

NEW CLIENT FORM



Owner Information

Full Name: _____ Date: _____

Address: _____ City: _____ Zip: _____

Home Phone: _____ Cell Phone: _____

Secondary Owner/Emergency Contact: _____ Phone: _____

How did you hear about Coastal Zoom Groom? _____

Pet Information

Name: _____ Breed: _____ Weight: _____

DOB/Age: _____ Sex: ☐ Male ☐ Female Neutered/Spayed: ☐ Yes ☐ No

Vet: _____ Clinic: _____ Phone: _____

Current on Vaccines? ☐ Yes ☐ No (documentation required) Flea Prevention? ☐ Yes ☐ No

Health Issues/Allergies/Current Medications: _____

Temperament/Behavioral Concerns: _____

Has your pet ever bitten anyone? If yes, describe: _____

Professionally groomed before? ☐ Yes ☐ No Last Groom Date: _____

Usual/preferred grooming schedule (frequency): _____

Policies, Waivers, and Release

Appointments, Cancellations & No Shows

Due to the nature of this mobile grooming business and the travel required, please allow some leeway time for the groomer to arrive at your location for your scheduled appointment. You will be called and notified if the groomer expects a late arrival time.

To cancel or reschedule your appointment, please call at least 48 hours in advance; failure to provide adequate notice will result in a \$25 charge. It is at Coastal Zoom Groom's discretion whether to waive the fee for emergencies or extenuating circumstances. If your pet is not available to be groomed at the specified time, we will wait at your location for 15 minutes. Failure to show up to your appointment will result in a No Show charge, which will equate to 50% of the estimated total groom time for your pet. Cancellation and No Show fees must be paid before another appointment may be scheduled.

Pricing & Payments

Pricing is based on the rate of \$65/hour (in 15 minute increments after the first hour) and the duration of the groom varies based on each dog's breed, size, coat type, coat/skin condition, temperament, and/or special handling needs. All quoted grooming prices are estimates and are not final until after the groom is completed. All services must be paid in full—by cash or check only—upon completion of the groom at the time the pet is picked up. A \$30 service fee will be charged for returned checks.

Current Vaccinations

All pets being serviced must be current on all core vaccinations. For dogs, that includes rabies, DHLPP, and bordetella (not required but highly recommended). For cats, that includes rabies, FHV1, FCV, FPV, and FeLV. Documentation and Proof of Vaccination must be provided to be kept on file with Coastal Zoom Groom.

Aggressive Animals & Refusal of Services

Owners must disclose any previous dangerous behavior exhibited by their pet. Restraints such as muzzles may be used to perform grooming services to ensure the safety of the groomer, and we will not continue working, or may skip stressful procedures, if your pet's behavior is compromising its safety and/or that of the groomer. Aggressive behavior that results in a bite or other injury to the groomer will be reported to the Animal Control agency of the county where the grooming was performed, in accordance with the requirements of Oregon law.

Coastal Zoom Groom has the right to refuse services at any time. In the event that your pet is too stressed or becomes too dangerous to groom, we have the right to refuse, stop, or cancel grooming services at any time before, during, or after grooming and the client will be charged a fee for the services rendered until that point.

Matting & Shave Policy

Pets with severely matted coats require extra time and attention. Mats in a pet's coat grow tight and can eventually damage and tear the pet's skin, leading to a variety of health issues: parasite infestations, infections, irritated/sensitive skin, scabs and sores, foxtails/burrs imbedded in the skin and ears, etc. Heavy matting can also trap moisture near the pet's skin, allowing mold, fungus, or bacteria to grow, producing skin irritations that exist prior to the grooming process. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats.

Coastal Zoom Groom will not cause serious or undue stress to your pet by de-matting excessively matted coats. Although we will do our best to keep as much coat as possible, the severity of matting may require the pet to be shaved, as the only way to humanely remove mats is to clip the coat off all the way down to the skin. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to regrow. Pets will usually scratch and chew on themselves after grooming because the skin can breathe and feels different. If your pet needs to be shaved to remove matting, you acknowledge that you agree to this procedure and any risk presented. There will be added time and cost required to slowly and carefully tend to matted coats. The owner is responsible for the condition of the pet's coat and may not hold us responsible in the event of adverse effects of mat removal.

Policies, Waivers, and Release (cont.)

Pre-Existing Conditions

Coastal Zoom Groom will not be held liable for any pre-existing conditions and injuries that may be aggravated during the grooming process. We take every effort to handle, move, and restrain your pet safely and comfortably during the grooming process, but owners are responsible for disclosing and notifying us of any pre-existing conditions and known or suspected injuries suffered by your pet. Conditions and injuries include, but are not limited to, the following: neck or back issues, orthopedic issues such as arthritis, previous surgeries, seizures, breathing or heart issues, skin issues, etc.

Senior Pets

Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health problems. We will use extra care and patience for older pets; however, Coastal Zoom Groom will not be held responsible for any reaction due to the mental or physical stress of the procedures. Older pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. If in our judgment, brushing or clipping is determined to cause too much stress to the pet, we will modify or terminate the haircut.

Accidents & Injuries

Your pet's safety and comfort is our number one priority. Although accidents are very rare, there is always a risk when handling animals. We use extreme caution and care in all situations, but grooming equipment is sharp and possible problems could occur including cuts, nicks, scratches, kinking of nails, etc. In most cases, this occurs when the pet is wiggling, moving around, or struggling against the groomer. In the event that an accident does occur, you will be notified of the accident. If Coastal Zoom Groom feels it is necessary and the owner is not on site, we will seek immediate veterinary care for your pet with the closest vet clinic and the owner agrees to pay for all expenses.

Interruptions During Grooming

For the safety of both the animals being groomed and the groomer, it is very important that you do not interrupt the groomer while she is working in the van. After dropping your pet off, please do not knock for us to open the door or try to step back into the van. Your pet may become anxious and excited to see you and may start jumping around, making it difficult and even dangerous to continue grooming. If you have any questions or further information to relay to us after dropping off, please call. When your pet is finished, you will receive a call to come pick them up or we will bring them to your door (depending on your request).

Hold Harmless Agreement

By signing this agreement, the pet owner agrees to hold Coastal Zoom Groom harmless from any damages, losses, or claims arising from any condition or ailment of the undersigned pet(s), either known or unknown by Coastal Zoom Groom. It is understood this clause applies to any and all pet(s) receiving any service(s) from Coastal Zoom Groom.

I hereby certify that I have read, fully understand, and agree to all of the above information, terms, and policies:

Owner's Full Name (print): _____ Date: _____

Owner Signature: _____

Pet(s) Name(s): _____

Additional Pet(s) Information

Name: _____ Breed: _____ Weight: _____

DOB/Age: _____ Sex: ☐ Male ☐ Female Neutered/Spayed: ☐ Yes ☐ No

Current on Vaccines? ☐ Yes ☐ No (documentation required) Flea Prevention? ☐ Yes ☐ No

Health Issues/Allergies/Current Medications: _____

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Owner Signature: _____

Pet(s) Name(s): _____