

**GROOMING POLICIES**  
**LAZY DAISY MOBILE GROOMING**  
**(512) 730-1364**

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1. **Vaccinations:** We require all dogs we service over the age of 6 months to be up to date on their rabies vaccination. Depending on your vet, it can be good for 1 year or 3 years. For dogs that have medical conditions that additional vaccinations can be harmful, we will need a written explanation from your veterinarian.
  
2. **Medical Problems:** Sometimes grooming can expose or exacerbate a hidden pre-existing condition. Lazy Daisy Pet Care will always bring anything the groomer may find to the owner's attention. We cannot diagnose a condition, but may advise the owner to seek veterinary attention. We may not perform certain services if we feel it is a health hazard to the dog. (Ex. anal gland expression or teeth brushing) If your dog has any medical problems, Lazy Daisy Pet Care asks to be made aware of them (i.e. seizures, arthritis, collapsing trachea, etc.) so that the groomer may take whatever steps needed to keep your dog comfortable and stress-free. If your dog becomes too stressed from the grooming process, we will stop immediately and the groom will be finished at whatever step we are at. Pricing if this happens will be determined, but minimum is the travel charge (\$20).
  
3. **Parasites:** If fleas/ticks are found on your dog, it is our policy to automatically give a flea bath and there is an additional cost of \$10 for small dogs, and \$20 for medium size dogs. There is more involved for a flea treatment. If your dog is severely infested, (as in more than twenty), we will need to reschedule for a different time, after you get a CAPSTAR from your vet.
  
4. **Aggression:** If your dog has any history of biting, Lazy Daisy Pet Care requires notification of this. The possibility of biting will not affect whether we may try to groom your dog, but it can help prevent injury. We may obtain records from your veterinarian on your dog's bite history. Safety of you, your dog, and the groomer are our top priority. If at any time we feel any one of those may be harmed in any way, we will stop the grooming process even if it is not complete. You are still responsible for the travel fee (\$20) if we cannot complete your dog due to biting. **If the groomer is bitten, YOU are responsible for any and all medical/hospitalization bills that may arise.**
  
5. **Bathing:** Bathing and blow drying is a necessary part of grooming, and all grooming shops bathe their dogs before going home, as a clean pet leaves a smoother finish. Bathing is a process of the groom, and sometimes doing so can find hidden medical conditions because the groomer has their hands all over the dog at this point. You may give your dog a bath before we come (if you feel more comfortable, or if you feel the pet would do better) but we cannot guarantee the outcome of the groom. The groom will be the same price with or without a bath. We must insist that pets be bathed and 100% dry if you decide to bathe your pet yourself.

6. **Cleanup:** Being an in-home grooming salon, we try our best to leave your home as good as or better than we found it. We will put down tarps and have bags for excessive amounts of hair, as well as a shop vac for heavy cleanup. We cannot promise every hair will be picked up, as it can be timely. We advise you to let us set up in a location where there is no carpeting, and where there is no direct fan or A/C blowing. If we are grooming your pet outside, we cannot control the way the direction the wind blows. You may get some hair in your yard.

7. **Matted Pets:** If your dog is too matted to be brushed out, we will not subject your dog to dematting. It is painful, and can be traumatic to the dog. We will authorize a shave under your consent if we feel that is the best thing for your dog. We will be happy to give advice on brushing techniques. Shaving a pet can reveal underlying medical problems, and possibly parasites. **Please see our Matted Pet Release for more information.**

8. **Cancellations:** Things happen and we understand schedules sometimes change. If you must cancel we ask that you give 24 hours' notice. That way we can put another dog in your appointment slot. If you cancel on a regular basis, we may require you to give us a credit card to secure your appointment. If you cancel without proper notice, there will be a \$40 cancellation fee PER PET, and you will not be allowed an appointment on high volume weeks (such as Christmas or Thanksgiving) . All new clients with more than 1 pet must give us a credit card deposit to hold their first appointment.

9. **Weight Restrictions:** For the safety of us and your pet; we require all dogs be *UNDER 40lbs* unless otherwise specified. If your dog is over 40lbs when we get to your home, and you are not willing to be the groomer's extra pair of hands (i.e. lifting, holding, etc); there will be a \$30 loss of income fee PER PET if we cannot groom them due to them being too large. Please be aware of how much your dog weighs; if you aren't sure; call your veterinarian and ask what his/her weight was the last time they were there (if it has been less than 6 months).

10. **No shows.** If we arrive and find no one home you will be subject to a fee of \$50 PER PET for loss of income. Habitual no shows may no longer be able to schedule future appointments.

11. **Appointment Times:** We cannot promise an exact time to come to your house. We will give you a window (say between 9am and 10am). Due to the unpredictability of both traffic and pets, we want to give each pet the extra TLC! (and as far as traffic, we want to get to your home safely!)

Payment is expected at time of service. We accept all forms of payment (including Cash, Check, and Credit Card!

**There is a \$30 fee for returned checks for insufficient funds.**

Although accidents are exceptionally rare, there is always a minute risk when working

on a pet. Because of that Lazy Daisy Pet Care would like to make you aware of our policies and procedures in the event of an incident. Our promise to you is that any incident will be reported to the owner immediately. If necessary we will transport your pet to a veterinarian. Any veterinary bills resulting from a pet being matted, senior, or from a pre-existing or unforeseeable condition will be the sole responsibility of the owner. Safety is our number one concern. We believe in honoring the trust you've given us by returning it to you.

I have read and understand the policies/procedures outlined in this form, and hereby will follow them.

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Printed Name

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Signature

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Date

**Please do not write below this line:**

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Rabies Vaccination Expiration Date: \_\_\_\_\_

Veterinarian: \_\_\_\_\_