



# 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 <small>(explain below)</small>	No		Yes <small>(explain below)</small>	No		Yes <small>(explain below)</small>	No
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:		

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**

Other Information
(use this space to explain health/behavior conditions)



***Please initial each policy below as read and understood***

\_\_\_\_\_ **Current Vaccinations**

(initial) All dogs being serviced in our grooming salon must be current on all their vaccinations and provide documentation of such. All puppies must be at least 12 weeks old and current on their puppy series vaccines with documentation of such. With this agreement you must provide a vet's signed copy of vaccination certificate.

\_\_\_\_\_ **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.

\_\_\_\_\_ **Fleas/Ticks**

(initial) Flea/tick treatment is required from April through November to enter our salon. If your pet has any fleas, they will be given a flea bath at your expense in addition to the base cost of the bath or groom. If you do not want them to receive one, you can re-schedule your appointment after the fleas are resolved by you.

\_\_\_\_\_ **Dangerous or Aggressive Animals -- Refusal of Services**

(initial) The Groom Station 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, The Groom Station 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 as 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. **The Groom Station 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. **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, Visa, MasterCard, Discover, American Express, Apply Pay, and checks.

\_\_\_\_\_ **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.



## Grooming Policies and Release

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(please sign and initial as read and understood)

Your animal is very important to us and The Groom Station 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 The Groom Station feels it is an accident requiring veterinary attention and the pet owner is not on-site, The Groom Station will seek immediate veterinary care for your animal.

### Veterinarian Authorization -- Medical Emergencies:

This release gives The Groom Station 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 The Groom Station. 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 dog(s) or cat(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting The Groom Station 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 are required to keep a *signed* copy of your pet's vaccination record on file showing Rabies, Parvo, Distemper vaccinations.

Please be sure to bring a vet's signed copy of your pet's vaccination certificate showing all vaccinations!

We look forward to seeing you!