

Welcome to Bark Bus Jax (The Bark Bus LLC), dedicated to providing high-quality grooming services for your beloved pet. To ensure the safety and well-being of all parties involved, we kindly request that you read, understand, and agree to the following terms. Please initial each section and sign at the end of the document. We look forward to working with you!

_____ Groomer Safety

Your groomer has been trained in how to deal with aggressive, fearful, sick, and overly stressed pets. Owners MUST inform the groomer if their dog(s) bites, has bitten, or is aggressive to people, other dogs or specific grooming procedures. While it is a last resort, muzzles or e-collars may be used if necessary for both your pet's and the groomer's safety. The groomer has the right to stop or refuse service at any point before or during the grooming process if the pet is a threat to itself or any person. Pet owners are financially responsible for any and all medical bills and treatments if the groomer is injured by their pet, or broken equipment costs.

_____ Pet Health/Vaccinations

You must advise us of any medical, physical, or emotional issues, allergies, sensitivities, or pre-existing conditions. You are responsible for all pet vaccinations and assume all risks and consequences that might result if your pet is not fully vaccinated. We require your pet to have the Rabies vaccination per Florida law and strongly recommend your pet to be vaccinated against distemper, parainfluenza adenovirus type 2, parvovirus, leptospirosis, and Bordetella prior to being groomed. Proof of Vaccination shall be provided to Bark Bus Jax upon request, as well as current Veterinarian information. Special circumstances will be taken into consideration. We sanitize thoroughly but cannot be liable for any infectious conditions such as kennel cough, canine influenza, Parvo, etc. Dogs with known infectious conditions will not be accepted, if there is contamination, we will inform all parties that could be at risk. Grooming can be stressful for any dog, especially a senior dog or dog with medical conditions. This stress can also exaggerate or expose hidden medical problems during or after the groom. Because they have a greater chance of injury, these dogs will be groomed for cleanliness and comfort. Your groomer has the right to require split grooming appointments to help senior or ill pets stay comfortable during their grooming process. In the best interest of your dog, this agreement will give Bark Bus Jax permission to obtain immediate veterinary treatment for your dog should it be deemed necessary by the groomer. We will do our best to contact you first, then take your dog to your authorized Veterinarian or to the nearest available veterinarian. It is agreed that all expenses for Veterinary care will be covered by the dog's owner upon signing this agreement.

_____ Fleas/Ticks/Parasites

You must notify the groomer if you are aware your pet has fleas, ticks, or other parasites. If your pet has manageable fleas, a flea bath is required, and you will be charged an additional \$12. If a pet is found to have excessive fleas during the grooming, services will be stopped and the pet will be returned. 20% of the grooming cost will be due. If a tick is found on the pet we will note the location of the tick and advise the owner to seek a veterinarian to have it removed. Ticks will not be removed by the groomer as they pose a health risk.

_____ Accidents

There is always the possibility an accident could occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur, including cuts, quicking of nails, nicks and scratches. In most cases, this can happen when a dog is wiggling or moving around. After you have handed your pet off to the groomer, please do not talk to it or allow it to see you. Every effort will be made to insure your dog is groomed as safely as possible, but an excited dog can be dangerous to continue to work on. If you must communicate with your groomer during the grooming process, please send a text. If a dog becomes too excited to groom safely, we reserve the right to end the grooming session, even if the groom is not completed. Please do not knock on the van door or attempt to talk to the groomer during the grooming process. Any sudden noises risk serious injury to your pet or the groomer. No one is allowed in the mobile grooming salon while a pet is being serviced. You are more than welcome to check in on your pet while being groomed. Please call or text ahead of time to ensure the excitement of your pet seeing you does not pose a risk of injury while being groomed.

_____ Matting/Shave Downs

If your pet is matted, this is a health crisis. Severe matting can inhibit your pet's blood flow. WE VALUE HUMANITY OVER VANITY. If it is possible without causing discomfort, pain, injury, or trauma to your pet or the groomer, we will attempt to de-matt them. De-matting has a charge of \$1 per minute. The groomer has the right to refuse de-matting at any time and will confirm with you if a shave-down is the more humane option. We will be more than happy to assist with brush-outs and proper education in the future to prevent another shave-down. Shaving tight matting off any area of the body can cause odd behavior, as the feeling of blood flow back to the area, wind, and other elements, will be new to your dog again. If your pet requires matts to be shaved off their ears, ear hair removal, or has an ear infection, they may exhibit continuous shaking of their head due to the strange feeling. Excess shaking may lead to the development of a hematoma(s). Hematomas are pockets of pooled blood under the skin and can be treated by a vet. If left untreated, they may burst. By signing this agreement, you release Bark Bus Jax from liability of any formed hematomas after the grooming process.

When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the dog's skin allowing mold, infection, fungus or bacteria to grow, causing skin irritations. Torn skin from mats can also harbor maggots. Shaving a pet often exposes pre-existing skin conditions, hot spots, or sores. We are not responsible for any pre-existing conditions due to a matted coat. Post-shave effects are temporarily unattractive, unpleasant and uncomfortable. But your pet will be starting the process to regain a healthier skin and coat. Shaved dogs are also prone to sunburn and should either have sunscreen applied daily or should be kept out of the sun until the hair grows sufficiently to protect the skin. We do not pay vet bills for eye and skin irritations, hematomas, skin rashes, cuts, repairing broken skin due to scratching, licking, chewing, or pets that shiver/hide. These are common responses to shave downs.

_____ Photography

By signing this agreement, you consent to the photography or videography of your pet, and authorize Bark Bus Jax and its employees, agents, or authorized representatives to use, reproduce, publish, transmit, distribute and display the said photograph(s) or video(s) in advertisement, on our website, or for promotional purposes. Images are property of Bark Bus Jax.

_____ Pick Up

We do not allow pet parents to leave the location your pet is being groomed and require prompt pick up once grooming services are completed. We ask that all dogs be picked up within 15 minutes of being called. As part of our mission to provide caring and personalized one-on-one experiences for your pet(s), we do not crate. Florida Law protects animals against abandonment. Any animal that is abandoned at Bark Bus Jax will be reported to Animal Protective Services and turned over to local animal control, humane society or shelter in accordance with Florida Law. Such abandonment will constitute relinquishment of all rights and claims by the owner.

_____ Accessibility

Please move vehicles prior to the arrival of our mobile van or have an area designated for us to park. When possible we prefer to park in the street but require a flat surface with enough clearance for a large cargo van. We will not move our vehicle once we have begun the groom. We do not walk the dogs before/after their groom. Please be sure your pet has gone to the bathroom prior to their appointment.

_____ Payments

Payment is expected at the time of service.

Any pricing given over the phone or by email or new client application is an estimate. Pricing may vary by appointment based on your pet's coat condition, temperament, or time the groom takes. Pricing quoted does NOT include state sales taxes, or stylist gratuity. Pricing is subject to change, we will try to give notice for price increases when possible. Tips are optional, but recommended. Our groomers work hard to give you and your pet the absolute best care and service.

Returned Checks

Checks that are returned are subject to a \$30.00 Service Fee. Future appointments must be paid in Cash or Credit Card PRIOR to the start of your dog's next appointment.

Cancellations/No-Shows

We ask to be notified of any and all cancellations within 24 hours of your appointment. Cancellations made within 6 hours of your appointment time are subject to a fee of 20% of the initial groom charge. Clients will no longer be accepted after 3 instances of short notice cancellations. Please be at the location we agree to meet you within the agreed upon appointment window. If you are not there within 15 minutes past said window, we will have to cancel your appointment and charge a fee of 45% of the initial groom charge. Clients will no longer be accepted after 5 instances of late arrivals. We will work with you just as we ask you to work with us and will try to accommodate late arrivals if you communicate with us. It is considered a No-Show if you do not show up within 15 minutes past your appointment window and do not notify Bark Bus Jax in any way of your inability to make the appointment or late arrival. A fee of 45% of the initial groom will be charged for No-Shows. Clients will no longer be accepted after 2 instances of No-Shows. By signing this agreement, you understand that cancellations may occur at any time by Bark Bus Jax due to road conditions, equipment failure, etc. and every effort will be made to contact you. Appointments are an estimated arrival window. We do not guarantee specific appointment times and we may arrive anytime within the given window. If we need to move your appointment to a time outside the given window, you will receive a notification. We understand emergencies happen and we will work with you, but not on a continued basis. Please be respectful of our time as we are a by appointment facility, and other clients could fill that space if enough notice was given before canceling your appointment.

If you are not happy with your pet's groom, please let us know within 48 hours and allow us to "make it right" now or in the future. By proceeding you agree to this process of resolution.

By signing this agreement you (or your Agent) agree to release Bark Bus Jax, its owners, affiliates, operators, employees, officers, and directors from any responsibilities, damage, liabilities, financial and otherwise loss or claim including but not limited to veterinarian bills arising from any condition of the listed dog(s), either known or unknown, to Bark Bus Jax or any other property of the customer, which arise in any way from services and/or products provided by or as a consequence of customers association with Bark Bus Jax. It is also further understood and agreed that the terms of this agreement can change at any time, without notice, and will override any and all prior signed contracts or releases. It is further understood that this clause applies to any and all dogs groomed at Bark Bus Jax, current and future dogs, regardless of whether they are listed.

I am the owner/caregiver of this/these pet(s), and I have read and understood the foregoing cautions, printed above. I realize that pet grooming may cause injury or allergic or other reactions to my pet(s), but I desire to have Bark Bus Jax perform the grooming. I also agree to allow Bark Bus Jax to use pictures of my pet.

I have read and accept this release for the groom today and for all future grooming appointments.

Owner Name: _____

Pet Name(s): _____

Signature: _____

Date: _____