

Zoom To Groom

Mobile Pet Grooming

334-740-9909

Parent(s) Information:

NAME(S): _____

ADDRESS: _____

CITY/STATE/ZIP: _____

HOME PHONE: _____ CELL PHONE: _____

WORK PHONE: _____ E-MAIL: _____

Pet Information:

NAME: _____ BREED: _____

COLOR: _____ BDAY (MM/DD/YYYY): _____ Age: _____

MALE / FEMALE SPAYED / NEUTERED : YES / NO

Health Concerns/Special Needs/Allergies:

Rabies Expiration Date (4 months): _____

Emergency Contact Information (Family or Friend):

NAME: _____

PHONE: _____ CITY/STATE/ZIP: _____

Veterinary Information:

NAME: _____

PHONE: _____ CITY/STATE/ZIP: _____

Every Client will be asked to read and sign Zoom to Groom Policy Agreement prior to any grooming services being performed. Client hereby entrusts pet(s) to Zoom to Groom for the purpose of grooming services.

PAYMENT INFO:

Payment is due at the time of service. Fees must be paid before any further service is provided. Zoom to Groom accepts cash, check or card. Checks returned NSF WILL incur a fee of \$30, plus any fee my bank may charge. No further service will be provided until fee is paid.

CANCELLATION POLICY / NO SHOW / TRIP FEE:

If you cannot keep your appointment, please call or text Zoom to Groom at least 24 hours or more in advance. (334-740-9909). We understand there are emergency situations and will work with you, but not on a continued basis. Last minute cancellations or no shows will be subject to a \$50 fee per pet. All scheduled multiple pet clients, who may decide not to groom one of their pets at the last moment, WILL be responsible for part of the pets grooming charge at \$30 for each pet after the first one is groomed. Ultimately it is Clients responsibility to keep track of their scheduled appointments, However Zoom to Groom will make a courtesy phone call one-business day ahead to confirm and remind you. If you are a first time Client and you are a no show when the groomer arrives for your scheduled appointment, Zoom to Groom will not schedule any future appointments until the no show fee is paid.

On rare occasions, Zoom to Groom may need to cancel your appointment due to equipment failure, weather, illness, etc. Every effort will be made to contact you in advance and to reschedule your appointment ASAP.

APPOINTMENT TIMES

An appointment time is truly an 'estimated time of arrival'. Arrival time will be in a 1-2 hour time span. As a mobile service, our schedule is subject to interruptions and delays, such as, but not limited to: Refueling, traffic, driving distance from previous appointment and running over on a previous appointment. If Zoom to Groom feels they will be more than 15 minutes early or late, Zoom to Groom may call ahead.

COMPLETION TIME:

A typical pet groom can be completed in 1.5 to 3 hours from the time of your appointment. If your pet has behavior issues or skin and coat problems, it will likely take longer. If you have time restraints, we are happy to work with you as much as possible.

OWNER CANNOT BE HOME FOR APPOINTMENT:

First time clients must be home during the entire appointment. Established clients can be away during an appointment, but the groomer must be informed and be in agreement with any plans for picking up and returning your pet.

HEALTH AND SAFETY:

Your pet's safety comes first at Zoom to Groom. Should a medical issue arise during the groom, Zoom to Groom will contact the owner first. If the owner is not available, we will attempt to contact the pet's veterinarian.

CURRENT VACCINATIONS / VETERINARY INFORMATION / MEDICAL ISSUES:

Any medical issues must be disclosed so that the groomer can take the best care of your pet. We require the name of your veterinarian and proof of vaccination before any grooming services will be performed.

Dogs need to be current on Rabies, DHLPP (distemper, hepatitis, leptospirosis, parainfluenza, parvovirus) and Bordetella. Any

medical issues must be disclosed so that the groomer can take the best care of your pet.

MATTED OR NEGLECTED COAT:

Owners should keep their pets on a regular grooming schedule with mid-grooming upkeep to prevent matting. We can work with you to assure you have the tools and information necessary to keep your pet in good condition between appointments.

Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate, or cause skin problems. Ultimately the ability to save a pet's coat will depend on the severity of the matting, and the tolerance and health of the pet. We may have to give your pet a shave down to remove mats. In some severe cases of matting we will recommend that the pet be referred to a veterinarian for mat/pelt removal.

Heavy matting traps moisture near the pet's skin which can cause mold, fungus, bacteria, skin irritations and open sores that exist prior to the grooming process. Removing heavy mats includes the risk of nicks, cuts and/or abrasions due to moles, warts or skin folds trapped in the mats. De-matting and shave downs can cause problems after grooming such as clipper/brush irritation, itchiness, skin redness, self-inflicted irritations or abrasions, and failure of hair to re-grow properly.

Closely shaved pets are prone to sunburn & should 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.

SAFETY / DOG BEHAVIOR:

Client must inform us prior to grooming if your pet has bitten someone or has aggressive tendencies. Zoom to Groom will not accept any aggressive dog. If false accusations about the pet's behavior were made when asked during booking of an appointment, we will discontinue services and Client will still be responsible for the full grooming charge. If the pet should bite, the owner will be held responsible for any and all related medical bills, recovery costs, loss of income and equipment damage. Muzzles and professional restraints may be used if necessary. For the Groomer's safety as well as your pets, Zoom to Groom has the right to refuse service in the event of a pet that cannot be handled safely.

FOR OVERLY AGGRESSIVE OR OVERLY STRESSED PETS, ZOOM TO GROOM WILL NOT BE ABLE TO MAINTAIN YOU AS A CLIENT.

HEALTH AND AGING ISSUES:

Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health issues. Because these pets have a greater chance of injury, they will be groomed for cleanliness and comfort, in styles that will not add to their stress. Should the pet appear over stressed during the groom, the grooming session will be discontinued until a later date. We may recommend that the pet's grooming regime take place in 2 sessions. There will be an added fee for such a plan.

FLEA/TICK INFESTATION / SALON SANITATION:

The owner is responsible for keeping their pet flea and tick free. If a flea or tick is found on your pet, Zoom to Groom may end the groom if it is a major infestation or Zoom to Groom may administer a flea/tick treatment on the pet at the owners expense. If the pet cannot be completed a trip charge of \$30 may be incurred.

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 to Groom, as agent and understands that if Zoom to Groom is unable to contact Client first, then Zoom to Groom, in its sole discretion, may engage the services of a veterinarian at Clients expense.

PICTURES:

Client consents that Zoom to Groom may take pictures of your pet, before and after grooming, and utilize the same for their website, social media for any and all and/or advertising purposes at Zoom to Groom discretion.

Client affirms they are the rightful legal owner, or care giver to the pet for which services are rendered.

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 to Groom harmless from any and all damage, loss, or claims to pet, personal or real property. I acknowledge that the interpretation of this provision is to be read in the broadest sense possible and encompasses any real or proceeded negligence and all acts performed reasonable within the scope of service by Zoom to Groom, 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 to Groom 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 to Groom.

Clients Name (print) _____ Date _____

Clients Signature _____

*Tails are wagging
& pets are bragging!*

