

Policies and Client Information Form

Client Name _____ Address _____

City _____ State _____ Zip _____ Cell Phone _____

Work Phone _____ Home Phone _____

Email _____

How did you hear of us? _____

1) Pet Name _____ Age _____ Breed _____ Weight _____ Color _____ M or F

2) Pet Name _____ Age _____ Breed _____ Weight _____ Color _____ M or F

3) Pet Name _____ Age _____ Breed _____ Weight _____ Color _____ M or F

Date of last Rabies Vaccination(s) 1st pet _____ 2nd pet _____ 3rd pet _____

Are there any health issues we should be made aware of? _____



Would You Like to Book Your Next Appointment?

Yes, make an appointment in ___ weeks

no, I will call for the next appointment

Every Client will be asked to read and sign Lanz Pet Care LLC Policy Agreement prior to any grooming services being performed. Client hereby entrusts pet(s) to Lanz Pet Care LLC for the purpose of grooming services. Sometimes grooming can expose or worsen hidden pre-existing conditions. Lanz Pet Care LLC will report any findings to Client at time of grooming. Lanz Pet Care LLC cannot diagnose any conditions, but may advise you to seek veterinary attention.

PAYMENT INFO

Payment is due at time of service. Lanz Pet Care LLC Accept cash, credit & debit cards MasterCard, Visa, American Express, Discovery

CANCELLATION POLICY

On rare occasions, Lanz Pet Care LLC may need to cancel your appointment due to equipment failure, illness, etc. Every effort will be made to contact Client in advance.

If Client cannot keep their appointment, please contact us AT LEAST 24 hours in advance so we may fill your spot. Failure to call 24 hours before your appointment or failure to have your pet available at the scheduled time WILL result in a charge of \$50, which must be paid prior to your next appointment.

All scheduled multiple pet clients, who may decide not to groom one of their pets at the last moment, WILL be responsible for part or all of that pets grooming charge.

NO SHOW/TRIP FEE

There will be a \$50 trip fee for missed scheduled appointments, which must be paid prior to Clients next appointment. Ultimately it is Clients responsibility to keep track of their scheduled appointments, however Lanz Pet Care LLC will send a courtesy text message one-business day ahead to confirm and remind you. If you are a first time Client and you are a no show when groomer arrives for your scheduled appointment, Lanz Pet Care LLC will not schedule any future appointments.

APPOINTMENT TIMES

When Lanz Pet Care LLC offers an appointment time, it is truly an 'estimated time of arrival'. Groomers arrival time will be in a 1-2 hour time span. As a mobile service, our schedule is subject to interruptions and delays, such as, but not limited to: Refueling, traffic, driving distance from previous appointment and running over on a previous appointment. If groomer feels they will be more than 15 minutes early or late, groomer will call ahead.

PRE-BOOKING

Lanz Pet Care LLC strongly recommends pre-scheduling appointments. This guarantees that your pet will be kept in excellent condition because there will be no waiting for an opening when you call. Even if you call ahead of time, groomers schedule may be booked several weeks out.

KEY ON FILE SERVICE

Many of our Clients work the same hours as we do. To keep our service as convenient as possible, Lanz Pet Care LLC offers a 'key on file service'. This means that Client provides Lanz Pet Care LLC with a key to keep on file, a garage code, or some other form of access to the home, as you would a housekeeper. Lanz Pet Care LLC will come by at your scheduled grooming appointment time to care for your pet and Client just leaves the payment. Lanz Pet Care LLC will not be held responsible for any damages or theft to Clients home or property.

MATTED/DE-MATTING PETS

Dogs that are moderately/severely matted will be clipped short to start re-growth of new, undamaged coat. The de-matting process is not only dangerous and inhumane, but nearly pointless after this level of grooming neglect. De-matted hair is damaged and brittle and will only become matted again.

If your pet is lightly matted and you ask for the coat to be saved, we will charge \$15 for 30 minutes. It can be a long and painful process. If we do not believe we can remove the mats in a timely manner or we feel your pet is in pain, we will not continue and will clip short/shave. We firmly believe grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary de-matting.

Lanz Pet Care LLC does not de-mat cats. Their skin is quite delicate and can be bruised, punctured or cut easily during the de-matting process. Groomer will clip small mats out or you may opt for a full Lion clip.

SAFETY/DOG BEHAVIOR

Safety comes first for everyone during the grooming process, people as well as pets. Client must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Client will be liable for any bites or any property damage caused by their pet(s).

If your dog becomes too aggressive or stressed, Groomer will stop the grooming process and Client will still be responsible for the full grooming charge. For groomer's safety as well as your pets, groomer will not continue anything that may be harmful to either of them. Lanz Pet Care LLC wants to make your pets experience as positive and relaxing as possible.

SENIOR PETS AND PETS WITH HEALTH ISSUES

Grooming procedures sometimes can be stressful, especially for a senior pet or a pet with health problems. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. Lanz Pet Care LLC will not be responsible for accident or injury to an elderly or health-compromised pet during their grooming.

PUPPIES OR DOGS THAT HAVE NEVER BEEN GROOMED BEFORE

Lanz Pet Care LLC will do everything possible to make your pets first time groom an enjoyable and positive experience. By working very slowly, the groomer's preference for the first groom is to introduce the grooming process to your pet. Groomer brushes, bathes, and dries your pet, and then introduces the clipper by letting your pet see and smell, slowly rubbing clippers on their body before turning them on. The whole process is repeated with the clippers running. Some pets will accept this right away, while others may take more time. The groomer will do as much as possible this first time, without causing undue stress to your pet. Your pet may not be ready for a full haircut on their first visit. In this situation, your pet will be groomed as much as possible, based entirely on their patience and tolerance. This is a learning process where only positive repetition can prevail.

FOR OVERLY AGGRESSIVE OR OVERLY STRESSED PETS, LANZ PET CARE LLC WILL NOT BE ABLE TO MAINTAIN YOU AS A CLIENT.

It may be better and easier for your pet to be groomed in a vet's office where they can safely sedate and monitor your pet during the grooming process.

FLEA/TICK POLICY

If fleas/ticks are discovered while your pet is being groomed, Lanz Pet Care LLC has permission to use a shampoo especially formulated to kill fleas/ticks.

There may be side effects, including, but not limited to allergic reactions, which may result from the manufacturer-recommended usage of said products, which Client agrees that Lanz Pet Care LLC will not be held responsible for. Additionally, Client is also aware that any such treatments are not guaranteed to be one hundred (100%) effective.

PRE-EXISTING CONDITIONS

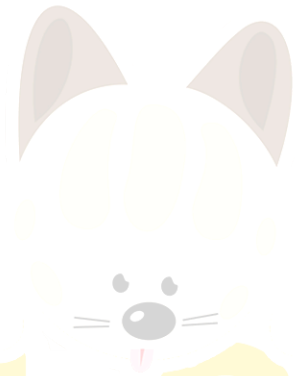
Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of your pet, Client designates Lanz Pet Care LLC, as agent and understands that if Lanz Pet Care LLC is unable to contact Client first, then Lanz Pet Care LLC, in its sole discretion, may engage the services of a veterinarian at Client's expense.

PICTURES

Client understands that Lanz Pet Care LLC may take pictures of your pet, before and after grooming, for their website and/or advertising.

Clients Name (print) _____ Date _____

Clients Signature _____



Lanz Pet Care ^{LLC}

MOBILE GROOMING