

# Bark Me Beautiful Pet Grooming Inc.

## MOBILE GROOMING STUDIO

### Policies, terms and conditions of Service

[www.barkmebeautiful.com](http://www.barkmebeautiful.com)

720-899-8586



Bark Me Beautiful would like to thank you for choosing us to care for your furry family members. We know you have many options when it comes to who cares for your pet's grooming needs.

We pride ourselves on providing the highest quality service and care.

Communication is key to all good working relationships. Here we will outline our terms and conditions for service along with some things that you may have questions about.

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- Bark Me Beautiful Mobile Grooming Studio prefers to use text and email to communicate with our clients for speed and ease of communications. Our team will not be able to answer calls during certain hours and we have strict policies for team members regarding answering the phone, texts or emails while driving or with animals in our direct care.
- Bark Me Beautiful Mobile Grooming Studio services a 12-mile radius from our Longmont Studio address (1122 Francis Street). This will include Longmont, Mead, Berthoud, Niwot, Gunbarrel, select areas of Lyons, select areas of North and East Boulder, and select areas of Erie. Please contact us for availability or to verify you are within our service area. Services may be available if you are within close proximity of this 12-mile radius, however, additional travel fees will apply.
- For your first outreach to us, we ask that you complete our on-line Appointment Request Form. This will give us the information we need to ensure that your location and pet will be the best fit for our services.
- Appointments will be booked with a two-hour arrival window. This allows us to adjust for unforeseen circumstances that may arise during or in-between grooming appointments. Your groomer will notify you the day of your appointment by text/phone with an estimated time of arrival within that two-hour window.
- Weather may become a factor during our ever-changing seasons in Colorado. In the event of bad weather, we will follow the county, city, and school district advisories. If schools and city agencies are delayed or closed due to weather, please assume that you will be contacted by your groomer and notified that your services will either be delayed or rescheduled. The safety of our groomers, equipment, clients and pets is very important to us.

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- Payment is due at time of service. We accept credit/debit cards, checks and cash. Exact change will be necessary for cash payments. Groomers will not carry change. We request that all mobile clients keep a current credit card on file with us.
- At this time, we are not requiring clients make a deposit for services unless otherwise stated in these policies, or on a case-by-case basis with individual clients.
- We offer a Latch Key service where owners are not required to be present before or during any part of your pet's grooming service. This is available after your first appointment. We ask that your pet be contained in a location convenient for your groomer to retrieve your pet (somewhere your pet cannot run away or hide from your groomer). We recommend a kennel, bathroom or laundry room as the best places for this. If our groomer is unable to retrieve your pet, services will not be able to be performed, and a \$50 fee may be applied for the time spent at your location.
- We ask that your pet be exercised prior to your scheduled appointment window.
- Bark Me Beautiful Mobile Grooming Studio is a full-service van that carries everything we need to groom your pet, including water and electricity. Please be advised that from time to time there may be a need for your groomer to access amenities such as water or power. If this should be a problem, please notify us before booking.
- Bark Me Beautiful Mobile Grooming Studio is climate controlled. Do not be surprised that we may idle our vans during service. They run on diesel fuel and are as eco-friendly as possible burning about 1 gallon of fuel during a 4-5 hour run time.
- We need to be mindful of level parking for our grooming vans. Long or steep driveways are not conducive to parking for mobile services. Please notify us if your driveway or street parking could pose a possible danger to anyone in or around our grooming vans. This could be a possible reason for us to be unable to service your pet.
- All Bark Me Beautiful Mobile Grooming Studios are under video surveillance.
- Bark Me Beautiful follows the rules and regulations set forth by the Colorado Department of Agriculture in the Pet Animal Care Facilities Act (PACFA).
- In accordance with PACFA rules, while in the Bark Me Beautiful Mobile Grooming Studio and when on a grooming table or in a bathing tub, pets will be tethered by a well-fitted and non-tightening loop with a swivel on the loop. Pets will always be supervised by a human in constant and direct contact when on tables or in the bathing tub.
- Bark Me Beautiful Pet Grooming Inc. reserves the right to refuse services for any reason including, but not limited to: pets whom pose a threat to our employees or other

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pets in our care due to aggression; health problems; parasites; pregnancy; weight; or any other reason we deem necessary.

- By law, all dogs are required to be current on their rabies vaccinations. We ask that all vaccinations be up to date to your veterinarian's recommendations.
- Please notify us prior to service of any medical or behavioral conditions your pet may have.
- If your pet has a history of biting or aggression towards people or other animals, you are required to notify us prior to grooming. The possibility of aggression does not affect if we will try to groom your pet, however, it can help prevent injury. We have worked with many animals with behavior issues, successfully grooming these pets and helping work them through their issues. If we deem your pet is harmful to the point of hurting itself or any of the Bark Me Beautiful team, we will STOP at any point in the grooming process and the owner will be contacted and the pet will be returned in the current condition. *A Special handling fee of \$10-60 may be applied to your grooming charges for pets that need additional time.* **IF YOU DO NOT DISCLOSE YOUR PET'S BITE HISTORY, and a Bark Me Beautiful team member is injured by your pet, YOU, the owner, will be responsible for all medical/hospitalization bills that may arise for such incident.**
- We will refuse service to any animal that has a known parasite/pest problem. A \$50 fee will be applied for pets found to have bugs (fleas, lice or ticks) in our grooming van. This fee is for cleaning and sanitation procedures necessary to not spread buggy friends to other animals in our care.
- If your pet's coat is severely matted/tangled, the best option is to start fresh. De-matting can be painful and time consuming. We would never recommend harming your pet for vanity's sake. For this reason, Bark Me Beautiful will only de-matt minor matting problems. *A fee of \$2 per minute of brushing time (beyond the normal amount of time brushing) will be charged if the pet must be de-matted.* In some cases, brushing is not possible, and your pet's coat will need to be shaved short. Bark Me Beautiful's team will always discuss all options with the owner before services start. If your groomer finds severe matting after services have begun, they will contact you by phone to discuss the best options for your pet.
- We understand that sometimes life changes unexpectedly. If you must cancel your appointment, please give us 48 hours' notice. This allows us to fill that spot with another client. **LATE CANCELLATIONS without 48 hours will be charged \$50 fee unless**

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**otherwise noted by the groomer.** Owners may be required to pay a \$50 deposit for future grooming if the owner has more than two late cancellations.

- Not being home for a scheduled appointment or the groomer being unable to gain access to your pet will be considered a “No Show.” **A No-Show Fee of \$50 will apply in this situation.** A \$50 deposit will be required for future grooming services booked after a No-Show appointment.
- ***Habitual NO SHOWS OR LATE CANCELLATIONS will be cause for separation between Bark Me Beautiful and the Client. No future appointments will be scheduled for these clients.***
- Although accidents are rare, there is a risk when working with live animals. Bark Me Beautiful will inform you immediately in the event of any incident that occurs and/or conditions we may notice. Please refer to the general/matted/senior pet release form. If for ANY REASON you feel your pet may have been injured in the care of our groomers, please notify management as soon as possible or within 48 hours of services. Bark Me Beautiful will only be able to investigate a claim of liability if we know about your concerns immediately. (Management can be reached at 303-776-0332 or [barkmebeautiful@gmail.com](mailto:barkmebeautiful@gmail.com))
- If there is a problem with the quality of the grooming services we have provided, we kindly ask for a verbal/written notification within 48 hours of service. This allows our team to rectify the situation as soon as possible. We strive to always be communicating clearly, however being human, sometimes mistakes are made. If we can fix something you are unhappy with, we would like the opportunity to do so.

The team of Bark Me Beautiful Mobile Grooming Studio hopes that we have answered many of your questions regarding the services we provide for you and your pets. If you have any other questions, you can reach us via email at [barkmebeautifulmobile@gmail.com](mailto:barkmebeautifulmobile@gmail.com), or via text and phone at 720-899-8586. We look forward to working with you and your pets!