

Parent(s) Information:

NAME(S): _____
ADDRESS: _____
CITY/STATE/ZIP: _____
HOME PHONE: _____ CELL PHONE: _____
WORK PHONE: _____ E-MAIL: _____

Pet Information:

NAME: _____ BREED: _____
COLOR: _____ BDAY (MM/DD/YYYY): _____ Age: _____
MALE / FEMALE SPAYED / NEUTERED: YES / NO
Health Concerns/Special Needs/Allergies: _____

Rabies Expiration Date (4 months): _____

Emergency Contact Information (Family or Friend):

NAME: _____
PHONE: _____ CITY/STATE/ZIP: _____

Veterinary Information:

NAME: _____
PHONE: _____ CITY/STATE/ZIP: _____

Art of Grooming, LLC – Grooming Policies

Thank you for choosing Art of Grooming, LLC for your mobile pet grooming needs. We strive to provide a calm, clean, and compassionate grooming experience for your dog. Please review the following policies to help us provide the best service possible:

PAYMENT POLICY

We accept all major credit/debit cards, Apple Pay, Android Pay, and cash.

Square Point of Sale is used for all electronic transactions.

Checks are not accepted.

Payment is due at the time of service. No exceptions.

APPOINTMENT WINDOWS

Due to the nature of mobile grooming and working with live animals, we provide estimated arrival windows rather than exact times.

Please allow up to 2 hours after and 1 hour before your quoted appointment time for arrival. As a mobile service, our schedule may be affected by factors such as traffic, fueling, driving distance, or running over on a previous appointment.

If we expect to be more than 15 minutes early or late, we'll give you a quick call or text to let you know.

We'll notify you again once we've arrived.

If your pet is being groomed curbside, please be available to retrieve them promptly when grooming is complete. Alternatively, we're happy to walk them back to your door—just let us know.

Appointments must take place at your residence. We do not meet clients in alternate locations (e.g. parks, public parking lots, or workplaces).

POTTY BREAKS

Please ensure your dog has had a chance to relieve themselves prior to the appointment. A comfortable pup is a cooperative pup!

CANCELLATION, NO-SHOW & TRIP FEE POLICY

We'll send a courtesy reminder approximately 24 hours before your scheduled appointment.

If we don't receive confirmation by call, text, or email, your slot may be offered to another client on our waitlist. Ultimately, it is the client's responsibility to remember their appointment.

If you need to cancel or reschedule, please notify us at least 48 hours in advance. Cancellations made less than 48 hours before your appointment will incur a 50% cancellation fee, which will be added to your next grooming service.

If you are unable to have your pet ready at the scheduled time—or if we arrive and are unable to begin within 15 minutes due to no response—this will be considered a missed appointment, and a \$50 missed appointment fee (or 50% of the grooming fee, whichever is greater) will apply. This balance must be paid within 7 business days and before any future appointments can be scheduled.

For multi-pet households, if one pet is canceled at the last minute, a \$25 trip fee or partial grooming fee for that pet may apply.

If you are a first-time client and do not show up for your scheduled appointment, we will require prepayment for future bookings.

MATTED OR IMPACTED COATS

At Art of Grooming, your pet's comfort and safety always come first. Matted and heavily shedding coats require extra time, care, and wear on our tools.

Matted Coats

Excessive matting can be painful and may lead to skin irritation, sores, or other underlying issues. Because of this, severely matted coats will be shaved down at the groomer's discretion for the health and comfort of your pet.

While every effort is made to preserve your pet's coat, a "shave-down" may be necessary if de-matting is determined to be unsafe or inhumane. Please be aware that:

Shaving may reveal pre-existing skin conditions.

Closely shaved pets are more prone to sunburn and should be protected from direct sunlight until the coat grows back.

In some breeds or coat types, the coat may not grow back exactly the same.

Temporary skin redness, itchiness, or behavioral changes can occasionally occur after mat removal.

A variable matting fee will be added to the base grooming price, depending on the severity of the matting and the additional time required.

Please note that removing a heavily matted or impacted coat carries risks such as nicks, cuts, or abrasions from hidden skin irregularities (like moles or folds). By scheduling your pet's grooming, you acknowledge these potential risks and agree not to hold Art of Grooming liable for any adverse effects related to the removal of matting or undercoat..

BEHAVIOR, SAFETY & RIGHT TO REFUSE SERVICE

Your pet's safety — and ours — is always our top priority. We take a calm, compassionate approach to grooming and do our best to help every pet feel safe and understood.

Some pets may become anxious, fearful, or reactive during grooming. If at any time your pet's behavior or health poses a risk to themselves or to the groomer, Art of Grooming reserves the right to pause, modify, or decline service. The grooming fee will reflect the work completed up to that point.

Please let us know before your appointment if your pet has ever bitten, attempted to bite, or shown signs of aggression, fear, or extreme anxiety. This helps us prepare for a safe and positive experience.

If a pet cannot be handled safely, or if false information is given about their behavior, service may be stopped immediately and the full grooming fee will still apply. Clients are responsible for any bites or property damage caused by their pet.

We may decline or discontinue service for the following reasons (including but not limited to):

- Aggressive or unsafe behavior
- Extreme stress or uncooperativeness
- Intact females in heat, pregnant dogs, or intact aggressive males
- Parasites (fleas, ticks, or visible worms)
- Open wounds, skin lesions, or visible infection
- Vomiting, diarrhea, or excessive urination/defecation during grooming
- Dogs unable to stand safely for reasonable periods of time

If service must be declined, we'll always explain the situation and recommend next steps, such as grooming in a veterinary or specialized facility.

HEALTH CONDITIONS & SENIOR PETS

Mobile grooming is often a gentler, less stressful option for senior pets or those with health conditions. Our priority is always your pet's safety, comfort, and well-being.

Grooming can sometimes be tiring or stressful, particularly for pets who are elderly, arthritic, or medically fragile. Because of this,

these pets will be groomed for cleanliness and comfort in styles that minimize stress and handling.

Please inform us before your appointment of any medical conditions, mobility issues, or behavioral concerns so we can properly prepare. Last-minute disclosures may result in a shortened groom, an additional handling fee, or the need to reschedule.

Dogs should generally be able to stand intermittently for up to two hours. Dogs with limited mobility may require two groomers and will incur an extra handling fee, based on need.

If your pet cannot safely tolerate grooming or requires medical supervision, we may recommend that services be performed at a veterinary facility instead.

While every precaution is taken, Art of Grooming cannot be held responsible for injury, stress, or complications that arise from pre-existing health conditions or the natural aging process during grooming..

PARKING & ACCESS

We do our best to park close to your home, but Chicago parking is unpredictable:

We may park in alleys, flasher zones, or designated work vehicle zones (with building permission).

Please notify us in advance of any building restrictions, parking passes, or instructions.

If needed, we're happy to walk to your door to retrieve your dog.

LEASH & COLLAR REQUIREMENT

For safety:

All dogs must be on a secure leash and collar or harness when brought to the grooming van.

You may take the leash back with you, or we can hold onto it during the groom.

SIZE LIMITATIONS

We specialize in small to medium breeds. For safety and space reasons:

Our maximum weight limit is 70 pounds.

Large or extra-large dogs may be declined due to lifting and handling limitations in our mobile setup.

COMMUNICATION & FEEDBACK

We deeply value your trust and your feedback!

Please don't hesitate to reach out via text, call, email, or social media messaging. We're here to listen and always striving to improve your experience.

LIABILITY DISCLAIMER

By scheduling a grooming appointment with Art of Grooming, LLC, you acknowledge that:

You have read and agreed to the above policies.

You acknowledge that pet grooming carries inherent risks, particularly in cases involving matted coats or anxious behavior. Our grooming process involves the use of sharp tools on live animals, who may move unpredictably. Despite all precautions, accidental nicks or minor injuries may occur.

You release Art of Grooming, LLC and its staff from liability for any conditions or injuries resulting from pre-existing health issues, matting, or behavioral concerns.

Printed Name _____ Date _____

Clients Signature _____

