



ZOOMIN GROOMIN™ POLICY AGREEMENT

By using our service, you agree to the following:

Terms and Conditions for Grooming

1. **Applicability.** These terms and conditions for services (these "Terms") are the only terms that govern the offer and provision of services by, an independently owned and operated Zoomin Groomin franchised business (the "Service Provider") to the client requesting Pet Grooming (the "Customer").

1. **Services.** Customer will temporarily entrust their pet(s) to Service Provider for the purpose of hygienic care and cleaning (the "Services") in exchange for the agreed upon grooming fee.

2. **Customer Responsibility.** Customer will:

- a. ensure that their pet(s) is sufficiently fit and healthy for Service Provider to provide the Services;
- b. disclose any medical or behavioral concerns to Service Provider;
- c. cooperate with Service Provider in all matters arising from or relating to the Services; and,
- d. respond promptly to any Service Provider request to provide direction, information, approvals, authorizations, or decisions that are reasonably necessary for Service Provider to perform Services.

3. **Standard of Care.** Service Provider will take all due care reasonably necessary to protect the safety of the pet and groomer while providing the Services.

4. **Location of Services.** Service Provider will deliver the Services from a mobile dog grooming vehicle at a location designated by Customer and approved by Service Provider. If a special accommodation is made to provide the Services in Customer's residence or at another's property, Customer will be solely responsible for any damage or loss to property caused by the pet(s).

5. **Customer Acknowledgment.** Customer is aware that accidents can happen during the normal course of providing the Services. For instance, a pet's movement may result in nicks or cuts to the pet from clippers or scissors used to provide the Services. Further, some pets may have clipper or brush irritation after completion of the Services, which can occur naturally or as the result of prior

neglect of a pet's coat. Service Provider will not be held responsible for the occurrence of such events.

Zoomin Groomin groomers often take photos of your pets during the course of their groom. If you would not like your pet featured on Zoomin Groomin's Social Media Pages, please notify your groomers prior to the appointment conclusion. Unless you notify the groomer otherwise, Zoomin Groomin may use these photos or other forms of media on Social Media Pages or as part of a professional portfolio.

MEDICATION POLICY

At Zoomin Groomin, groomers are prohibited from sedating pets during grooming sessions. If a pet has documentation and a prescription from the veterinarian for a medication to take prior to the grooming session, we must have that on file before the groom. Grooming services may be paused if deemed necessary for the safety of the pet or groomer, with pet owners understanding and agreeing to a minimum \$30 fuel fee in such instances. This policy prioritizes the safety and well-being of all involved parties throughout the grooming process.

VACCINATION POLICY

For the safety and comfort of both your pet and our groomers, we require a 48-hour waiting period after vaccinations before scheduling grooming appointments. This brief delay helps prevent potential soreness or adverse reactions at the injection site, ensuring your pet's well-being during grooming. By implementing this policy, we prioritize the health and happiness of your furry friends while maintaining a safe environment for all. Thank you for your cooperation in maintaining these standards of care.

6. **Matted Hair.** If a pet's coat is matted, Customer will either (i) brush the coat out and have Service Provider return at a later date; or (ii) elect to have the pet shaved down. Customer will incur an additional grooming charge for option (i) and there may be an additional grooming charge for a shaver down or shaving ears and tail if they are matted for option (ii) as determined on a case-by-case basis.

7. **Flea and Tick.** Service Provider will not accept a pet with fleas or ticks. If fleas or ticks are discovered while the pet is being groomed, Service Provider may, in its sole and absolute discretion, either (i) refuse to groom the pet until the pet is clear of parasites or (ii) remove the parasites during the grooming process with a shampoo especially formulated to kill fleas and ticks. Customer will pay Service Provider an additional fee of \$30 for removal of the parasites if Service Provider elects to pursue option (ii) and continue providing the Services.

8. **Right to Refuse Service.** Service Provider may discontinue performance of the Services if it believes, in its sole and absolute discretion, that the pet cannot be handled safely. Service Provider

may accept the use of muzzles, comfy cones or Elizabethan collar, slings, straps, etc., if it deems them acceptable to mitigate against the safety risk posed by the pet. In the event that Service is discontinued because the pet cannot be handled safely, Customer will pay a fuel fee equal to a minimum of \$30.

9. **Cancellation by Customer.** Customer may not cancel the Services unless it notifies Service Provider least 24 hours prior the scheduled appointment. A failure to provide proper notification will result in a \$30 fee, which will be charged immediately or added to Customer's next bill.

10. **Cancellation by Service Provider.** Cancellation may occur at any time, without penalty, by Service Provider if it is reasonably necessary due to weather conditions, road conditions, equipment failure, or in the event the groomer becomes unavailable. Best efforts will be made to reschedule.

11. **Insufficient Funds.** There will be a \$30 fee for any check payment returned as not sufficient funds or otherwise unpayable to Service Provider. In the event of payment by insufficient funds, Service Provider may require cash payment or refuse future Services. I also authorize Zoomin Groomin to use my card on file to process payment for services rendered if the payment has not been received within 48 hours of service. I acknowledge that a \$30 late payment fee will be incurred per day that I have not completed my invoice for services, cancelations outside of policy stated above, fuel fees, etc.

12. **Indemnification.** Customer will indemnify, defend and hold harmless Service Provider and its agents, employees, officers, directors, members, successors, assigns and affiliates (collectively, "Zoomin Groomin Parties") from any and all claims, actions, causes of action, contractual rights, demands (collectively, "Claims") for any liability, damages, costs, loss of services, expenses and compensation (collectively "Damages") caused by my pet to persons, other pets, or property. Customer further holds Zoomin Groomin Parties harmless from all Claims for Damages arising from or related to any illness, injury, or death caused to my pet, unless resulting from a Zoomin Groomin Parties' gross negligence or willful misconduct.

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.

13. **Emergency Authorization.** If Service Provider is unable to reach Customer in the event of an emergency, Customer authorizes Zoomin Groomin Parties to seek immediate veterinary care for the pet(s) ("Emergency Care"). Customer will be financial responsible for all costs in connection with Emergency Care; including, but not limited to transportation, veterinary, medical, or otherwise.

Customer will reimburse Service Provider for any Emergency Care expenses incurred by Service Provider on its behalf.

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, caretaking, 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.

Please Note: Price quotes are subject to change and based on cash payment. We do the best we can to be detailed over the phone but until the groomer sees the pet in person there is no way to accurately judge the coat type and condition. A credit card processing fee of 3% will be applied to the quoted price if you pay by card.

We are pleased to offer you the convenience of receiving appointment reminders and updates via text message from Zoomin Groomin. To ensure that you stay informed and up-to-date with your scheduled appointments with our mobile salon and any important information, we kindly request your consent to receive these communications.

By signing this agreement, you agree to receive text messages from Zoomin Groomin at the mobile number you provide. These messages may include:

- Appointment reminders
- Schedule changes or updates
- Important information related to your services

Please be assured that your mobile number will be used solely for the purposes mentioned above and will not be shared with any third parties.

If you wish to discontinue receiving these messages at any time, you can opt-out by replying "STOP" to any text message you receive from us.

Message and data rates may apply. Message frequency may vary. To end messaging from us, you may always reply with STOP. You may also reply with HELP for more information.

I HAVE READ AND UNDERSTAND MY RIGHT AND OBLIGATIONS AS WRITTEN TERMS IN THIS AGREEMENT FOR THE SERVICES OF PET GROOMING THROUGH ZOOMIN GROOMIN