

SCRUFF TO FLUFF MOBILE PET GROOMING SERVICE AGREEMENT & LIABILITY RELEASE

By signing below, I acknowledge and agree to the following for all pet(s) I present for grooming:

1. General Grooming Consent

I am the legal owner or authorized agent of the pet(s) as listed on the New Client Intake Form. I authorize Scruff to Fluff Mobile Pet Grooming to perform grooming services, which may include bathing, brushing, drying, nail trimming/grinding/painting, ear cleaning, de-shedding, and haircut/trim as discussed for each pet. I understand that grooming can be stressful for some pets and that all grooming is performed at each pet's own risk.

2. Health & Injury Risk

I understand grooming tools (clippers, scissors, nail trimmers, dryers, etc.) may occasionally cause the following including but not limited to: nicks, cuts, clipper irritation, razor burn, quicked nails (bleeding), or minor abrasions. Especially if the coat is matted or the pet is wiggly, elderly, or has sensitive skin.

I understand that pre-existing health conditions (including but not limited to heart disease, seizures, breathing issues, obesity, and advanced age) may be aggravated by grooming, restraint, or stress. By using the services of Scruff to Fluff, I attest that my pet is in good health and fit to undergo grooming services to the best of my knowledge.

If any pet arrives with fleas, ticks, severe matting, or other conditions, additional time and/or fees may apply. I agree to notify Scruff to Fluff Mobile Pet Grooming of any medical or behavioral issues for each pet before each appointment. Scruff to Fluff Mobile Pet Grooming reserves the right to refuse service to any pet that appears sick, contagious, or heavily infested.

3. Matted Coats, De-Matting & Shave-Downs

I understand that matting is a serious condition that can cause pain and other skin and health problems, and that mats can hide sores, wounds, bruises, parasites, hot spots, or infections. Removing mats requires extra time and care and may be uncomfortable for my pet. In many cases, the only humane option is to clip/shave the coat very short.

I understand that shaving close to the skin increases the risk of nicks, cuts, clipper irritation, bruising, hematomas (especially on ears, tail, and armpits), and post-groom redness, itchiness, or sensitivity. Pre-existing skin issues may be revealed once mats are removed; Scruff to Fluff Mobile Pet Grooming is not

responsible for underlying conditions that become visible after grooming.

I understand my pet's coat may look patchy, uneven, or "naked" after severe matting is removed and that regrowth may be different in color or texture. Mats can restrict blood flow to ears and tail; swelling or hematomas may occur after a shave-down despite careful handling.

I authorize Scruff to Fluff Mobile Pet Grooming to perform de-matting or to shave any matted pet's coat if, in their professional judgment, it is the safest and most humane option. I understand there will be additional charges for mat removal and I agree that Scruff to Fluff Mobile Pet Grooming will not be held liable for injuries, irritation, or after-effects resulting from de-matting or shaving a matted coat, except where prohibited by law.

4. Emergencies & Veterinary Care

I understand Scruff to Fluff Mobile Pet Grooming is not a veterinary clinic and does not provide veterinary care or medical diagnosis. If the groomer believes my pet may be ill, injured, or experiencing a medical emergency, they will make reasonable efforts to contact me at the number(s) provided. It is my responsibility to decide whether my pet needs veterinary attention and to transport my pet to a veterinarian.

I understand Scruff to Fluff Mobile Pet Grooming does not transport pets to veterinary clinics except in rare, life-threatening emergencies where immediate action is necessary to prevent suffering and I cannot be reached. In such a rare emergency, I authorize the groomer, at their sole judgment, to take my pet to the nearest available veterinarian to prevent serious harm. I authorize the release of my pet to that veterinarian and agree that I am fully financially responsible for all veterinary costs, including exam fees, treatment, medications, or hospitalization. I agree that Scruff to Fluff Mobile Pet Grooming is not liable for any outcome of veterinary care, or for any injury, illness, or condition that arises before, during, or after grooming, except where prohibited by law.

5. Senior, Young, or Special-Needs Pets

I understand that elderly, very young, anxious, or special-needs pets can be at higher risk for stress or injury. Scruff to Fluff Mobile Pet Grooming will make reasonable efforts to groom each pet safely and may modify or shorten services, take extra breaks, or stop the grooming session if a pet is in distress. I agree that the groomer may discontinue services for any pet's safety and that I am still responsible for payment of any services already performed.

6. Behavior, Biting & Restraints

I certify that all pets listed are up-to-date on vaccinations as recommended by my

veterinarian and that I have disclosed any history of biting, aggression, or extreme anxiety for each pet. I understand the groomer may use humane safety equipment (such as a gentle restraint or muzzle) when necessary to protect my pet(s), the groomer, and others. If any pet becomes dangerous, overly aggressive, or severely stressed, the groomer may stop the session. I am responsible for any injuries my pet(s) causes to the groomer or damage to equipment or property.

7. Mobile Grooming Environment

I understand grooming is performed inside a mobile grooming unit at or near my location. Space is limited and my pet(s) may be groomed alone, without me present inside the unit. The unit uses electrical equipment, warm water, and dryers; while reasonable care is taken, there is always some inherent risk. I will ensure there is a safe, legal parking area for the grooming vehicle and safe entry/exit for my pet(s).

8. Appointment Policies & Fees

I understand payment is due at the time of service. Late cancellations, no-shows, or last-minute rescheduling may incur a fee in accordance with Scruff to Fluff Mobile Pet Grooming's current policy. Additional charges may apply for severe matting, extreme shedding, fleas/ticks, or behavioral issues requiring extra time for any pet.

9. Photos & Marketing

I hereby grant permission for Scruff to Fluff Mobile Pet Grooming, LLC. and its members, employees, agents, representatives, successors, licensees, and assigns (hereinafter "Scruff to Fluff") to photograph and/or videotape my pet(s) image, likeness, or depiction of, if applicable.

I hereby grant permission to Scruff to Fluff to edit, crop, or retouch such photographs and/or videotape footage, and waive any right to inspect the final photographs or video footage.

I hereby consent to and permit photographs or videotape footage of my pet(s) to be used for any purpose, including but not limited to educational, marketing/promotional, and, operational and service documentation purposes, and in any medium, including print and electronic, and on Scruff to Fluff's website.

I understand that Scruff to Fluff shall use such photographs and/or videotape footage without associating my name thereto unless I expressly authorize the use of my name with such photographs and/or videotape footage. I further waive

any claim for compensation of any kind for Scruff to Fluff's use or publication of photographs and/or videotape footage of my pet(s).

I hereby fully and forever discharge and release Scruff to Fluff from any claim for damages of any kind (including, but not limited to, invasion of privacy; defamation; false light or misappropriation of name, likeness or image) arising out of the use or publication of photographs and/or videotape footage of my pet(s) by Scruff to Fluff and covenant and agree not to sue or otherwise initiate legal proceedings against Scruff to Fluff for such use or publication on my own behalf. All grants of permission and consent, and all covenants, agreements and understandings contained herein are irrevocable.

10. Release of Liability & Acceptance of Terms

By signing below, I acknowledge that I have read, understand, and agree to all terms in this Service Agreement. I understand that Scruff to Fluff Mobile Pet Grooming will take reasonable precautions for my pet(s)' safety and comfort, but I release and hold harmless Scruff to Fluff Mobile Pet Grooming, its owners, employees, and contractors from any and all liability, claims, damages, or expenses arising from grooming services, including but not limited to injury, illness, stress, escape, or death, except in cases of gross negligence or willful misconduct where not limited by law.

11. Refusal / Discontinuation of Service

Scruff to Fluff Mobile Pet Grooming reserves the right to refuse or discontinue services at any time if a pet's behavior, health, or condition makes grooming unsafe or excessively stressful. If a session must be stopped for these reasons, I understand that I am responsible for payment for the portion of services already completed.

12. Property Damage / Access

I agree to provide safe access to my property, including clear drive/parking space. I am responsible for any damage caused by my pet(s) to the grooming unit or equipment, other than normal wear and tear. Scruff to Fluff Mobile Pet Grooming is not responsible for damage to driveways/parking areas reasonably necessary to position the grooming vehicle.

13. Late Pick-Up / Handling After Groom

If I am not available to receive my pet immediately after grooming, I authorize the groomer to safely secure my pet in a pre-agreed safe area at my home. I understand Scruff to Fluff Mobile Pet Grooming is not responsible for anything that occurs after my pet is returned to my property or to my custody.

14. No Guarantees on Style / Length

I understand that grooming results depend on coat condition, pet behavior, and safety. While the groomer will make reasonable efforts to follow my styling requests, I acknowledge there are no guarantees regarding exact length, style, or appearance, especially in cases of matting or behavioral issues.

15. Changes to Policies

Scruff to Fluff Mobile Pet Grooming may update its policies and pricing from time to time. The most current version will be available upon request or on the company's website. Continued use of services after notice of changes constitutes acceptance of the updated terms.

16. Weather / Equipment / Force Majeure

Appointments may be rescheduled or canceled without penalty by Scruff to Fluff Mobile Pet Grooming in the event of severe weather, unsafe road conditions, vehicle or equipment failure, power/water issues, or other circumstances beyond the groomer's reasonable control. In such cases, liability is limited to rescheduling the appointment at a mutually convenient time.

17. Allergies & Sensitivities (Shampoos / Products)

I understand that Scruff to Fluff Mobile Pet Grooming uses professional grooming products and equipment. I agree to inform the groomer of any known allergies or sensitivities my pet has to shampoos, conditioners, fragrances, or materials. I understand that mild, temporary skin or eye irritation can occasionally occur, and I release Scruff to Fluff from liability for such reactions unless caused by gross negligence.

18. Communication & Consent by Text/Email

I agree that Scruff to Fluff Mobile Pet Grooming may contact me by phone, text, or email regarding appointments, reminders, schedule changes, and follow-up. Electronic confirmation or reply may be accepted as my consent for appointments or minor service adjustments.

19. Entire Agreement / Acknowledgment

This agreement, along with any written policies provided to me, constitutes the entire understanding between the parties regarding grooming services. Any changes must be in writing. By signing, I acknowledge that I have had the opportunity to ask questions before agreeing to these terms.

20. No Interpretation Against Drafter

The parties acknowledge that this Agreement has been reviewed by each of them and/or their respective counsel. Accordingly, any rule of law or legal decision that would require interpretation of any ambiguities in this Agreement against the party that drafted it shall not apply to the interpretation of this Agreement. This Agreement shall be construed as if drafted jointly by the parties, and no presumption or burden of proof shall arise favoring or disfavoring any party by virtue of the authorship of any provision.

21. Governing Law

This Agreement shall be governed by, construed, and enforced in accordance with the laws of the State of California, without regard to its conflict-of-law principles. The parties agree that any legal action or proceeding arising out of or relating to this Agreement or the services provided shall be brought exclusively in the state courts located in the county in California where Scruff to Fluff Mobile Pet Grooming primarily operates, and the parties hereby consent to the personal jurisdiction and venue of such courts.

I acknowledge and represent that I am over the age of 18, have read this entire document, that I understand its terms and provisions, and that I have signed it knowingly and voluntarily.