



Groomobile

Professional Pet Grooming "At Your Door or In Our Salon"

Groomobile Safety Policies

Hair Matting

Upon Inspection, We will offer advice regarding the safety of the next steps for your dog's hair. We are happy to offer advice on proper hair maintenance for each breed that will avoid matting in the future.

If the hair can be safely de-matted, we will do so. This will incur a mat fee that covers the extra time and equipment needed to safely remove tangles (see below).

If matting is severe and brushing it out is not considered safe (we always prioritize the safety and comfort of the dog about the hair style). We will recommend shaving. This will be approved verbally by phone by the owner prior to any hair being removed if the severity of the mats is discovered after the owner has left.

We are not responsible for sensitive skin, hot spots, and abrasions caused by hair matting and the removal of these dangerous mats via shaving. Some skin irritations can wait to show themselves within hours or days of the removal of mats. Extremely tight mats can tear the skin as they are removed. We do all in our power to avoid this, but with severe matting these abrasions and cuts become more likely, and we are not responsible if this occurs. If you have concerns about safety, speak with your vet about shaving there.

Additional Cost Due to Matting

Removing tightly matted hair breaks down and dulls a groomer's equipment faster than regular grooming. In addition to these equipment needs, the extra time taken to avoid injuries, especially in heavily pelted dogs, may incur extra fees. If we are able to save any areas such as the head and tail, we will let you know. If you decide that you wish us to save those areas, this will incur an extra mat fee due to the time, care, and supplies needed to safely save the hair.

Table Manners

Dogs can be unpredictable and do not understand fully what grooming is and why it is important to stay still. We will always do our best to complete the groom as requested, but the safety of the pet is paramount. We are not responsible for injuries that happen due to behavioral challenges on the table. We reserve the right to end grooming services if the dog is unable to safely stay still and/or begins biting or attacking the groomer or his/her clippers and scissors.

Injuries

Our groomers have many years of experience and we do not tolerate abuse in any form. Due to the style of haircut chosen or required (i.e. very short cuts such as shaves or clean faces and feet) We are not responsible for the activity and personality of the dog, there is a chance that an injury could be sustained on the table no matter how hard we try to prevent it. This includes but is not limited to nicks, razor burns, cuts, or marks from the clippers, scissors, or brushes. In addition, removing the ear hair can lead to irritation or ear infections. We will alert you if an injury occurs and we will work with you to find the best solution. However, it is possible that some injuries will either not be seen before leaving the shop or will appear within a few days (i.e. skin irritations).

I have read and accept the safety Policies provided by Groomobile for all my pets, as long as I am a Customer.

Submitting your client/pet registration form is only possible after checking the box that states you have read and understand this document.