



New Client Information Form

First Name		Last Name	
Street Address			
City, State, Zip		Phone	Is it OK to text?
Email Address			
How did you hear about us?			
<input type="checkbox"/> Google		<input type="checkbox"/> Bar K 9 Park	<input type="checkbox"/> Social Media
<input type="checkbox"/> Drive by		<input type="checkbox"/> Other - please list	<input type="checkbox"/> Television
<input type="checkbox"/> Friend (Provide a name and they get a discount on next visit)		<input type="checkbox"/> Elevate	

Pet Information

Pet Name	Breed	Type (Dog or Cat)
Birthdate	Color/Markings:	

Health History

Please list any health issues we should be aware of:

Pet Attributes

Please select all that applies (at least 1 per category)

Attributes	Personality	Behavior	Explain:
<input type="checkbox"/> Jumper	<input type="checkbox"/> Energetic	<input type="checkbox"/> May/Will Bite	
<input type="checkbox"/> Protective	<input type="checkbox"/> Timid	<input type="checkbox"/> Growls	
<input type="checkbox"/> Mouthy	<input type="checkbox"/> Affectionate	<input type="checkbox"/> Snaps	
<input type="checkbox"/> Fears loud noises	<input type="checkbox"/> Aggressive	<input type="checkbox"/> Shows Teeth	
<input type="checkbox"/> Kennel Trained	<input type="checkbox"/> Playful	<input type="checkbox"/> Trembles	
<input type="checkbox"/> Leash Trained	<input type="checkbox"/> Independent	<input type="checkbox"/> Perfect Angel	

Has your pet ever bitten a person? If yes, explain:

Has your pet ever attacked another animal? If yes, explain:

Emergency Contact

Someone we can release the dog to in the event you cannot pick up your pet

Name	Phone	Relationship
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Veterinarian Information

Business Name	Phone Number
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Grooming Preferences

	Yes	No		Yes	No
Has pet been professionally groomed before?			May we give your pet treats?		
Is your pet scared of the dryer?			Would you like a cologne/perfume?		
Do you prefer a certain type of shampoo out of the following?					
<input type="checkbox"/> All-purpose (Deep cleaning)		<input type="checkbox"/> Hypo-allergenic			
<input type="checkbox"/> Oatmeal		<input type="checkbox"/> Deshedding			

Release of Photos

The sPaw does not sell or release any personal information on owners or their pets, unless requested.

If you approve the use of photos for social media events/postings/release, please sign below.

The owner is never "tagged" or identified by name. If a photos is used, The sPaw may simply use the pet's first name with the image.

Signature:

Date:





Grooming Policies & Release Form

Your animal is very important to us. The sPaw would like to assure you that every effort will be made to make your animal's grooming experience 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 sign this form prior to any services being performed. *(please initial each policy below as being read and understood)*

_____ **Leashes** - All dogs must be kept on a leash in the parking lot and in the building unless in a private, closed room.

_____ **Current Vaccinations** - All pets being serviced in our grooming salon must be current on their rabies vaccination and provide documentation if we are doing the grooming. If they are using self-service, they must provide as requested.

_____ **Health or Medical Problems** - Occasionally grooming can expose a hidden medical problem or aggravate a current one. All medical expenses for veterinary care will be covered by the animal's owner.

_____ **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 the event an accident does occur, you will be notified. If The sPaw feels it is an accident requiring veterinary attention and the pet owner is not on-site, The sPaw will seek immediate veterinary care for your animal. This release gives The sPaw full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any medical emergencies. All veterinary costs and expenses will be the responsibility of the animal's owner.

_____ **Cancellations/No call-No Show** - Because we book and staff 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 rescheduling or cancellations be made at least 24 business hours in advance or a fee of \$15 will apply. If you do not show up to your appointment, this is considered a "no-call, no-show" and a fee of \$20 will apply. This payment is required to be paid before another appointment may be scheduled.

_____ **Late Pick-up** - When dropping off your pet we will give a timeframe of when we believe your pet will be done. All pets brought in for grooming must be picked up within one hour of the time they are informed their pet is ready. A \$15 late fee will be charged for any pets remaining after that one-hour timeframe. We are not held responsible for anything that may happen while your pet is waiting to be picked up.

_____ **Fleas/Ticks** - If fleas or ticks are found on your pet, it is The sPaw's grooming policy to give a flea bath at an additional minimum cost of \$15. This cost covers the special shampoo; time and extra clean up to insure no fleas or ticks are active in our spa.

_____ **Dangerous or Aggressive Animals - Refusal of Service** - The sPaw has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, The sPaw has the right to refuse services, stop grooming services or cancel services at any time before, during or after grooming.

_____ **Sedated Pets** - We do not work on sedated pets as there is a risk of side effects from the sedation that we are not medically trained to handle. If we believe your pet has been sedated, we will refuse services or stop services and a fee will be charged for services rendered until that point.

_____ **Matted Coats** - 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, which provides a breeding ground for parasite infestations and infections. We 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. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasion and failure of the hair to regrow. There will be an additional charge for this process: it is very time consuming and causes extra wear on grooming materials. De-matting will be charged \$5-\$25 in addition to the cost of the groom.

_____ **Muzzles** - The sPaw does not muzzle a pet unless the pet's behavior leaves us no alternative. 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 sPaw has the right to stop grooming services at any time and a service fee will be collected for services rendered thus far.

_____ **Payment** - Payment is due at time of pickup. We accept cash, debit or credit cards. We do not accept checks.

_____ **Satisfaction** - Your satisfaction is important to us. If you are unhappy for any reason, please visit with the manager 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 you would like something adjusted, please call and we'll make arrangements. You must call within 24 hours of picking them up.

Owner's Printed Name _____

Owner's Signature _____ Date _____