

ZOOM 'n GROOM

TERMS OF SERVICE

Your pet is important to Zoom N Groom LLC and want to ensure you that every effort will be made to make your pet's visit as pleasant as possible.

Pets are accepted for grooming only under the following circumstances:

- The pet is fit and healthy, grooming which takes place on senior or sick/injured pets will be at the owner's risk. Grooming may aggravate a current issue or expose pre-existing health\skin conditions for which Zoom N Groom LLC cannot be held liable.
- It is the owner's responsibility to inform Zoom N Groom LLC of any medical conditions that may be impacted by grooming.
- The pet's rabies vaccine is up to date (as required by law).
- In the event of an emergency, in your absence, you authorize Zoom N Groom LLC to contact the nearest Veterinarian and authorize the Vet to treat the pet as necessary at your expense.
- Payment is to be made at the time of service. Payment can be cash, check or credit card. Returned checks will incur a \$35 charge.
- Nail cutting and ear cleaning are part of the service unless the process is too stressful for the pet or too dangerous for the groomer.
- We do NOT offer anal gland expression, as this should be performed by a licensed veterinarian.
- "De-matting" or complete coat removal will dramatically alter your pet's appearance. This procedure may expose pre-existing health\skin problems for which Zoom N Groom LLC cannot be held liable.
- We reserve the right to refuse service to any pet or client for any reason.
- Due to the nature of a mobile service, appointment times have an hour window prior to, or after, the agreed to appointment time. Every effort is made to have on-time appointments, this is to buffer unseen circumstances not within control of Zoom N Groom LLC.

1. Cancellations

We work as long as conditions are not dangerous. If you are unsure, please text to confirm.

- Cancellation and rescheduling of an appointment, by the client, requires 48 hours' notice to waive the full appointment fee.
- In the event of inclement weather, a family emergency or any other uncontrollable circumstance, the groomer has the discretion to waive the fee within the 48-hour period.
- We reserve the right to cancel or reschedule a groom if we feel the need to do so. Every effort will be made to reschedule at a time convenient for both the client and the groomer.

2. No-Shows

It is considered a "no-show" when the client is not available at the scheduled appointment time and does not contact the groomer to cancel or reschedule.

- We reserve the right to charge the full grooming fee due to the loss of revenue caused by a "no-show". Please make every effort to contact us and cancel or reschedule, when possible, to avoid such situations.