



Intake Form

(please print)

Owner Information

First Name:		Last Name:	
Street Address:			
City:		State:	Zip Code:
Mobile Phone:	Home Phone:		Work Phone:
Email Address:			
Secondary Owner Name:		Phone:	Email:
How did you hear about us? <input type="checkbox"/> Google/Internet <input type="checkbox"/> Other:			
<input type="checkbox"/> Friend			
Emergency Contact			
(someone we can release the dog to in the event you cannot pick up your pet)			
Name:		Phone:	Email:
Veterinarian Information			
Business Name:		Veterinarian Name:	Phone Number:

Pet Information

Pet Name:		Type: <input type="checkbox"/> Dog <input type="checkbox"/> Cat	Breed:
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Spayed/Neutered: <input type="checkbox"/> Yes <input type="checkbox"/> No		Weight:
Birth Date:	Color/Markings:		

Health & Grooming History

(leave blank if Unknown – use Other Information section to explain health conditions if Yes)

	Yes (explain below)	No		Yes (explain below)	No		Yes (explain below)	No
Blind:			Deaf:			Heart Condition:		
Diabetic:			Epileptic:			Musculoskeletal Issues:		
Allergies:			Sensitive Skin:			Warts/Moles/Skin Tags:		
Biter:			Shy/Nervous:			Comfortable in a Crate:		
Barker:			Hyper:			Aggressive: <input type="checkbox"/> Cages <input type="checkbox"/> People <input type="checkbox"/> Other: _____ <input type="checkbox"/> Animals		

Sensitive Areas: _____

Professionally groomed before? (circle one) **YES NO**

Scared of hair dryer? (circle one) **YES NO**

May we give your dog treats? (circle one) **YES NO**

Other Information

(use this space to explain health/behavior conditions)

Grooming Policies and Release

(please sign and initial as read and understood)

Your animal is very important to us at Haute Dogge Grooming Salon! We would like to assure you that every effort will be made to ensure your animal's grooming experience is as safe and pleasant as possible. Safety comes first for everyone during the grooming process: people as well as the animals. You are required to execute a Grooming Release form prior to any services being performed.

Health or Medical Problems:

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the animal's owner upon signing this agreement.

Accidents:

Although accidents are very rare, there is a risk when handling pets. Although we use extreme caution and care in all situations, grooming equipment is extremely sharp and possible accidents can occur, including (but not limited to): cuts, nicks, scratches, or quicking of the nails. In most cases, this can happen when a pet is wiggling or moving around. *Your pet's safety and comfort is our number one priority.* In the event an accident does occur, you will be notified. If Haute Dogge Grooming Salon feels it is an accident requiring veterinary attention and the pet owner is not on-site, We will seek immediate veterinary care for your animal at the nearest, open vet.

Veterinarian Authorization -- Medical Emergencies:

This release gives Haute Dogge Grooming Salon full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any medical emergencies while the pet is in the care of Haute Dogge Grooming Salon.

TARDINESS:

After one hour, your pet may be housed in a crate for the night and a \$50 charge will be applied to your account in addition to the late fees accumulated. We are not a boarding or daycare facility, a late drop-off / pickup can affect the day's schedule and causes delays in the rest of the schedule and undo stress for the grooming staff and the pets. We know that issues come up and sometimes can't be avoided, but we ask that everyone please work on promptness for drop-off and pickup.

- If you arrive more than 15 minutes late for your scheduled appointment, it may be cancelled if the groomer has a full schedule. A cancellation fee of 50% of the groom fee may be charged.

- Unless special arrangements have been made, we request that all pets be picked up within 1 hour of their owners being called (including those calls where we leave a message). If you are going to be later, please let us know as soon as possible so we can plan for it. For customers that abuse this policy, during business hours a fee of \$5.00 may be charged for every fifteen minutes your pet remains on the premises after expected pick up time.
- We close at 3:00 pm Monday through Saturday at our Franklin and Nolensville locations and at 4:00 pm in our Spring Hill location. Once we close, we may charge a fee of \$1 per minute except for the last appointments of the day, which are expected to be picked up by fifteen minutes after closing time after which the charges may be incurred.
- After one hour, your pet may be housed in a crate for the night and a \$50 charge will be applied to your account in addition to the late fees accumulated. In the worst-case scenario where no communication is given to us about retrieval by business opening the next day, Animal Control may be contacted for abandonment.

We understand that at times special circumstances may arise. If that is communicated to your groomer in a timely manner, fees may be waived at the manager's discretion.


CANCELLATIONS AND NO SHOWS:

The last few months we have experienced an increase in no shows and last-minute cancellations. On average we currently have between 3-5/day. Not only does this effect revenue for the business, but our dedicated groomers pay is based 100% on commission. When a client no shows or cancels last minute, the groomer does not have enough time to re-book the appointment slot or call a client from our cancellation list.

Effective October 1, to make an appointment, we will require a credit card to be kept on file. With the first no show/last minute cancellation, 50% of the groom price will be charged. After the second no show/last minute cancellation, 100% of the groom price will be charged and pre-payment for all future appointments will be required. Please note that we require a 24-hour notice for cancellations.

We can't thank our clients enough for your business over the years. Your cooperation with this matter ultimately helps us operate more efficiently, while also accommodating as many current and new clients as we can

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Haute Dogge Grooming Salon to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above.



Signature:

Date:

(please initial each policy below as read and understood)

_____ **Current Vaccinations**

(initial) All dogs being serviced in our grooming salon must be current on their rabies vaccination. If you have documentation, please bring it with you or provide us your Veterinaries contact information for verification.

_____ **Cancellations/No call-No Show**

(initial) Although you may be provided with at least one appointment notification as a courtesy, it is your responsibility to keep all appointments. If you are unable to keep an appointment, please provide us with a minimum of 24 hours' notice. This will allow us time to refill that time slot.

Charges may be incurred for notifications less than 24 hours. The first time **MAY** be forgiven, and a copy of the policy will be provided for you to review. The second occurrence will incur a **50% of the groom cost cancellation fee**. A third occurrence will incur the charge for the missed appointment plus prepayment for all future appointments.

A client who no-shows without explanation will not be offered another chance to reschedule unless they pay for the missed appointment and prepay for all future appointments. A client who no-shows with an explanation can reschedule once payment has been made for the missed appointment.

_____ **Extended Stay**

(initial) Once we close, we will charge a fee of \$1 per minute except for the last appointments of the day, which are expected to be picked up by fifteen minutes after closing time after which the charges may be incurred.

After one hour, your pet may be housed in a crate for the night and a \$50 charge will be applied to your account in addition to the late fees accumulated. In a worst-case scenario where no communication is given to us about retrieval by business opening the next day, Animal Control may be contacted for abandonment.

_____ **Fleas/Ticks**

(initial) Flea/tick *treatment is required* from April through November to enter our salon. If your pet has any fleas, they will be given a flea bath at your expense of \$10 in addition to the base cost of the bath or groom. If you do not want them to receive one, you can reschedule your appointment after the flea infestation is resolved by you. **We are not responsible for flea infestation on treated pet(s), One your pet(s) leave our facility. It is fully up to the owner to treat their homes, yards, etc. to prevent infestation. Your pets will always leave Haute Dogge Grooming Salon Flea Free. We are not responsible for skin issues caused by fleas. I.e. allergies, welts, abrasions, scabs, etc.**

_____ **Matted Coats**

(initial) Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, This provides a breeding ground for parasite infestations and infections. Haute Dogge Grooming Salon *Will not cause serious or undue stress to your pet by de-matting excessively matted coats* and may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, producing skin irritations that exist prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. 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 an additional charge for this process: it is very time consuming and causes extra wear on grooming equipment. De-Matting Charges. After the first 15 minutes of normal brushing, it's 1\$ per minute afterwards.

_____ **Tardiness**

(initial)

If you arrive more than 15 minutes late for your scheduled appointment, it may be cancelled if the groomer has a full schedule. A Late fee of \$15 may be charged.

_____ **Payment**

(initial)

Payment is due at time of pick-up. We accept cash, Visa, MasterCard, Discover, American Express, and checks.

_____ **Satisfaction**

(initial)

Your satisfaction is important to us. If you are unhappy for any reason, and would like something adjusted, we will be happy to make any adjustments when you pick-up your pet from his/her appointment. We also understand that your pet is excited to see you when you pick them up, making it hard to closely evaluate the haircut. If, once you get home, you decide that you would like something adjusted, please call us and we'll make arrangements. *You must call us and bring your pet in within 72 hours of picking them up* from their appointment, otherwise a fee may apply.

Signature:

Date:

Matted Pet Release

Pet Name	Date

What is matting?

“Matting” refers to densely tangled clumps of fur in a pet’s coat. If a coat is not properly and/or frequently brushed, loose and live hair become embedded in large masses. Sometimes “mats” can be combed out, but if left too long, it is impossible without seriously harming the animal.

Matts can form in both the outer coat as well as the deeper undercoat. Sometimes severe matts form in the undercoat and are unnoticeable because of a heavy outer coat. If left completely unattended, a pet’s fur can become entirely matted to such an extent that the only recourse is to shave the entire coat.

What are the dangers?

Severe matting can be extremely painful to your dog during brushing. Brushing only causes live hairs to be pulled out of the skin with excruciating pain. Even mild matting can cause your pet a great deal of pain.

Matting can cut off blood supply to extremities and deny regular air circulation. Skin denied fresh air and stimulation from regular brushing becomes quite unhealthy. It can turn dark pink to red, and open sores are apt to form emitting foul odors. Even organic matter, like weeds and stickers, can become embedded in the skin. Mats have been known to contain stool of the pet and even fly larvae that further irritate the skin. Remember, sometimes these mats and their consequences can be completely hidden from view.

Some severely matted pets may require the attention of a veterinarian.

How we remove matting?

Throughout the grooming industry, the term “dematting” simply means to brush the matts from the dog(s) skin and coat. If the dog is caused discomfort, we will have to shave the dog completely.

Your Pet is **IMPORTANT** to us!

Because we care about your pet’s safety and well-being, we want to assure you that every effort will be made to make sure your pet’s visit as pleasant as possible.

Because your pet is severely tangled or matted, it is at greater risk of injury, stress and trauma. All precautions will be taken. However, problems occasionally arise, during or after grooming, such as nicks, clipper irritation and mental or physical stress.

In the best interest of your pet, we request your permission to obtain immediate veterinary treatment should it become necessary

I hereby grant permission to grant to Haute Dogge Grooming Salon to obtain emergency veterinary treatment for my pet.

Owner name:

Signature: _