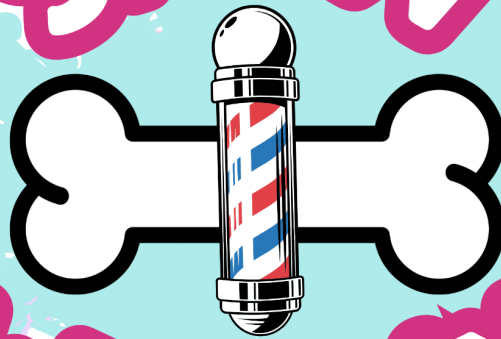


SPAW



WAGGIN'

Spaw Waggin', LLC Client Packet

UPDATED: JUNE 2025

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All prices, services and programs are subject to change without notice.

1. Welcome to Spaw Waggin'!

Thank you for choosing East Texas' premier mobile pet grooming service. We are excited to pamper your pet with professional, convenient, and compassionate care—right at your doorstep. This packet contains all the essential information for new clients, including service offerings, safety requirements, liability waiver, and program perks.

2. Contact Information

Website: www.spawwaggin.com

Phone: 903-424-7790

Email: contact@spawwaggin.com

Business Hours:

- *Tuesday–Friday: 9 AM – 5 PM*
- *Sunday & Monday: Closed*

3. Policies & Procedures

Scheduling & Booking Fees:

- *No-shows will be required to pay the full service price up front for any future bookings.*
- *Cancellations must be made at least 24 hours in advance to avoid forfeiting the booking fee.*
- *Clients arriving 15+ minutes late may be rescheduled and asked to submit a new booking fee.*

Infestation Policy:

- *We do not service pets with flea or tick infestations.*

Chemical Disclosures:

- *We use pet-safe, industry-grade shampoos and conditioners.*
- *Whitening shampoo and deshedding treatments may contain botanical or enzymatic ingredients—please notify us of any pet sensitivities or allergies.*

Safety Requirements:

- *Pets must be leashed or crated when approaching the mobile unit.*
- *Aggressive animals may be refused service for safety.*
- *The mobile grooming unit, when applicable, will be parked on a level, safe surface within reach of the client's residence.*

4. Loyalty Programs

Waggin' Rewards:

- *Buy 8 services and receive 15% off your 8th service.*

Spaw Subscription:

- *Monthly or biweekly bathing options available.*
- *20% off for monthly bookings paid in advance.*
- *10% off for bi-weekly bookings paid in advance.*

5. Liability Waiver

I, the undersigned, do hereby certify that I am the legal owner or custodian of the pet(s) listed above. I acknowledge and understand that Spaw Waggin', LLC will exercise all due caution during grooming but will not be held liable for any allergic reactions, accidental injury, escape, or health conditions that may arise during or after grooming. I understand that grooming can be stressful for some pets, especially older or health-compromised animals. I have disclosed all relevant medical information and understand that sedation is not administered by Spaw Waggin'.

I also understand that:

- *There is inherent risk with grooming services.*
- *Any aggressive behavior must be disclosed beforehand.*
- *Spaw Waggin' reserves the right to refuse service to any pet for safety reasons.*

By booking our services online, you agree to the information listed above. Please sign below if booking in-person or walk-in.

Health & Behavior Disclosure: *The Client certifies that their pet is healthy, current on required vaccinations, and has not shown signs of aggressive behavior or biting. The Client agrees to inform Spaw Waggin' of any known medical conditions, behavioral concerns, skin issues, allergies, parasites, or sensitivities that may affect grooming.*

Grooming Risks: The Client understands and accepts that grooming can involve certain risks, including but not limited to:

- Nicks, cuts, scrapes, or irritation from clippers, scissors, or other grooming tools
- Stress-related symptoms
- Aggravation of pre-existing medical conditions
- Reaction to grooming products, shampoos, or sprays
- Accidental injury, illness, or death

If a medical problem arises while in the care of Spaw Waggin', we will make reasonable efforts to contact the Client. If the Client cannot be reached promptly, Spaw Waggin' is authorized to seek veterinary care at the Client's expense.

Matting, Skin Conditions & Parasites: The Client acknowledges that matted coats, skin conditions, or parasites may require special handling and may result in additional fees. Severe matting may necessitate shaving, which carries an increased risk of skin irritation, cuts, or other issues. The Client releases Spaw Waggin' from responsibility for any adverse effects related to de-matting or parasite removal.

Skunk Odor Removal Disclaimer: The Client understands that while we make every reasonable effort to reduce or eliminate skunk odor, some residual odor may remain, especially if the pet was sprayed directly in the face or mouth.

Mobile & Pop-Up Environment: The Client acknowledges that services are performed in a mobile or pop-up environment and accepts the unique nature of this service delivery. The Client agrees to ensure a safe environment for both the groomer and the pet during the grooming appointment.

Personal Property: Spaw Waggin' is not responsible for loss or damage to personal items brought with the pet (such as collars, leashes, or clothing).

Client Acknowledgment: I understand and accept this policy by booking services online and completing and signing the last page of this client packet.

6. Mobile Service Disclosure

Spaw Waggin', LLC provides grooming services in a mobile and pop-up environment. By scheduling an appointment, the Client acknowledges and agrees to the following:

- *A safe, accessible, and legal parking area must be available for mobile grooming vehicle/trailer access.*
- *Electrical or water hook-ups may be requested for certain pop-up or large-breed services.*
- *The Client agrees to provide timely access to the pet at the appointment location.*
- *The mobile unit may need to cancel or reschedule due to weather, equipment failure, or road conditions.*
- *The Client understands that mobile grooming offers unique conveniences but may involve limitations compared to a salon environment.*

Client Acknowledgment: *I understand and accept this policy by booking services online and completing and signing the last page of this client packet.*

Emergency Contact Form

Owner Name: _____

Phone: _____

Secondary Contact: _____

Vet Clinic: _____

Vet Phone: _____

Pet Name: _____

Breed: _____

Age: _____ **Weight:** _____ **Chipped?** Y / N

Allergies/Sensitivities: _____

Any Medical Concerns: _____

Aggression Issues: _____

Including cage or in general. Muzzles will be used at the discretion of the staff and without permissions.

Release of Liability: *By signing this form, the Client releases and holds harmless Spaw Waggin', LLC, its employees, contractors, and agents from any and all liability, claims, damages, costs, or expenses arising out of or in connection with the grooming services provided.*

Photo & Video Release (Optional): *The Client grants permission for Spaw Waggin' to take photographs or videos of their pet before, during, or after grooming, which may be used for marketing, social media, or educational purposes. (Please initial if you DO NOT grant permission: _____).*

Client Acknowledgment: *By completing this form, you agree that we will make the executive decisions regarding your pet in the event that there are medical emergencies or abandonment. We will not be held liable for any damages, loss or fees incurred through this process. I understand that my signatures indicates af ull understanding of the contents within this client packet.*

Printed Name: _____

Date: _____

Signature: _____