

Zoomin Groomin of the Palm Beaches – Terms of Service

Effective Date: July 30, 2025

1. Agreement to Terms

By using the services provided by Zoomin Groomin of the Palm Beaches ("Service Provider"), an independently owned and operated Zoomin Groomin franchise, you ("Customer") agree to the following terms and conditions outlined below.

2. Scope of Services

Service Provider agrees to perform hygienic care and cleaning ("Services") for Customer's pet(s) at the agreed location, in exchange for a grooming fee.

3. Customer Responsibilities

Customer agrees to:

- a. Confirm their pet is healthy and fit for grooming
 - b. Disclose any medical or behavioral issues
 - c. Cooperate with Service Provider in relation to Services
 - d. Respond promptly to all necessary inquiries or decisions
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4. Standard of Care

Service Provider will take all reasonable precautions to ensure the safety of both pets and groomers.

5. Service Location

Services are performed in a mobile grooming unit at a location designated by the Customer and approved by the Service Provider. If services occur at a residence or third-party location, the Customer assumes liability for any damages caused by their pet.

6. Acknowledgment of Risk

Customer understands minor grooming risks may occur, including but not limited to nicks, clipper irritation, or brushing sensitivity. Service Provider is not liable for these occurrences.

Photo Usage: Groomers may photograph pets for professional use and social media. To opt out, notify the groomer before your appointment ends.

7. Medication Policy

Groomers will not administer sedatives. If your pet is prescribed medication for grooming, documentation must be provided prior. If grooming is paused due to safety, a \$30 fuel fee will apply.

8. Vaccination Policy

We require a 48-hour window post-vaccination before grooming to ensure your pet's comfort and safety.

9. Matted Coats

If a pet's coat is matted:

- Option 1: Customer brushes coat and reschedules (fee applies)
 - Option 2: Groomer shaves coat as needed (may incur extra charges)
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10. Flea and Tick Policy

Pets with fleas or ticks will not be accepted. If discovered during grooming, a \$30 removal fee may apply if treatment is provided.

11. Right to Refuse Service

Service Provider reserves the right to halt services if the pet cannot be handled safely. A minimum \$30 fuel fee applies in such cases.

12. Cancellation Policy

- **By Customer:** Must cancel at least 24 hours in advance to avoid a 50% fee.
- **By Service Provider:** May cancel without penalty due to weather, equipment failure, or emergency.

13. Payment & Fees

- \$30 fee for returned checks
- Payment due within 48 hours or a \$30/day late fee applies
- Credit card processing incurs a 3% fee
- Authorization to charge card on file if unpaid

14. Indemnification

Customer agrees to indemnify and hold harmless Zoomin Groomin Parties from all claims related to injury, illness, or damages caused by their pet unless due to gross negligence or misconduct.

15. Property Damage & Home Access

Zoomin Groomin is not liable for damage to your property during service. Written authorization is required for home access while you are away.

16. Emergency Authorization

In case of emergency and inability to reach Customer, Service Provider may seek immediate veterinary care. Customer assumes financial responsibility for all costs incurred.

17. Appointment Reminders & Communication

By signing this agreement, you consent to receive appointment reminders and service-related updates via SMS. Reply STOP to opt out. Message and data rates may apply.

If you consent to receive conversational, informational, and promotional SMS from Zoomin Groomin of the Palm Beaches, you agree to receive these types of SMS from us. Reply STOP to opt-out; Reply HELP for support. Message & data rates may apply. Messaging frequency may vary. Visit [Privacy Policy URL] to see our Privacy Policy and terms and conditions.

18. SMS Communication

1. The information (Phone Numbers) obtained as part of the SMS consent process will not be shared with third parties for marketing purposes.
2. Types of SMS Communications:
 - a. If you have consented to receive text messages from Zoomin Groomin, you may receive messages related to the following (provide specific examples):
 - Appointment reminders
 - Follow-up messages
 - Billing inquiries
 - Promotions or offers
3. Message Frequency:

Message frequency may vary depending on the type of communication. For example, you may receive up to 5 SMS messages per week.
4. Potential Fees for SMS Messaging: Please note that standard message and data rates may apply, depending on your carrier's pricing plan. These fees may vary if the message is sent domestically or internationally.
5. Opt-In Method: You may opt-in to receive SMS messages from Zoomin Groomin in the following ways (This is an example. Please include the method used.)
 - By submitting an online form
6. Opt-Out Method: You can opt out of receiving SMS messages at any time. To do so, simply reply "STOP" to any SMS message you receive. Alternatively, you can contact us directly to request removal from our messaging list.
7. Help: If you are experiencing any issues, you can reply with the keyword HELP. Or, you can get help directly from us at (insert the link)
8. Standard Messaging Disclosures:
 - Message and data rates may apply.
 - You can opt out at any time by texting "STOP."
 - For assistance, text "HELP" or visit our [Privacy Policy] and [Terms and Conditions] pages.
 - Message frequency may vary

19. Final Acknowledgment

By booking services, Customer agrees to all terms above and releases Zoomin Groomin from liability except in cases of gross negligence. Customer authorizes emergency decisions as outlined and acknowledges variable pricing based on coat condition, grooming needs, and in-person evaluation.

Questions?

For assistance or more information, contact us at:
eric@zoomingroominpalmbeaches.com

