

# SERVICE AGREEMENT

RETRO ROVER LLC

## SERVICE PROVIDED

Retro Rover LLC is a Luxury Mobile Grooming Service focused on keeping pets on a maintenance schedule. We accept clients on a schedule of 8 weeks or less and offer appointment intervals of 2, 4, and 8 weeks. We also offer Paw Promo Days, a discount nail trimming service, for designated days in select areas each month.

## SIZE & TEMPERAMENT REQUIREMENTS

We accept pets up to 30 pounds for full service grooming. We do not accept large breed puppies for full service grooming as they will only fit our size criteria for a short amount of time. Select large breed options have been left on the intake form. The inclusion of these large breed options are due to the wide variance of size and weight commonly seen within those breeds and have been allowed for pets that are small for their breed standard or are a mixed breed within our weight limit. These selections are not meant to allow pets larger than 30 lbs to book full service grooming appointments.

The only exception to this weight limit is for our Paw Promo Days or Special Events.

We do not accept aggressive pets. Making sure a pet is trained, socialized, and well maintained is the sole responsibility of their owner.

If we arrive at an appointment and discover that you have misrepresented your Pet's size or temperament in order to book an appointment, your appointment will be canceled and the Retainer Fee forfeit.

## COMMUNICATIONS & NOTIFICATIONS

We use automated texts and emails to communicate with our clients. Our primary communication is text. Text allows us to keep a written record of all communications between the business and clients to use for future reference if needed. We require that you do not block our essential notifications as they contain important reminders, confirmations, payment links, and policy updates. You can however opt out of marketing emails.

We require all of our appointments to be confirmed 48 hours or more prior to the scheduled service. Unconfirmed appointments that have breached the 48 hour threshold may be canceled and your Retainer Fee will be forfeit.

If a client has moved they must inform us 72 hours or more prior to their appointment. If the new residence is within the range of the route scheduled, the appointment will be retained. If the new residence is not within the range of the route scheduled, the service must be canceled and rebooked for their new service area. If proper notice is not given for a new residence the appointment will be canceled and the Retainer Fee forfeit.

All reminders are a courtesy offered for client convenience. Maintaining appointments and proper notice to the business is the responsibility of the client.

## PAYMENTS, CANCELLATIONS & RETAINER FEES

Retro Rover LLC requires a Card-on-File and a Non-Refundable Retainer Fee. Your card information will be collected to apply the Retainer Fee(s) and be stored as a back-up payment method. We use a Retainer Fee instead of a Cancellation Fee, this method is more reliable and more efficient than attempting to collect Cancellation Fees post factum.

Booking an appointment affects our schedule and availability immediately. Appointments are scheduled by service area and distance between each client. Each appointment scheduled determines the range within which the next can be scheduled. It is very difficult to replace one client with another within the limited time and distance of the established route. Unfulfilled bookings reduce our availability and potential income. The Retainer Fee is security and compensation for the time reserved for the appointment.

For New Clients the Retainer Fee is charged to the Card-on-File upon acceptance of the appointment request. Existing Clients will receive a Retainer Fee Request 2 days prior to their appointment so they may choose their preferred payment method. If the Retainer Fee Request is not completed within 24hrs the Card-on-File will be charged. The Retainer Fee is non-refundable and is applied to your service balance. It is transferable to a future service if you cancel or reschedule with proper notice. Cancellation without proper notice will result in the forfeit of your Retainer Fee. The remaining balance is due upon services rendered.

We require a minimum of 48 hours notice to cancel or reschedule an appointment. If an appointment is canceled or rescheduled with less than 48 hours notice, the Retainer Fee is forfeit and a new Retainer Fee must be paid to secure your next appointment.

In the event we are unable to collect payment from a client's preferred payment method, the Card-on-File will be charged for the service.

If a Card-on-File has expired, a new card must be saved to the system prior to the 48 hour cancellation threshold before. If the 48 cancellation threshold has been breached and the updated Card-on-File has not been provided, the appointment will be canceled.

## SCHEDULING & LATCHKEY SERVICE

Scheduling is arranged according to the Service Area the client resides in. We offer arrival windows instead of set appointment times due to the unpredictable nature of working with live animals and traveling between service stops. You may request a specific arrival window for your appointment, but this window is subject to change in order to optimize our route schedule. If we need to perform a route adjustment you will be informed at least 72 hours in advance of your appointment.

We do offer Latchkey Service for those clients that either cannot or prefer not to be present during their Pet(s) grooming appointment. A Latchkey appointment is a service provided in which the access to retrieve and return a Pet for grooming, and process payment for their service, has been prearranged to account for the absence of a Responsible Party. Either a Responsible Party must be present for the appointment or a Latchkey Service must be prearranged. If a Responsible Party is not present, or the Latchkey Service arrangement has not been met as agreed, the appointment will be reflected as a Cancellation and the Retainer Fee will be forfeit.

Latchkey Service for Paw Promo Days is available on a case by case basis. Pets that are too large, geriatric, or nervous to have their nails clipped without owner assistance do not qualify for Latchkey Service.

## VACCINATION REQUIREMENTS

A Rabies Vaccination is required by law to perform any grooming services. We require proof of the Rabies Vaccination when creating your account. If your Pet(s) vaccination on-file has expired, current proof of vaccination is to be provided prior to the 48 hours before your next appointment. If the 48 hour threshold has been breached, and a current vaccination record has not been updated, the appointment will be canceled and the Retainer Fee forfeit.

As a courtesy we provide automated reminders that your Pet's vaccination records are about to expire with a link to update their record. We require a waiting period of 2 days after any vaccination has been given prior to performing any grooming service in order to reduce the risk of a pet having a vaccine reaction while in our care.

## EMERGENCY OR MEDICAL INCIDENT

If a Pet cannot be safely or legally returned to their home in the event of an emergency, or that of an Emergency Contact, the Pet may be kept in overnight care at the discretion of Retro Rover LLC and at the expense of the Pet's Owner or Trust.

In the unlikely event that a pet suffers a medical emergency in our care, we maintain the right to obtain an appropriate veterinary service for the Pet at the expense of the Pet's Owner or Trust.

If it has been determined by an Attending Veterinarian that a medical incident or injury has occurred at the fault of Retro Rover LLC, a claim will be filed with the Insurance Company and Payment Terms will be determined by the Insurance Company. In order to initiate a claim we require proof of fault from your Pet's Attending Veterinarian. This can be provided in the form of a written statement by the Attending Veterinarian explaining the cause of injury and an itemized invoice listing the care received for the Incident. We will not provide compensation for any medical treatment unrelated to the Incident or for medical expenses caused by the Owner's neglect or abuse of the Attending Veterinarian's prescribed care plan.

Furthermore we do not accept responsibility for any medical incident caused by owner neglect or abuse. Examples include but are not limited to; bruising or hematomas caused by matting, ear infections present at the time of the appointment, nails that have penetrated the paw or cracked due to overgrowth, etc.

## CONDITIONS IN WHICH THE BUSINESS MAY CANCEL OR RESCHEDULE WITHOUT ADVANCED NOTICE

The successful completion of mobile services depends upon many different factors that are beyond the control of the business. There is a reasonable amount of predictability with most scheduling variables that affect daily bookings and can be accounted for with a certain degree of reliability. Unfortunately some circumstances or conditions cannot be predicted with enough reliability to provide advanced notice of a schedule change. These circumstances and conditions include but are not limited to; inclement weather, road conditions, air quality, mechanical issues, government orders, exposure of persons or pets to contagions, staff health and personal emergencies. Appointments may need to be rescheduled if any circumstances pose a risk to the health or safety of either our staff, pets in our care, or damage to our mobile facility and equipment.

In the event that the business must reschedule an appointment without notice, the Retainer Fee for the original appointment will be allocated to the new appointment time. If the company is unable to provide a new appointment within 2 weeks of the original

appointment, the client will have the option to either allocate the Retainer Fee to their next appointment or receive a full refund of the Retainer Fee.

Paw Promo Day appointments may be canceled or rescheduled if the total bookings for that appointment day did not reach 50% or higher. In this case the client will be offered the choice to reschedule to the next available Paw Promo Day or receive a refund.

#### RIGHT TO REFUSE SERVICE

Retro Rover LLC and its Members retain the right to refuse service to any client for any reason, especially if a client is exhibiting behavior that is not conducive to a healthy work environment. This includes but is not limited to; aggressive or inappropriate language, threatening behavior, bigotry, harassment, or refusal to respect the boundaries set by a Retro Rover LLC Member. In the event one of our Pet Groomers no longer feels comfortable or safe providing service for a Client, the service will be stopped, the Pet(s) will be returned to the house, the Card-on-File will be charged for the service scheduled, and the Client's account will be blocked from booking future appointments.

#### CONSENT

Accepting this agreement indicates that you have read and understand the aforementioned and agree to the content within.