



Policies

- ✓ An appointment time is always an estimated time of arrival. The standard is 1/2-hour window for arrival - we will contact you if we are running later than that. As a mobile service, our schedule is subject to interruptions and delays, such as, but not limited to refueling, traffic, weather, driving distance from previous appointment and running over on a previous appointment for various reasons. Please make sure we have your best contact phone number on file.
- ✓ We are driving a large extended cab handicap Dodge Ram Van. We need clear access to a flat, very wide parking space. We cannot navigate down tiny side streets or anything without a clearance of 12'. Driveways should be accessible prior to our arrival, cleared of snow etc.
- ✓ Pet owners are not allowed in the mobile unit during the grooming process. Pets are easily distracted and excited by the presence of "their people" which makes the grooming process difficult for the groomer and dangerous for your pet. Currently, due to COVID-19 we will be extra stringent about not having pet owners in the mobile unit. Please see next page for additional COVID-19 related policies.
- ✓ Payment is due at time of service. We currently accept cash, checks and all major credit cards. Checks returned NSF will incur a fee of \$25.
- ✓ On rare occasions, Wild Rover Mobile Pet Grooming may need to cancel an appointment due to weather, illness, equipment failure, etc. Every effort will be made to contact the client in advance to reschedule. Please note that we follow the Billerica public school systems for snow days and will need to reschedule any appointments that occur on a day where a snow day or other weather disruption is declared.
- ✓ If client cannot keep their appointment, they are required to contact us AT LEAST 24 hours in advance. Failure to contact Wild Rover at least 24 hours before your appointment or failure to have your pet available at the scheduled time will result in a \$50 cancellation fee.
- ✓ Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming and may require immediate medical attention. In the best interest of your pet, prior to any grooming appointment, Client will sign documents designating Wild Rover Mobile Pet Grooming as agent and understands that if Wild Rover Mobile Pet Grooming is unable to contact Client first, then Wild Rover Mobile Pet Grooming, in its sole discretion, may engage the services of a veterinarian at Clients expense.

- ✓ If your pet is matted, Wild Rover staff will make every effort to protect your pet's skin and coat during matt removal, however the skin can become extremely sensitive and incur clipper marks, abrasions, rashes, nicks, itchiness or redness from matt removal. Shaving extremely matted ears might also result in head shaking which can cause hematomas. You as the owner, agree to in no way hold Wild Rover Pet Services responsible for any problems arising from grooming your matted pet. Additional charges on top of regular grooming fees may apply.

- ✓ Is there anything we need you to do at my location for you to groom my pet?
 - o Please allow your pet to go out for a potty break before we arrive.
 - o Inspect your location and identify the best parking, entering, and exiting route so that our trailer does not interfere with buildings, vehicles, surrounding nature, etc.
 - o During the colder months we may need to run our extension cord to an outdoor plug for supplementary heat during longer appointments.
 - o When we arrive, please give us a few minutes to prepare the van. After the groom it will take us a few minutes to clean up and thoroughly disinfect before exiting.
 - o If you live in a restricted parking area or other arrangement where security must be notified, please do so ahead of our appointment. Client assumes responsibility of providing a safe, legal parking space for the mobile unit.

- ✓ Preparing your cat for our arrival:
 - o Please have your cat in a secure/safe carrier prior to arrival. If you have concerns with safely getting your cat in a carrier please contact us in advance so we can come up with a safe plan before we arrive on site. We cannot dig a cat out of a recliner, literally. That is stressful for all!

- ✓ Preparing your dog for our arrival:
 - o Please have your dog ready in a secure collar and leash prior to arrival.

COVID-19 Protocol

- If you or someone in your home has traveled to an area with widespread COVID-19, have been in close contact with someone that has been lab tested positive for the COVID-19 virus within the last 14 days, or are experiencing a fever or any respiratory illness symptoms, we will be unable to groom your pet at this time. We need to be safe and monitor this for not only ourselves but other clients. We will be in touch before your appointment to confirm this and come up with a safe plan.
- Due to the amount of appointments we are going to need to fill we ask that you be understanding and flexible with us during this time. We do our best to stay on time, but please leave a 30-minute window either way with your scheduled appointment time. Anything further and we will contact you.
- Payments and gratuity can be made via cash or check left for us in a Ziploc bag. Change cannot be given at this time. We also accept PayPal, Venmo, and we have Square. Payment through our online scheduling should be an option shortly as well.
- All clients MUST be wearing a mask or face covering while interacting with our staff. Please respect our workspace.

- All of our tools, equipment, table, etc. will be cleaned and disinfected after each appointment. We use pet friendly 256 multi-purpose disinfectant, which is approved for use against the Coronavirus. We also routinely use Thieves disinfecting spray and hand sanitizer.
- Thank you in advance for your patience and understanding as we work to open safely under CDC guidelines.