



## Wet Paws LLC dba Wet Paws Mobile Pet Grooming

PO Box 51864, Albuquerque, NM 87181-1864

### Client Intake & Agreement for Services

Please enter your pet parent/pet owner information below. \*

First Name \*

Last Name \*

Mobile Phone \*

Email \*

**SAMPLE ONLY**

If you have a landline or secondary phone number, please enter it below.

Your answer

Please provide the physical address for the appointment (not a billing or mailing address). \*

Address \*

City / Town \*

State / Province \*

Postal Code \*

Is there a gate code, parking information, or other special access instructions? \*

Your answer \*

Who is your veterinarian or veterinary clinic? \*

Your answer \*

What is your veterinarian's phone number? \*

Your answer \*

Pet #1 - Please provide their name, breed, approximate age, and approximate weight.\*

Your answer \*

**SAMPLE ONLY**

Pet #2 - Please provide their name, breed, approximate age, and approximate weight.

Your answer

Pet #3 - Please provide their name, breed, approximate age, and approximate weight.

Your answer

Pet #4 - Please provide their name, breed, approximate age, and approximate weight.

Your answer

Describe your pet's temperament from prior professional grooms. If previous groomers have shared information about your pet's behavior or temperament, please share with us below.\*

Your answer \*

### **The following are policies of Wet Paws LLC dba Wet Paws Mobile Pet Grooming ("Wet Paws" or "company"):**

**Hours of Operation:** Grooming appointments are available from 8:30 am to 5:00 pm with the last single pet appointment of the day scheduled no later than 3:30 pm; the last multiple pet appointment of the day scheduled no later than 2:30 pm or earlier. Appointments are offered seven days a week and your request is subject to advance scheduling (appointment), groomer availability, and geographic area/route. We will make every effort to accommodate your preferred date, time, location, and groomer. Major holidays, inclement weather conditions, road construction/traffic, equipment maintenance/unexpected repair, or groomer wellness may temporarily reduce our overall availability. Hours for our office are 8:00 am to 4:00 pm Monday through Friday and all messages (phone, email, text) are checked throughout the day and periodically over the weekend.

**Appointments:** Appointments can be requested online at [www.wetpaws.pet](http://www.wetpaws.pet), by calling the office at 505-633-4300 or 833-938-7297, or directly with your groomer upon completion of your current appointment. Appointments are on a first-come basis and must be secured with a credit or debit card to be confirmed. When services are provided, you may utilize the card on file or provide a different payment method. Our website and office staff can share more

information about the payment methods available. Telephone calls to or from Wet Paws may be recorded for quality assurance and training purposes.

**Cancellations:** Please provide as much notice as possible if an appointment needs to be cancelled or rescheduled. The fees for cancellation are below.

- More than 72 hours (3 calendar days) notice - no cancellation fee
- From 49 to 71 hours notice - \$25 cancellation fee
- From 25 to 48 hours notice - \$50 cancellation fee
- Less than 24 hours notice, including upon our arrival or no one being home ("no show") - cancellation fee equal to 50% of services booked for that appointment.

We understand that emergencies do come up and with sufficient notice, we will work to get you rescheduled in lieu of a cancellation fee, when possible.

**Payment:** Payment for services rendered and/or products provided is due in full at the time of service. Returned checks or payments (any method) later determined not valid may be assessed a \$35 handling fee. Past due amounts may be turned over to a third party collection agency. Grooming services and current prices can be found at [www.wetpaws.pet](http://www.wetpaws.pet) under Services & Prices.

As a private business, Wet Paws, in its sole discretion, reserves the right to refuse service to anyone.

## Terms and Conditions for Service

### General Release of Wet Paws LLC dba Wet Paws Mobile Pet Grooming ("Wet Paws").

Wet Paws agrees to exercise reasonable care with regard to Pet Owner's Pet(s). Pet Owner expressly agrees that in the event of Pet Owner's Pet's disease, illness, injury, escape, or death that results from Pet Owner's Pet's grooming appointments with Wet Paws, Wet Paws liability shall in no event exceed the lesser of the current chattel value of a pet of the same species as Pet Owner's Pet(s) or \$500. Pet Owner further agrees to be solely responsible for any and all acts of Pet Owner's Pet while in the care of Wet Paws and to defend and hold Wet Paws and its owners, employees, affiliates and agents harmless from any claims, damages, injury, or other liability resulting from Pet Owner's or Pet Owner's Pet's acts or omissions. If Pet Owner does not pick up the Pet at the completion of services, Pet Owner hereby authorizes Wet Paws to continue to provide the services as set forth in this agreement at Pet Owner's expense (\$60 per 60 minutes) or seek alternative arrangements with a veterinarian or boarding facility at the Pet Owner's expense. If Pet Owner's Pet is deemed abandoned, Wet Paws, in its sole discretion and as permitted by law, will deliver the Pet to a third-party adoption partner, animal control, animal humane, or other similar agency in accordance with applicable law. If Pet Owner fails to claim Pet for any reason, Pet Owner releases Wet Paws from all further liability and responsibility for Pet Owner's Pet. Pet Owner shall remain liable to Wet Paws for all accrued and unpaid charges, including without limitation any court costs and reasonable attorneys' fees incurred in the collection of the charges. You are more than welcome to bring your pet to the van for the handoff to the groomer and/or receive your pet from the groomer at the van.

Pet(s) shall be current on vaccinations while receiving services from Wet Paws; Pet Owner affirms that the pet(s) is (are) in good health and current on *at least* the following vaccinations:

- Canine: DHPP, Rabies (optional/not required: Bordatella/Kennel Cough)
- Feline: FVRCP, Rabies (optional/not required: Bordatella/Kennel Cough)

Proof of current vaccinations must be on file with Wet Paws at the time of service. Information on how to share this information with the company is at the end of this agreement. Wet Paws cannot provide grooming services for Pets that are pregnant (and up to 4 weeks after giving birth or actively nursing), in splints, casts, stitches, bandages, or have contagious conditions, sores, open wounds, fleas, or ticks. Pets with a pre-existing health conditions (eg. heart conditions, history of seizures) should be cleared by your veterinarian/veterinary clinic before being groomed. To receive our services, puppies and kittens must have completed their first round of puppy/kitten vaccinations, including rabies, which usually occurs around six months. In lieu of a maximum age, the determination of ability to be groomed is on a case-by-case/pet-by-pet basis. A Pet may be turned away for grooming services or an appointment shortened if the company or groomer has concerns about pet or groomer safety.

If your pet is moderately to severely matted, the groomer may determine that any service other than a partial or full shave is not humane and therefore will prioritize "humanity over vanity." Matted coats can cause a variety of skin and health problems. Matted fur does not allow for proper air circulation or for the skin to dry properly. This may cause hot spots, rashes, or other bacterial or fungal issues/infections. Matted fur pulls, binds, and visibly bruises the skin causing pain; in extreme cases, the matting may cut off circulation to ears, tails, feet, and legs causing hematomas or issues in the extremities. Matting also pulls the skin and may increase the likelihood of being cut during grooming. A fee to carefully address this condition may be assessed.

For the safety of all parties, we recommend that you (pet parent) do not accompany your pet and groomer into the grooming van during the appointment. Not only is it a very small space, we don't want you to be injured (eg. slip, trip, bump your head). This also allows the groomer to give your pet their undivided attention (and vice versa) without distraction.

### Photo Release

Wet Paws may take photos or videos ("photos") of Pet Owner's Pet while receiving Wet Paws services or while in Wet Paws care. Pet Owner hereby grants Wet Paws Inna perpetual, irrevocable, royalty-free right and license to publish, distribute, adapt, modify, or otherwise use the photos, or any portions thereof, in any manner for any commercial or non-commercial purpose without Pet Owner's advance notice, review, or approval.

### Severability

In the event that any provision of this agreement is determined to be void or unenforceable, such determination shall not effect the remainder of this agreement, which shall continue to be in force.

I confirm that all information provided in this document is correct. I further agree to the policies, terms, conditions, releases, services, and prices of Wet Paws provided herein.\*

☐ I agree

Please sign below. An electronic signature has the same legal effect as a handwritten (pen and paper) signature. Upon submission, a copy of this completed document will be emailed to you.\*

Clear

**SAMPLE ONLY**

Please sign here

☐ I agree to use electronic signatures in accordance with these [terms and conditions](#).

Date Signed:\*

Month / Date / Year \*



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## How to submit proof of vaccination

Please submit a Certificate of Vaccination, Veterinary Invoice for vaccinations, or similar proof of vaccination document (or ask your veterinarian to submit on your behalf) in any of the following ways:

1. **text to:** 762-227-5059 (*preferred method*)
2. **file upload:** see below (*preferred method*)
3. **email to:** yourfriends@wetpaws.pet
4. **fax to:** 505-633-4163
5. **mail to:** Wet Paws, PO Box 51864, Albuquerque, NM 87181-1864
6. **in person:** provide the groomer a copy at the time of service; they will take a photograph and return the original to you OR bring a copy to our office to be scanned into your profile.

We are not able to accept "rabies tags" as there are no dates of vaccination administration or expiration. Thank you for your prompt attention to this matter.

Per #2 above, if you choose to upload vaccination documents, please do so below:

 Drop files here or [browse](#) to upload (up to 3 files can be uploaded)

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Submit