

## MEET YOUR PET STYLIST

Kristin Sanchez - Owner  
**ISCC DermaTech Petcare  
Specialist, 2007**



Kristin has worked in the petcare industry since October 2000 and has owned her own shop since 2002. As the former owner of Kristin's Whiskers & Paws, she perfected her craft and methods for canine skin and coat care while at the same time voluntarily earning her DermaTech Petcare certification from the International Society of Canine Cosmetologists in 2007.



MOBILECANINESKINCARE.COM

## NEW CLIENT APPLICATION

All new clients must fill out an application. This ensures that our services are a right fit for you and your pet, collects necessary owner information and aids in route planning and scheduling. You can download and fill out the application from our website or download a PDF version there and mail it in. If requested, we can mail or email you the file. Just email us at: [info@mobilecanineskincare.com](mailto:info@mobilecanineskincare.com)

## CLIENT RESPONSIBILITIES

Clients are responsible for the following:

1. Making known changes to your pet's health conditions, any recent illnesses or injuries or any change in its behavior at groom time.
2. 48 hour no-show notifications.
3. Payment methods being made in advance if no one is home at drop off to make payment.
4. A responsible party at the residence or up-to-date contact information for a responsible party that can make financial and health decisions for your pet's care.
5. A signed release from the business owner for parking and grooming at a place of business.
6. Adequate parking at your residence that does not require us to move the van during the duration of the groom.

P.O. Box 16493  
Lubbock, TX 79490

Lifetime Member &  
DermaTech Certified Stylist



*Kristin's* CANINE  
SKIN & COAT CARE

MOBILE SPA

LUBBOCK'S ONLY ISCC DERMATECH  
CERTIFIED MOBILE PET STYLIST

(806) **438-8565**

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## MOBILE vs. BRICK & MORTAR PET GROOMING

If you have only used a brick & mortar pet groomer in the past, then mobile grooming will be a little foreign to you. But not to worry, mobile grooming has the following advantages that you and your pet will love:

- At home or at work grooming convenience
- Less grooming time, usually 1 to 1½ hours per pet
- A single certified pet stylist to ensure consistency and familiarity
- A clean, less stressful grooming environment
- A fully contained, air conditioned and state-of-the-art mobile grooming van
- Multiple washes, rinses and conditionings to ensure skin cleanliness and coat health
- Natural and spa-grade shampoos, conditioners and products come standard with each groom
- Herbal skin rinse
- Blueberry facial standard
- FURminator® Shed-less treatment for short-haired pets included
- Nail trim, ear cleaning, anal gland expression, bows/bandana and requested cologne included

With all these advantages, there are some differences that may take some time to get accustomed to, including the following:

- **Scheduling:** because we are coming to you and our schedules are based upon the most efficient routes, your grooming times and dates may not be consistent from visit to visit until all the routes are fully established. We will call, text or email 24 to 48 hours ahead of time to verify your upcoming appointment.
- **Frequency:** like scheduling, appointment frequency will be established either on a 2 week or 4 week standing basis. Due to the difficulty

scheduling routes on odd weeks, 3-week or schedules longer than 4 weeks will not be accepted.

- **On-call grooming:** again, because of route scheduling that has to take place sometimes weeks in advance of appointments, calling to try to get in a quick groom, especially the same day or week will not be available in mobile grooming. Once our route schedule is full, all new clients wishing to use the service will be put on a standby list and will have to wait for an opening in a route in their particular area.

- **Pricing:** unlike brick & mortar salons that can hire extra employees to take in more pets to cover costs, mobile grooming has a limited number of staff, time and space available. This constrains the number of pets that can be groomed in any given day. Take into account equipment maintenance, fuel costs, insurances and the at-home convenience provided by mobile grooming, pricing is inherently more expensive. Because we provide specialty mobile skin and coat care from an ISCC DermaTech certified pet stylist, our base price is **\$65 per dog per hour (1 hour min. per pet)**. Pets requiring more than an hour to groom will be billed at the base rate in quarter hour increments. Bath-only appointments include maintenance trim. **Requested add-on services and taxes are extra.**

- **Restrictions:** the following grooms will not be accepted:

- Yearly shave-downs
- Extremely matted or poor condition pets
- Dual-coat or slick-coat shaves
- Pets with biting or behavior issues
- Elderly pets with severe age-related health or behavior issues
- Cats
- Large breed dogs no matter the age
- Any dog weighing more than 40 lbs

- **No show fees:** no shows are considered any one that gives less than 48-hour notice when missing or rescheduling an appointment. No shows will be charged the full groom price per pet and will be rescheduled by route availability only.

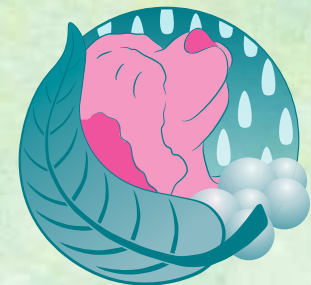
- **Weather and traffic delays:** weather plays an important part in scheduling mobile grooming. We will make every effort to be at your appointment on time, however weather and road conditions will be a major consideration. If the schools are closed or buses are running late due to road conditions, we will call to notify you of delays or cancellations. If we cancel due to weather, we will reschedule your appointment at our next availability.

## ADD-ON SERVICES

Teeth brushing.....	5.00
Brown sugar scrub* .....	7.00
Natural dip.....	12.00
Nail polish.....	5.00
Nail rounding.....	10.00
Paw scrub.....	7.00
Medicated skin application.....	10.00
Use of owner's medicated shampoo.....	5.00

Prices shown are per pet and do not include tax.

\*Not allowed for pets with diabetic health issues



**PRICES AND POLICIES ARE SUBJECT TO CHANGE WITHOUT NOTICE**