

Wandering Pack Grooming New Client 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"/> Facebook <input type="checkbox"/> Other: _____			
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:
BirthDate:	Color/Markings:	

Health & Grooming History								
(leave blank if unknown – use Other Information section to explain health conditions if Yes)								
	Yes	No		Yes	No		Yes	No
	(explain below)			(explain below)			(explain below)	
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:		

Other Information	
(use this space to explain health/behavior conditions)	
Sensitive Areas: _____	
Professionally groomed before? (circle one) YES NO	
May we give your dog treats? (circle one) YES NO	
Do you prefer scent-free products be used on your pet? (circle one) YES NO	

Please initial each policy below as read and understood

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

(initial) 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 rescheduling or cancellations be done within 24 hours of your appointment. If you do not call to cancel and do not show up to your appointment, this is considered a “no call, no show” and a fee of \$25 will apply and is required to be paid before another appointment may be scheduled.

_____ **Dangerous or Aggressive Animals -- Refusal of Services**

(initial) Wandering Pack Grooming has the right to refuse any services at any time. Although very rare, in the event that your animal is too stressed or becomes dangerous to groom, Wandering Pack Grooming has the right to refuse services, stop grooming services, or cancel services at any time before, during, or after grooming and client will be charged a grooming fee for the services rendered until that point.

_____ **Sedated Pets**

(initial) We do not work on sedated pets, since there is a risk of side effects from the sedation that we are not medically trained to handle. If you sedate your pet for its appointment and do not inform us of it, you understand that we will not be held liable for any repercussions related to the sedation. 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**

(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, which provides a breeding ground for parasite infestations and infections. Wandering Pack Grooming 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. A de-matting fee will apply in addition to the cost of the groom.

_____ **Payment**

(initial) Payment is due at time of pick-up. We accept cash, checks, Cash App and Venmo.

_____ **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 will make arrangements. You must call us and bring your pet in within 24 hours of picking them up from their appointment, otherwise a fee may apply.

_____ **Pick up Policy**

(initial) Staff will provide an estimated time for the length of the total service at the time of drop off. We provide a 30-minute notice to allow for travel time to pick up your pet. Please make sure we have accurate and current contact information at time of drop off. We are not a day-care facility and our kennel space is limited. Our policy allows for you to have enough time to travel to pick up your pet. Once the 30 minutes is up and your pet still has not been picked up, there will be a "Day Care Fee" of \$25.00. This is to ensure comfort for the animals and so that we can accommodate all pets on our schedule. You agree to pick up your pet when notified of their completed service or estimated completion time. Picking up your pet late may subject you to "Day Care Fees" Violation of these policies could result in cancellation of appointment, fees associated, and possible deletion of account(s). If accommodations need to be made for early drop off or late pick up, please discuss with me to make those arrangements so that I can be sure I have space and it will work with the schedule.

_____ **Consent to Use Photos**

(initial) You hereby grant Wandering Pack Grooming, without limitation, the right to use your pet's name and likeness in connection with the Services for any publicity without further compensation or permission.

_____ **Potty breaks**

(initial) In order to keep a sanitary work environment, we ask that you walk your dog to relieve themselves prior to your appointment. A clean-up fee of \$20 may apply if it is a repetitive problem.

Grooming Policies and Release
(please sign and initial as read and understood)

Your animal is very important! Wandering Pack Grooming 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 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 Wandering Pack Grooming feels it is an accident requiring veterinary attention and the pet owner is not on-site, Wandering Pack Grooming will seek immediate veterinary care for your animal.

Veterinarian Authorization -- Medical Emergencies:

This release gives Wandering Pack Grooming 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 Wandering Pack Grooming. All veterinary costs and expenses will be the responsibility of the animal's owner.

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 animal(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Wandering Pack Grooming 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: _____

We look forward to seeing you!