



## ZOOMIN GROOMIN™ POLICY AGREEMENT

### By using our service you agree to the following:

I do hereby entrust my pet(s) to Zoomin Groomin for the purpose of grooming my pet(s). I am aware that all due care will be taken with my pet for the safety of pet and groomer. I am aware that neglect of my pet's coat can be a cause for problems after grooming such as clipper/brush irritation. *If my pet is wiggly or doesn't remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors which are no fault of the groomer's or Zoomin Groomin.* I am aware that if my pet's coat is matted my options are...

1. I will brush the coat out and Zoomin Groomin will return at a later date and I will incur an additional grooming charge.
2. My pet will receive a shave down and start over. There may be an additional grooming charge for a shave down or shaving ears and tail if they are matted, cost determined on a per dog basis.

### FLEA/TICK POLICY

Fleas and tick will NOT be tolerated. Owners are responsible for keeping their pet(s) flea & tick free. If fleas are discovered while my pet is being groomed, Zoomin Groomin may refuse to groom the pet until my pet is clear of parasites. If they choose to remove the parasites during the grooming process with a shampoo especially formulated to kill fleas and ticks, I agree to pay an additional amount of \$30 on top of the groom price,

### IN THE EVENT I NEED TO CANCEL MY APPOINTMENT

I understand that I must notify Zoomin Groomin at least 24 hours prior to my scheduled appointment. Leaving a voice message or email is fine. I am also aware that should I fail to do so I will have an *additional \$30 Fuel Fee added to my next grooming charges*. Cancellations may occur at anytime by Zoomin Groomin due to weather/road conditions, equipment failure, etc. Every effort will be made to contact me for rescheduling and will be on a case-by-case basis. There will be a \$30 fee for NSF/returned checks at which time I understand I will go to a cash only basis.

### ZOOMIN GROOMIN HAS THE RIGHT TO REFUSE SERVICE

In the event a pet cannot be safely handled. TQ'd pets will not be accommodated as they should be done in the safety of an In-House Groomer at a Vet Clinic/Hosp. The use of muzzles, e-collars, slings, straps, etc. are acceptable. Grooming services can be stopped mid-groom if necessary for the safety of my pet or groomer and I understand that I will pay a minimum of the \$30 fuel fee.

### HOME AND PROPERTY DAMAGE

Zoomin Groomin will not be held responsible for damages to my yard, home or property while on the service call for grooming of my pet(s), (within reason). *As the owner or caregiver, I authorize Zoomin Groomin to perform scheduled grooming appointments while I am away from home or property.* In the case where a key is left or given to my home Zoomin Groomin will not be held responsible for any damages or theft to my home or property. I will put in writing via email or a written note with instructions and my signature should I not be available.

### BY ACCEPTING THIS APPOINTMENT FOR GROOMING SERVICES

I understand and agree to the above terms for the grooming and maintenance of my pet(s) and in consideration of the grooming services of Zoomin Groomin agree to hold harmless from damage, loss or claims arising from any

known or unknown pre-existing condition of my pet(s). The terms, special services or handling shall include but are not limited to veterinarian emergency services in the event I am not available. I authorize Zoomin Groomin to act as my agent in the event emergency veterinarian services, boarding, care-taking, and/or transportation is necessary and I agree 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 HAVE READ AND UNDERSTAND MY RIGHT AND OBLIGATIONS AS WRITTEN TERMS IN THIS AGREEMENT FOR THE SERVICES OF PET GROOMING THROUGH ZOOMIN GROOMIN.