvo, Kennel Cough, Canine Influenza, Distemper, Leptospirosis, Feline Leukemia, or any other highly contagious zoonotic illness. If your pet has recently been diagnosed with any of these illnesses or is showing symptoms owners must notify us of this prior to any scheduled appointment, Bella Mio Cat Grooming, LLC will not be able to render services until cleared from your veterinarian with documentation.



### Aggressive, Dangerous or Hard to Handle Pets:

- Owner must inform Bella Mio Cat Grooming, LLC if your pet(s) bite, have bitten, or is aggressive to people, other pets or specific grooming procedures.
- We reserve the right to use an Air muzzle when we deem necessary. Muzzling will not harm your pet, and protects both the pet and the groomer.
- Bella Mio Cat Grooming, LLC reserves the right to discontinue services for such pet(s) at any time before or during the grooming process due to the pet becoming a danger to themselves or the groomer, and charge a handling fee of \$40 in addition to the total groom or bath charge at our discretion. This will be due regardless if the services were able to be completed.
- Pets that are deemed extremely aggressive/anxious may be referred to a veterinarian to be groomed under their supervision with sedation if necessary. If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

### Health, Medical Problems & Senior Pets:

- Bella Mio Cat Grooming, LLC has been trained to work with both aggressive and senior cats with health issues. That being said, we will not render services to pets with extreme or severe health complications that could cause them potential harm or exacerbate known health issues, nor will we take pets that require sedation for any part of the grooming process. I.E. heart murmurs, seizures, aggression, severe anxiety, etc. This policy is in place to keep your pet as safe as possible and may result in discontinuing the grooming process.
- In the event of this occurring the owner will be held liable for the total appointment cost due upon pick-up and will be referred to a veterinarian where grooming can be supervised under a doctor's discretion.

- Grooming procedures can sometimes be stressful, especially for a senior or fragile pet and can expose hidden medical problems or aggravate current ones during or after the groom. The pet(s) haircut length will be determined by health and comfort over vanity and can change during the grooming process, agreeing to this document acknowledges your consent to this.
- In the best interest of your pet this agreement will allow Bella Mio Cat Grooming, LLC permission to obtain immediate veterinary care for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to the nearest veterinarian. It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this agreement.
- Any health issues found will be notified to the owner upon pickup. I.E. Ear infections, growths, warts, hot spots, skin infections, dental health, etc., if found during their appointment. Bella Mio Cat Grooming, LLC does not offer anal gland expression as this procedure should be done under the supervision of a veterinarian.
- In some instances pets skin can be sensitive to very short trims and may lick areas where they commonly are not shaved short. If this occurs, please inform us so we can make adjustments for future grooms, as long as the pet is not significantly matted in those areas where a short length is necessary.
- Pets that are continuously brought in poor coat, behavioral, and health condition may be declined current and future services due to safety concerns for the pet or the groomer.

#### **Mat Removal and Shaving:**

- Mats left in a pet's coat only grow tighter and can strangle the pet's skin resulting in skin infections, cut off circulation resulting in potentially life threatening injury, dead tissue, or loss of limbs. Constant reoccurring matting in the same areas is heavily damaging to the coat and are prone to re-mat in those areas more frequently once damaged. Bella Mio Cat Grooming, LLC does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet. Prevention is the best defense against matting by scheduling routine grooming appointments every 4-6 weeks and keeping up with daily brushing and maintenance at home.
- Shaving some breeds can result with improper, uneven, or lack of hair regrowth. If your pet is experiencing slow or improper hair regrowth at any time, often a re-shave to reset the growth cycle will correct the problem. If it continues, a consultation with your veterinarian may be necessary as this is a known indicator of some underlying illnesses like auto-immune disorders.

#### **Accidents:**

- There is always the possibility that an accident could occur. Grooming equipment is sharp, even though I use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicked nails, etc. In most cases this can happen when a pet is wiggling or moving around.

#### **Parasites:**

- Bella Mio Cat Grooming, LLC works hard to ensure that groomers and equipment remain flea and parasite free. If you suspect your pet has fleas or ticks, please notify us PRIOR to appointment being made. Pets will need to be treated at least 48 hours prior to groom
- We require your pet to be parasite free prior to future grooming. If fleas, ticks, or other parasites are found at the appointment, Bella Mio Cat Grooming, LLC has the right to decline services and full cost for the groom will be due. The groomer will need to cancel any appointment following yours and return to sanitize all equipment and clothing. Please note that parasites are a health hazard to your pet as well as to humans.

### **No-shows, Cancellations & Late fees:**

- A reminder text or call will be sent 24 hrs in advance to your appointment. No shows, last minute cancellations (less than 24 hours notice) or continual re-scheduling are subject to 50% of total grooming cost due to loss of revenue. This must be pre-paid prior to future appointments being made.
- We understand there are emergency situations and will work with you, but please be respectful of our time as we are by-appointment, this may affect other clients' time as well.
- Deposits are non-transferable unless the appointment is rescheduled within 48 hrs of original appointment. All deposits are non-refundable.

### **Returned Check Policy:**

- Checks that are returned are subject to a \$45.00 service fee. Future appointments will be subject to being cash or card only if this occurs and pre-payment for all future services.

### **House Call / Mobile Services:**

- Service area is shown on the website at [www.BellaMioCatGroom.com](http://www.BellaMioCatGroom.com). If you are outside of this area and we can work in the travel, there will be an additional travel fee of \$25 allocated to your pets appointment.
- House call appointments have an hour long window of estimated arrival time due to potential varying driving conditions. If driving conditions arise that could prolong this arrival window, rescheduling will be optional or may be forced with no fees allocated and will work diligently to accommodate and reschedule as soon as possible.
- Please have the cat already in the bathroom/grooming area. Chasing/hunting down a cat cuts into valuable grooming time.
- Estimates given for house call are subject to change due to pet's weight, behavior, coat or health condition, additional services requested, and distance traveled.
- We must have a minimum space for my table and equipment that is at least an 8x8 area with access to a functioning bathtub. Most bathrooms/utility rooms work fine, but it must be a room with a door that closes.
- We can NOT provide grooming or bathing services outdoors or in unsafe spaces with poor ventilation or that is subject to extreme heat and cold.
- Due to the nature of house call grooming, we do our best to thoroughly clean and dispose of any excess hair left on the floor, tub, or general area of where we are working.

### **Hold Harmless Agreement:**

- By signing this contract you (or your agent) agree to hold Bella Mio Cat Grooming, LLC, it's owner, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet(s), either known or unknown to Bella Mio Cat Grooming, LLC along with property. It is also further understood and agreed that the terms of this agreement can change at any time, if such circumstances occur you will be notified and be asked to review and sign the new agreement.

- All service costs are non-negotiable and refunds are not given for any circumstances. Grooming cost estimates are subject to change before, during, or after completion of said services due to each individual pet's need's and what services are provided or rendered. This will be disclosed to you upon time of drop-off and if any changes are necessary, will inform the owner.
- Bella Mio Cat Grooming, LLC holds the right to refuse, stop, or discontinue service(s) to anyone for any reason.
- Bella Mio Cat Grooming, LLC is a 'by appointment only' service and can not accept walk-ins, including nail trim services.
- I authorize Bella Mio Cat Grooming, LLC permission to photograph my pet for marketing and social media use, as well as documentation of any health concerns.
- Bella Mio Cat Grooming, LLC will always put your pet's health and safety first and foremost and use best judgment in doing so.
- Bella Mio Cat Grooming, LLC will not sell, distribute or disclose your private information to any party unless court ordered or summoned by local governing authorities.
- By signing this document, I have thoroughly read these guidelines and policies Bella Mio Cat Grooming, LLC has in place and understand them entirely, as well as disclosing all information accurately to Bella Mio Cat Grooming, LLC about my pet.
- I agree to these terms of service and consent to this standard of policies implemented. I understand inability to sign and authorize this document will result with no services being rendered.
- A copy is available upon request for your records.