



**Lake Tail's**  
Mobile Pet Salon, LLC

## **Policies, Procedures, General Guidelines & Release**

We understand that your pet(s) are beloved members of your family, and we're dedicated to ensuring their time with us is filled with comfort and joy. We go above and beyond to provide exceptional care, creating a positive and nurturing environment for your furry companions. To aid in their experience, we have provided the following guidelines and information available to you in this document and at any time at <https://laketails.com/clients/client-agreement> that allow us to provide exceptional care to all our clients.

**Please take the time to read this document thoroughly.** It contains important information designed to ensure the safety, cleanliness, and overall experience within our salon—for both you and our team. We've done our best to make everything as clear and straightforward as possible. By continuing with our services, we trust that you have read and understood the guidelines outlined. Failure to follow these procedures may result in a loss of access to our services, as maintaining a respectful and safe environment is a top priority for us.

## **Required Information**

### **Release**

We require all clients to provide us with up-to-date medical information and general health information about their pets. We reserve the right to check and verify the data you provide us with to ensure the safety of your pets in our care. Other than for reasons stated above, we do not share your pet's medical information with third parties.

### **Prior to First Appointment**

Prior to your first appointment with us, you are required to provide us with a Client Intake Form which can be found at <https://laketails.com/clients/client-intake>.

Prior to any new pet being groomed for the first time, you are required to provide us with a Pet Intake Form which can be found at <https://laketails.com/clients/pet-intake>.

### **Information Collected**

We reserve the right to collect and store the following information about you when you submit the Client Intake Form:

- a. Your Name
- b. Your Address

- c. Your Mobile Phone Number
- d. Your Work Address (if applicable)
- e. Your Work Hours (if applicable)
- f. Your Work Phone Number (if applicable)
- g. Your Email Address
- h. Any additional emergency contact information in case you cannot be reached

We reserve the right to collect and store the following information about your pet when you submit the required Pet Intake Form:

- a. Pet's Name
- b. Pet's Date of Birth (if exact date unknown, use the closest estimated date as determined by a licensed veterinarian or certified veterinary technician)
- c. Pet's Gender
- d. Pet's Weight
- e. Pet's Color
- f. Pet's Breed
- g. Pet's Sterilization Status (if the pet has been Neutered/Spayed)
- h. Pet's Allergies
- i. Pet's General Behavior
- j. Pet's Complete Vaccination Records
- k. Pet's Veterinarian, Veterinarian's Phone Number & their Place of Business
- l. Pet's Medical History
- m. Pet's Previous Groomer(s) (if applicable)
- n. Pet's Grooming History (if applicable)

We reserve the right to update/change the information we collect and store about you or your pet(s) at any time.

## General Health

### Vaccinations

1. **Release:** We require all pets to be fully up to date on their required vaccinations 48 hours prior to their appointment with us. Failure to do so will result in their appointment being cancelled and a fee corresponding to the cost of the scheduled appointment will be due.

2. **Required Vaccinations:** We currently define “required vaccinations” as the required vaccinations outlined by the [Michigan Humane Society’s Pet Vaccination Guide](#)\*. We reserve the right to change the vaccinations we require at any time. Below is a list of the vaccinations we require for both canines and felines:
- **Canines:**
    - a. Distemper, Hepatitis, Leptospirosis (Weil’s disease), Parainfluenza (Flu) & Parvovirus; typically administered as one combination vaccination referred to as the DHLPP Vaccination
    - b. Rabies Vaccination
  - **Felines**
    - a. Feline Viral Rhinotracheitis (Feline Herpes), Feline Calicivirus, Feline Panleukopenia (Feline Distemper); typically administered as one combination vaccination referred to as the DHLPP Vaccination
    - b. Rabies Vaccination
    - c. **If your feline is exposed to an outdoor environment or is allowed outdoors**, we additionally require the Feline Leukemia Virus (FeLV) Vaccination
3. **Updating Vaccination Data:** We require updated vaccination information and proof of vaccination from a licensed veterinarian. We store your pet’s vaccination expiration dates and will be notified by our system if your pet’s vaccinations are about to expire. In the event we suspect that one of your pet’s required vaccinations are about to expire, before your appointment, we will contact you and request that you bring an updated vaccination card to your next appointment or leave it somewhere we can access it and view the updated information and input it into our software.
4. **Bordetella Vaccination:** If your pet has been boarded within a month before your appointment, we require that you share said information with us and that your pet has been administered the Bordetella Vaccination before they were boarded. If they have been boarded, we may ask for the contact information and place of business where said pet has been boarded (if applicable). **Failure to comply with this clause will result in immediate termination of your status with our company.**
5. **Flea & Tick Prevention:** While not a vaccination, we require all Canines and Felines to be on flea and tick prevention, even if they are indoor only pets. We do not accept pets who have fleas or ticks.

## Pet Illness

If your pet is displaying ANY symptoms of a communicable illness, which includes but is not limited to: Coughing, diarrhea, fever; prior to your appointment, we ask that you reschedule your grooming appointment and seek veterinary care. If we see any of these symptoms at the time of arrival, we will cancel the appointment. This is a courtesy to other pets in our care as well as your own pets.

## Senior & Special Needs Pets

We will handle all pets with care and only perform services to pets that can tolerate said services. Senior and special needs pets will be groomed for their comfort. We will never perform a service that may potentially injure, complicate a health condition, or cause discomfort to a pet. This sometimes means not all services will be performed, for example: de-matting, nail trimming, or blow drying. It is your responsibility to inform us prior to each grooming session of any chronic health conditions (enlarged heart, heart murmur, kidney failure, diabetes, thyroid disease, etc.). This is for the safety of your pet, and having such knowledge will make it easier for us to monitor the stress levels of your pet during their appointment.

## Weight Limit

For the safety of our staff and your pets, we have a strict weight limit of 75 pounds. We reserve the right to change this at any time and deny service to any pet we feel meets or surpasses this weight limit threshold.

## General Appointment Information

### Scheduling

We offer two types of scheduling solutions for your pet. We recommend choosing the ladder option as it is easier for us to schedule and route our appointments, but we understand if you would like to manually schedule each appointment.

- 1. First Appointment:** For your first appointment, you are required to manually schedule your appointment by contacting us. We will give you a list of days when we are near your location and have an available appointment, where you can choose the date and time that best works for you. You are required to be present at your household for the

first appointment so we can meet you and your pet and ensure that the required paperwork is collected and accurate.

2. **Manually Scheduling Appointments:** Should you choose to, you can continue to schedule your appointments manually by contacting us and we will do our best to schedule it to your accommodations. You do not need to be present for any appointments after your first appointment, but you are more than welcome to schedule it while you're home if you feel more comfortable.
3. **Rotating Schedule:** After your first appointment, you can choose to be put on a rotating schedule. Instead of manually scheduling appointments, we will schedule an appointment for you and contact you a week in advance to your appointment asking for confirmation or if you would like to reschedule. This allows us to best route our appointments and our schedule for which city we are in for which day. On the day of your appointment, we will show up and groom your pet, and charge your preferred payment method, unless you leave cash or a check somewhere in advance and tell us where it is located. This method works best as you do not need to be present for the appointment.

## Cancellations & No-Shows

1. **Rotating Schedule:** If you are on a rotating schedule, we will notify you via text messaging or phone call a week before your appointment. We expect a response confirming or denying your appointment within 72 hours of the notice or we will cancel your appointment and take you off our rotation schedule entirely until you respond back. You do not need to be present for your appointment, we can take care of it all while you're away from home. If we cannot access your pet on the day of your appointment, or your pet isn't home, we will charge you our minimum \$75 base service charge and additional fees as we see fit (subject to change at any time) and take you off our rotating schedule indefinitely.
2. **Cancellation & No-Show Policy:** You must contact us at least 48 hours prior to your appointment to cancel without incurring a fee. Failure to do so will result in a minimum \$75 base service fee and additional charges as we see fit (subject to change at any time). We will wait, at most, 15 minutes before leaving your house and considering your appointment as a No-Show. You are subject to the same fees as a late cancellation.
3. **Release:** I understand that cancellations may occur at any time for any reason, including but not limited to road conditions, equipment failure, weather conditions, etc. I understand that every effort will be made to contact me for rescheduling and will be on a case-by-case basis.

## **Sedatives**

We may work with partially sedated dogs depending on the medication given. You will need to specify which sedative is used prior to your appointment. We will not administer any medication; this is your responsibility. We are not liable for any medical issue that may arise due to sedation grooming.

## **Right of Refusal & Early Termination**

We reserve the right to refuse service for any reason outlined in this document, or for any additional reason as we see fit. We reserve the right to terminate your pet's appointment early for any reason. We reserve the right to charge you any fair and reasonable fee, which may include the base service fee of \$75, for cancellation or early termination of any appointment.

## **Clients in Mobile Unit**

Clients **ARE NOT ALLOWED NEAR OR IN THE MOBILE UNIT AT ANY TIME!!!** Do not approach the mobile unit, do not look through the window, do not knock on the door, do not make noise, do not call for your pet. This will distract your pet from their grooming, and they need to be as focused as we do while grooming or they will move or feel uncomfortable, and it may create a dangerous situation where your pet may get hurt, or we get hurt. If you need to talk to us while your pet is being groomed, please text our number and we'll get back in touch as soon as we have a hand available!

## **Additional Appointment Information**

### **Appointment Confirmation**

We use multiple methods and make multiple attempts to confirm your appointment. We will reach out via Text Message to confirm your appointment 5-7 days before your appointment. To confirm your appointment, please respond to the text message with "C" or "Confirm" or follow the instructions in the text message as presented. If we have not received a response within a day of our initial contact, we will call you and leave a voicemail (if applicable) to confirm your appointment. If you still have not confirmed your appointment 48 hours prior to the day of your appointment, we will cancel your appointment and charge you a \$75 base service charge fee and any additional fees as we deem necessary (subject to change at any time).

## Emergency Protocols

In the event an emergency should occur while your pet is in my possession, or in the event special services or handling are required as deemed necessary by us (such as but not limited to: emergency transportation to a veterinary hospital or contact of your veterinarian on file), you agree to pay all costs incurred by such an emergency. In the event of an emergency, we will do our best to contact you as soon as soon as possible, but understand that the circumstances may prevent us from initially contacting you if we are focused on ensuring that your pet is safe and medically sound. You assume all liabilities, financial and otherwise, for the behavior and health of your pet. In consideration of the services rendered by us, you waive any and all claims, actions, or demands of any nature, foreseen or unforeseen, against us relating to the care, control, health, and/or safety of your pet that arise during services performed by us.

## Pricing

Prices for Full Grooms and Baths are based on size/breed, coat condition, coat maintenance, and special handling.

- An estimate or starting price may be given via text or phone, however, until your pet is actually serviced, all estimates or quotes are subject to change
- Depending on the breed, the average service time is 60 minutes. You will not be charged for any setup time or cleaning/sanitization time. Additional time charge is for work performed on the pet. You will not be charged for extra time due to circumstances out of my control such as excessive humidity (extended dry time).
- All prices are subject to change depending on breed and based on each individual's pet.
- Prices are fluid and may vary from appointment to appointment. As the pet ages and matures they can become more sensitive or have pain or get grumpy. There may be a change in your grooming price based on your pet's changed behavior. I will always discuss and keep you informed regarding any changes in your pet's attitude, behavior, and mental or physical condition.
- Prices do not include tax or gratuity. Gratuities are appreciated if you are satisfied with your overall service, but not at all required.
- Pets with excess hair growth, matted coats, excessively tangled coats or where extra brushing is required or special handling is needed, additional charges will be incurred.
- There is a \$30 fee for NSF/returned checks, at which time I will only accept cash from you for our services.

## **Sanitation**

We clean and sanitize between each pet being groomed. We use a veterinary certified disinfectant designed to be safe for use around pets and effectively disinfect diseases like Parvovirus, Influenza, and Coronavirus.

## **House & Property Damage**

In the event that there is damage to your house, lawn, or any other property owned by you, we will not be held accountable for said damages while on service for grooming your pet(s).

## **Arrival Window**

Our mobile service is scheduled in time blocks, which includes arrival times. Because of this, the only arrival time that is exact would be the first appointment of the day. For all other scheduled times, there is a one-hour arrival window, but we strive and do our best to be as prompt as possible. For any expected delays in our arrival, we will do our best to notify you via Text Message as soon as possible.

## **Pet Information**

### **Aggressive Pets**

We do not groom aggressive pets. If your pet has a bite history, or has attempted to bite a person, please consult your veterinarian to discuss grooming options. It is your responsibility as a client to provide a well-behaved animal to be groomed. For any reason during the grooming session the groomer feels there is a risk of injury to the pet or themselves they will immediately end the grooming session. You will be charged with a minimum fee of \$75 plus a service fee of \$20 plus any additional fees or charges as we see fit (subject to change at any time).

### **Matted Pets**

1. **Effects of Matted Hair:** When removing hair that is matted, the skin can become sensitive and can incur clipper marks, abrasions, cuts, rashes, nicks, and additional discomfort such as itchiness or redness of the skin. In some cases, the entire skin can become sensitive, and bruising can occur due to the shock of removing severely matted hair. Matting removed from the ears may cause hematomas (swelling of blood) in any part of the ear. Any of these symptoms may present themselves during or after the grooming service. In addition, your pet may scratch, itch, lick, rub, or bite any sensitive areas that have been exposed due to the removal of matted hair.



2. **Taking Care of Your Pet:** Because matting can be a painful experience for your pet, we have outlined some of the steps you can take to prevent your pet from becoming matted and being in discomfort.
  - a. **Brushing:** The best way to prevent a pet from becoming matted is to brush them a few times a week, especially if they have long hair. If you have questions on how to properly brush your pet and which brush you should use, PLEASE contact us and ask and we would be ecstatic to answer any questions about it that you may have!
  - b. **Regular Grooming:** The second-best way to prevent a pet from becoming matted is to get them groomed with us every 2-6 weeks. While we recommend that all our clients get their pets groomed every 2-6 weeks, if your pet is a long-haired breed, we cannot ask you enough to get them groomed every 2-6 weeks for their comfort. Any longer and they may become matted.
  - c. **Care After Exposure to Water:** Exposure to water can quickly accelerate the process of matting, especially if they are dried incorrectly or naturally. If you know your pet is going to be exposed to water, quickly brush them before they jump in the pool. This removes loose fur and tangles that tighten when they get wet. After they're done in the water, let them shake all their water off and then towel dry them gently but firmly, then brush immediately after drying. **NEVER** let them air dry unbrushed, as this is what WILL cause mats.
3. **Our Matting Policy:** Grooming a pet with mats or a severely tangled coat can be challenging and may affect the outcome of the service. If your pet arrives matted, we will make every effort to safely and gently remove the tangles while protecting their skin and coat. Please note that matting **may result in additional charges** due to the extra time and care required. As the pet's owner, you acknowledge and accept responsibility for any issues that may arise as a result of matting. We are committed to educating our clients about the risks of matting and how to prevent it, and we appreciate your cooperation in maintaining your pet's coat between visits. Ultimately, the health and comfort of your pet depend on a regular grooming schedule and at-home care.

## Double Coated Breeds

Shaving a double coated breed can cause significant damage to their natural cooling system and overall coat quality. Unless there is a case of severe matting or medical necessity, we advise against doing so. Shaving double coated breeds could lead to alopecia, hair loss, and in some instances heat stroke or sunburn.

## **Un-Groomable Pets**

We are unable to work with pets who are pregnant, nursing, or 8 weeks or less post-partum, are in heat, or have any stitches or open wounds. We reserve the right to deny services for pets on a case-by-case basis for any other major medical issues or behavioral conditions or concerns.

## **Photos/Videos**

Any and all pictures or videos taken of your pet before, during, and after the grooming process may be used on any sort of social media outlet or any other means as we see fit for our business. I hereby grant permission for Lake Tail's Mobile Pet Salon, LLC to use my pet's name or picture for promotions, advertising, social media or portfolio images and release Lake Tail's Mobile Pet Salon, LLC from any liability.

## **Additional Information**

### **Satisfaction**

If you are not completely 100% satisfied with our services, please contact us 24 hours after your appointment and we will do our absolute best to resolve the issue.

### **Veterinarian Disclosure**

We are not a veterinary practice, and we do not have degrees or training in veterinary practices. While our groomers do have some basic veterinary training, we cannot provide advice or veterinary services for your pet.

## **Liability Release**

I expressly assume full responsibility for all risks of any and every kind involved with my pet's participation in mobile pet grooming services with Lake Tail's Mobile Pet Salon, LLC. In consideration of allowing my pet to be groomed, I, on behalf of myself and my pet, do hereby agree to hold harmless, release, waive, and forever discharge Lake Tail's Mobile Pet Salon, LLC, its owners, members, agents, representatives, and employees, from any and all claims, whether known and unknown, anticipated and unanticipated, which arise during or out of my pet's participation in grooming services. I further agree that in no event shall I bring any claims, demands, or legal action against Lake Tail's Mobile Pet Salon, LLC for any economic or non-economic losses, whether in negligence, gross negligence, or mental anguish, due to bodily injury, property damage, or death sustained by my pet or myself in relation to pet

grooming services and/or operation of the mobile pet groomer. I agree to indemnify and hold harmless Lake Tail's Mobile Pet Salon, LLC from all losses, damages, liabilities, costs, and expenses (including but not limited to reasonable attorney's fees and litigation costs) incurred by any of the released parties as a result of any claims, damages, expenses, costs, or suits brought against any of the released parties to recover any losses or damages which arise during or the result from the mobile pet grooming service.

By signing below, you agree to have read this document in its entirety and agree to the information presented. This document was last updated on 04/16/2025 and is subject to change at any time. If a change has been made, we will make a reasonable effort to notify you via email, text, or on the date of your appointment. You agree to any changes made to this document by continuing to use our services after notification of any changes made.

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Printed Name

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Signature

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Date

\*The link for the Michigan Humane Society's Pet Vaccination Guide can be found at <https://www.michiganhumane.org/pet-vaccination-guide/>