

The Pampered Pet

CLIENT INFORMATION SHEET

VIP:

CLIENT NAME: _____

DOG BREED(S): _____

PET PARENT(S) NAME: _____

ADDRESS: _____

PHONE NUMBER: _____ EMAIL: _____

AGE: _____ GENDER: _____ BIRTHDAY: _____

SPAYED/NUETERED? Y N

DATE OF SHOT EXP: _____

EMERGENCY CONTACT: _____

PHONE NUMBER: _____

VET NAME: _____

ANY HISTORY OF AGGRESSION AGAINST OTHER DOGS?

Dogs interact with each other here more than a traditional groomer.
Please indicate if this is not appropriate.

ANY FOOD ALLERGIES? _____

OK TO GIVE TREATS? Y N DOG FOOD USED? _____ WHEN WAS HIS/HER LAST GROOM? _____

OK TO USE PHOTOS ONLINE/PRINT MATERIAL? Y N _____

HOW DID YOU HEAR ABOUT US?

CURRENT CLIENT: Y N

WHO CAN WE THANK?

OTHER: _____

PRONE TO ANY SEIZURES, ILLNESS ETC? IF SO, PLEASE LIST.

OK TO TAKE DOG TO VET IN EMERGENT SITUATION?

Y N

GROOMING SALON RELEASE

We appreciate you reviewing our Grooming Salon Release Form thoroughly. You are entitled to a copy of your own; if you would like one please advise grooming salon and a copy will be made for you by pickup.

Your pet is very important to us. All of us **The Pampered Pet** would like to assure you that every effort will be made to make your pet's grooming experience as safe, relaxing and **Amazing as possible**. Safety comes first for everyone, people as well as the animals, during the grooming process.

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 pet's owner upon signing this contract/ agreement.

Pet Owner's Initials: _____

ACCIDENTS

Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when an animal 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 of the accident. If our grooming staff feels it is serious, and the owner is not on-site or readily available, we will seek immediate veterinary care for your pet with our neighbor,

Rehoboth or Savannah Animal Hospital.

Pet Owner's Initials: _____

CONTINUED...

VETERINARIAN AUTHORIZATION-MEDICAL EMERGENCIES

This release gives The Pampered Pet full authorization to seek medical treatment from our neighbor, **Rehoboth Animal Hospital**, in the case of any medical emergencies while in the care of The Pampered Pet.

Pet Owner's Initials: _____

CURRENT VACCINATIONS

Any new puppy clients being serviced in our salon must be up to date on all puppy vaccinations. Adult/Senior dogs must be current on Rabies. Clients must also submit accurate and recent copies of vaccination records for our file.

Pet Owner's Initials: _____

DANGEROUS OR AGGRESSIVE ANIMALS-REFUSAL OF SERVICES

The Pampered Pet has the right to refuse any services at any time. In the event that your pet is too stressed or becomes dangerous to groom, The Pampered Pet the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and client will be charged a grooming fee (for what was done up until that point).

Pet Owner's Initials: _____

USE OF MUZZLES

Muzzling does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts in a way that is dangerous, The Pampered Pet as the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

MATTED COATS

Animals with severely matted coats require extra attention. Mats in an animal's coat grow tight, and can ultimately damage and tear the animal's skin, which provides a breeding ground for parasite infestations. The Pampered Pet will not cause serious or undue stress to your pet by dematting. Mats can be very difficult to remove, and may require the pet to be shaved. Removing a Very 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 private parts causing fungus or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, hematomas, redness, self-inflicted irritations or abrasions and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure, and any risk. There will be an additional charge for this process: it is time consuming, and causes extra wear and tear on grooming equipment. We are happy to direct to you to more information about mats.

Pet Owner's Initials: _____

CANCELLATIONS

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any salon cancellations are made at least 24 business hours in advance. Out of respect for other customers as well as our grooming staffs time, after three no-show no-cancellations or three cancellations with less than 24 business hours notice, a full-price deposit will be required with each appointment thereafter. **No Show fee is \$50**

Pet Owner's Initials: _____

PAYMENT

Payment is due at time of pick-up. We accept cash, personal checks, Visa, MasterCard & Discover (credit or debit). We also accept Venmo @The-Pampered-Pet

Pet Owner's Initials: _____

SATISFACTION

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. Once, however, you take your pet home from the appointment, any return visits will be treated as a new appointment.

Pet Owner's Initials: _____

PHOTOGRAPHS

This release form authorizes The Pampered Pet to take photos of your pet for client file and for company website and Facebook page. All photos taken are the property of The Pampered Pet.

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 The Pampered Pet to accept telephone reservations 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 of Pet Parent: _____ **Date:** _____

Printed: _____ **VERIFIED BY:** _____