

# Zoom Groom Mobile Pet Spa Policies

Every client will be asked to read online and electronically sign this Policy Agreement at the time of their registration into our client database.

Clients should review our Policy Agreement prior to any grooming services being performed. Registration in our customer database and subsequent request for appointment indicates the customer's reading and understanding of these policies and acceptance of their terms.

## Payment for Service

Payment is due at time of service We accept cash, checks, VISA, MasterCard, and Discover cards and most bank debit cards.

## Cancellation and No-Show Policy, Trip Charges

On rare occasions, Zoom Groom Mobile Pet Spa may need to cancel your appointment due to equipment failure, traffic accidents, weather, illness, or other unforeseen circumstance. Every effort will be made to contact client in advance to reschedule.

If you cannot keep your appointment, please contact us NO LESS THAN 48 hours in advance. Failure to call or calling with less than 48 hours notice or failure to have your pet available at the scheduled time will require you to prepay your next appointment. Subsequent no shows will result in a charge of \$50.00 no-show fee and a \$25.00 trip fee for missed scheduled appointments. Ultimately it is the client's responsibility to keep track of their scheduled appointments.

## Appointment Reminders

To assist our valued clients we will send a reminder text or make a courtesy phone call at least one-business day ahead to confirm and remind you. If you are a first time client and you are a no show when groomer arrives for your scheduled appointment, Zoom Groom Mobile Pet Spa will not schedule any future appointments.

## Appointment Times

An appointment time is an 'estimated time of arrival'. Arrival time will be in a 90 minute time span. As a mobile service, our schedule is subject to interruptions and delays, such as, refueling, traffic, driving distance from previous appointment and running overtime on a previous appointment. If there is a delay that will cause us to be more than 15 minutes late, we will call ahead.

## Key On File Service

Zoom Groom Mobile Pet Spa offers a 'key on file service'. Client provides Zoom Groom Mobile Pet Spa with a key to keep on file, a garage code, or some other form of access to the home, Zoom Groom Mobile Pet Spa will arrive at your scheduled grooming appointment time to care for your pet. Client must either pre-pay for the service or leave a form of payment. Zoom Groom Mobile Pet Spa will not be held responsible for damages or theft to client's home or property while on the service call for grooming your pet(s).

## Matted or Neglected Coat

Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can cause or aggravate skin problems. Client is aware that neglect of the pet's coat can be cause for problems after grooming such as clipper or brush irritation. If client's pet does not remain still, accidents can happen such as, cuts, nicks, etc. from clippers or scissors. However, it is at Zoom Groom's discretion to determine if it is safe for the pet to be de-matted, if not, a "do-over clip" of the pet's coat will be completed. This last resort measure may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions. If the pet's skin condition warrants it, the client's pet will receive a "do-over clip" (additional fee applies). Closely trimmed pets are prone to sunburn and should have sun screen applied daily or be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. In certain breeds and coat types, the coat may not grow back the same. Removing a heavily matted coat includes the risk of

nicks, cuts and/or abrasions due to moles, warts or skin folds trapped in the mats. Heavy matting can also trap moisture near the pet's skin which can cause mold, fungus, bacteria or skin irritations that exist prior to the grooming process. The after-effects of mat removal procedures may include itchiness, skin redness, self-inflicted irritations or abrasions, or failure of hair to re-grow. Client is responsible for the condition of the pet's coat and will not hold Zoom Groom Mobile Pet Spa responsible in the event of adverse effects of mat removal.

### **Veterinary and Vaccination Records**

Your pet's safety is our first concern. We require a current rabies vaccination (all pets) and canine distemper (dogs) before any grooming services will be performed. Recently vaccinated pets should not be groomed until 48 hours have passed since the vaccination. A Certificate of Rabies Vaccination shall be provided to Zoom Groom Mobile Pet Spa upon request as well as current contact information for your veterinarian.

This can be entered upon the New Client Application that you complete online.

### **Pet Behavior and Groomer Safety**

Client must inform Zoom Groom Mobile Pet Spa prior to grooming if your pet has bitten someone or has aggressive tendencies. For reasons of groomer safety we reserve the right not to accept any aggressive dog. If false accusations about the pet's behavior were made when asked during booking of an appointment, and this misrepresentation results in injury or death of a Zoom Groom Mobile Pet Spa staff member, we will discontinue all services and client will still be responsible for

- the full grooming charge
- cost incurred for medical treatment of any injuries sustained
- cost incurred to repair or replace any property damaged by their pet.

For groomer's safety, Zoom Groom Mobile Pet Spa has the right to refuse service in the event of a pet that cannot be handled safely.

### **Pets with health issues, senior pets**

Grooming procedures can be stressful, especially for a senior pet or a pet with health problems. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. We will take every precaution to ensure your pet's safety, but Zoom Groom Mobile Pet Spa will not be responsible for accident, injury or death to an elderly or health-compromised pet during their grooming.

### **Pets with flea or tick infestations**

Client is responsible for keeping their pet(s) flea and tick free. If a flea or tick infestation is found on your pet, Zoom Groom Mobile Pet Spa will administer a flea and tick shampoo to eradicate the fleas in order to maintain salon sanitation. If Zoom Groom Mobile Pet Spa finds a severe infestation of fleas or ticks on a pet, an additional \$50.00 facility de-bug cleaning fee will be added. This is in addition to the groom fee for this service. There may be side effects, including, but not limited to allergic reactions which may result from the manufacturer-recommended usage of said products, which client agrees that Zoom Groom Mobile Pet Spa will not be held responsible for. Additionally, client is also aware that any such treatments are not guaranteed to be one hundred percent effective.

### **Use of client-supplied products**

Zoom Groom Mobile Pet Spa is proud to use pet care products that are all-natural and verified safe for your pet. We can substitute a veterinarian prescribed product only. Use of our selected products assures both you and Zoom Groom Mobile Pet Spa will be pleased with the results.

**Pre-existing conditions**

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, client designates Zoom Groom Mobile Pet Spa, as their agent and understands that if Zoom Groom Mobile Pet Spa is unable to contact client first, then Zoom Groom Mobile Pet Spa, in its sole discretion, may engage the services of a veterinarian at the clients expense.

**Use of photography**

Client consents that Zoom Groom Mobile Pet Spa may take pictures of your pet, before and after grooming, and utilize the same for their website, their social media pages, or for any and all lawful purposes, at Zoom Groom Mobile Pet Spa's sole discretion. Client affirms they are the rightful legal owner or care giver to the pet for which services are rendered.

**Acknowledgement**

I, the undersigned, understand and agree to the above terms for the grooming and maintenance of my pet(s). In consideration of the grooming services, I agree to hold Zoom Groom Mobile Pet Spa harmless from any and all damage, loss, or claims to pet, personal or real property. I acknowledge that thee interpretation of this provision is to be read in the broadest sense possible under the laws of the state of Tennessee and encompasses any real or proceeded negligence and all acts performed reasonable within the scope of service by Zoom Groom Mobile Pet Spa, its agents, its employees or representatives. The terms special services or handling shall include but are not limited to emergency veterinarian services in the event I am not available.

I authorize Zoom Groom Mobile Pet Spa and/or agent thereof to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and agrees to pay all costs. Any/all damages, loss or claim shall include, but not be limited to death, injury, or shock. Said pre-existing conditions shall include, but not be limited to advanced age, extreme nervousness, neurosis, illness, previous injury, skin or coat conditions, or medical conditions.

I, the undersigned, have read, understand and agree to the above terms and my rights and obligations for grooming and maintenance as stated in the agreement for the services of pet grooming through Zoom Groom Mobile Pet Spa.

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Client Signature

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Date