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**New Client Information**

**CLIENT INFORMATION**

NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PHONE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ CITY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ STATE: \_\_\_\_\_\_\_\_\_ ZIP: \_\_\_\_\_\_\_

HOW DID YOU HEAR ABOUT US?

* Google
* Facebook
* Next Door
* Referral (Please include name) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PET INFORMATION**

**DOG 1**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Birth or Age: \_\_\_\_\_\_\_\_\_\_ Gender: M/F

Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(please be as specific as possible) Color: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Current Veterinarian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is your pet taking any medication? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vaccination Expiration Dates:

* Rabies \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Distemper \_\_\_\_\_\_\_\_\_\_\_\_\_
* Bordetella \_\_\_\_\_\_\_\_\_\_\_\_\_

**DOG 2**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of Birth or Age: \_\_\_\_\_\_\_\_\_\_ Gender: M/F

Breed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(please be as specific as possible) Color: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Current Veterinarian: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is your pet taking any medication? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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* Distemper \_\_\_\_\_\_\_\_\_\_\_\_\_
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##### A logo of a dog grooming salon  AI-generated content may be incorrect.

##### **Wags To Riches Policies**

**PLEASE READ CAREFULLY**

Wags To Riches offers a cage & crate free grooming environment, please respect our staff and our other clients while in the salon for your designated appointment**. All dogs MUST BE on a leash before entering and exiting the salon due to the safety of your pups, other pups and clients in the salon.**

**As a courtesy, our software will send each client a REMINDER TEXT the day prior to your appointment. You must confirm your appointment once you receive the reminder. If we do not receive a reply via text that confirms your appointment, your appointment will be released and given to another client. We will always be committed to your appointment date and time and request that you extend the same courtesy. Multiple No-Shows will put you at risk of losing your client status with us.**

We are a completely cage-free grooming salon, so it is important that you arrive on time to drop off and pick up of your dog. Due to the fact that we are cage-free, we only groom one dog at a time per groomer, so that we may give your pet our upmost attention, unlike other traditional salons that have many pets arrive, to then be placed in a cage until their groomer is ready to begin their services. Due to our salon being cage-free your pet will be in the care of your groomer from start to finish.

To provide special attention and one-on-one service to your pet, we work within a very tight schedule. If you are not able to drop off your dog within 15 minutes of the scheduled appointment, we will not be able to groom your dog that day. Lateness on your part will affect the groomer’s time with your pet and in turn, affect the next client’s appointment. Likewise, there will be an added fee for pets picked up after 15 minutes of notifying that your dog has been groomed unless you have made arrangements with us at time of booking. Please note the following:

* Due to limited lobby space, we ask that you arrive only **5 mins** prior to the grooming appointment.
* Pick up time is within 20 minutes of the text or call from your groomer, to notify you that your pet is ready for pickup. If you need more notice for picking up, please let the groomer know at drop off. If you are 15 minutes past pick up time, we reserve the right to charge an additional $1 for every minute that you are late.
* **Not showing or arriving 15 minutes past your scheduled appointment time will not allow enough time to complete your groom and you will incur a charge equal to 100% of the groom(s).**
* If you need to cancel, we hope you will give as much notice as possible, but we require at least 24-hour notice or for multiple dogs booked we require 48-hour notice. This allows us to try to replace your appointment. If we are not able to replace your appointment, we reserve the right to charge a 100% cancellation fee.

**THIS PORTION OF THE FORM IS TO STATE THE FOLLOWING:**

* We are committed to removing mats safely and comfortably before we resort to cutting them or shaving them at a charge of **$15-$25** depending on severity. Please understand that if removal of the mats is too painful or uncomfortable for your pet, it may result in uneven areas or possibly having to shave down closer than requested length.
* If we cannot safely groom your dog (with restraints and muzzles) we may recommend you pick up a sedative at your vet office before returning for another groom and you understand there is a possibility the groom may not be able to be completed.
* **It is each client’s responsibility to keep your pet up to date on their vaccinations. In accordance with NC state law, we are unable to perform any service on your pet if any of their vaccines are out of date.**
* Should your pet have fleas, we will be automatically flea dipped, and you will be charged an additional $10.00.

**BY SIGNING THIS FORM, YOU AGREE AND UNDERSTAND ALL OF THE ABOVE TERMS.**

* Signature(s): Date: x

x

* Print Name Here: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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