

Terms and Conditions

Cancellation/Refund Policy

Cancellations must be made a minimum of 24 hours prior to scheduled appointment. Cancellations made within 24 hours of scheduled appointment will be charged a 50% rescheduling fee (of scheduled appointment cost). The rescheduling fee will be due prior to providing the client with another appointment. Refunds are given at the sole discretion of Mobile Spaws management. Groomers have no authority to provide discounts or refunds. Canceled memberships will be offered a pro-rated refund at the sole discretion of Mobile Spaws management.

Additional Services

In some rare cases, our groomers will assess that your pet needs additional services in order to safely complete the grooming appointment. Usually, these services will include one or more of (but not limited to) the following: de-matting, shave-downs, and flea/tick treatment. (NOTE: Our groomers are extremely well trained and are expected to complete the groom without additional services IF POSSIBLE while maintaining the safety and comfort of your pet.) If you have not already included these services at the time of booking, our groomer will consult with you as to why these services are needed and will add them to the grooming appointment charge in order to complete the job. Should you refuse the service, and our groomers do not believe they can safely continue, they will discontinue the appointment and you will be responsible for a minimum of 50% appointment charge for the time and work completed by the groomer.

Aggressive/Uncooperative Pets

In rare cases, some pets may become aggressive towards our groomers. Should your pet become aggressive, our groomers are given the sole discretion to assess the safety of both groomer and pet in continuing the groom. In most cases, our groomers can use restraint devices or muzzles if they feel unsafe, but if they are concerned about their or your pet's safety, they will discontinue the grooming appointment. In other cases, some pets are uncooperative getting into the grooming trailer/vehicle, hide at the time of service, or simply will not allow the owner to catch them for service. We expect our clients to have control of their pet, or the ability to gain control of their pet when we arrive. In the case this is not possible or does not happen, the appointment will be considered a cancellation. A 50% fee will be assessed for all cancellations due to the above policies.

Appointment Times

Appointment times are given as approximate arrival times. Given the nature of a mobile business, we will plan to arrive within one hour (before or after) the scheduled appointment time. Customers should plan this into their schedule in the case that our groomers are running ahead/behind on any given day. We will attempt to always inform you of any changes to the schedule, but appointment times may be subject to change without notice. If a customer is unavailable within the hour before or after the scheduled time, our cancellation policy will be enforced and we will charge a 50% fee for the current appointment.

Gated Communities/HOAs

Please note that all clients are responsible for abiding by the regulations of their community or HOA. If we are scheduled to come at a time when the community or HOA does not allow outside contractors and/or we are denied access, we will consider this a Day-Of Cancellation and impose a 50% charge for the appointment.

Please contact us at contact@mobilespaws.com or call 512.645.6733 with any questions or concerns regarding these policies.