



New Client Form

First Name: _____ Last Name: _____
 Address: _____
 City, State, Zip: _____
 Home Number: _____ Cell Number: _____
 Email: _____
 Secondary Contact: _____ Phone Number: _____
 Emergency Contact: _____ Phone Number: _____

Preferred Contact

What is the best way to reach you for appointment reminders and to notify you that your pet is ready for pick up?

Cell Phone

Reminders

Pick Up

Home Phone

Reminders

Pick Up

Email

Reminders

Text Message

(avail. Winter 2018)

Reminders

Pick Up

Cancellation Policies

If you are unable to keep an appointment we ask that you please **give notice at least 24 hours** in advance of your scheduled grooming so we can fill your appointment slot from our waitlist.

1st cancellation without 24 hour notice is excused, because we understand the sudden emergencies of life that require cancellation of appointments from time to time.

2nd cancellation without 24 hour notice: We reserve the right to charge a cancellation fee of 50% of the cost of the scheduled services.

3rd cancellation without 24 hour notice: We reserve the right to ask the client to provide a credit card number to book and hold future appointments.

Appointment Length

Quality grooming takes time, which means additional time may be required depending on your pets' breed, coat, condition and behavior.

We ask that you allow a **minimum of four to five hours from arrival** per pet for their grooming appointment. This is for your pet's benefit, as the grooming process can be tiring, for pet and groomer.

Pets are given multiple breaks throughout the groom process to rest. All pets in our care are given water, comfortable beds, potty breaks and lots of love and attention. If your pet has special needs, please let us know and we will work to accommodate them.

Let us know, in advance, if you cannot pick up within an hour of your estimated end time, 4-5 hours after arrival.

Drop Off and Pick Up

We offer **drop off times between 8:30am to 1:30pm**, your drop off time will be discussed when you make, or rebook, your appointment. Clients that rebook always get priority for early morning appointments.

Dropping off before your scheduled appointment time is by prior request only, with the foreknowledge that your dog's groom will not be started before your original drop off time.

Pick up time will be discussed when you bring your pet in for its appointment, we will try our best to accommodate your schedule. **Arriving late to your appointment forfeits your privilege to a preferred pick up time.** Appointment length will be estimated from 4-5 hours after your pet has arrived in our salon.

Please pick up your pet in a timely manner after you have received a call from us that your pet is ready, as space in our salon is limited and your pet can't wait to show off their new 'do!

Signature: _____



Grooming Contract

We strive to give all pets the best possible care while here at The Paw Spa. However, barring absent negligence on our part, we assume no responsibility for loss, sickness, injury or death. If a pet becomes seriously injured or ill, all attempts will be made to contact the Owner of the pet. In the event the Owner or the Emergency Contact can't be reached, we reserve the right to take the pet to a veterinarian (VCA Magnolia) at the Owner's expense.

Matting: The Owner understands that if their pet is matted, there is an increased risk for clipper burn or cuts due to difficulty of attempting to remove the matting. Extensive matting requires reading and signing our separate Matted Pet Release Form; your Groomer will assess if this is necessary at Drop Off. Prevention is the best defense against matting by scheduling regular grooming appointments, as well as brushing and combing your dog between grooms.

The Owner also understands that if the pet is elderly or has health issues, there is an increased risk for stress related health issues to occur. Although our Groomers will take all necessary precautions to prevent any occurrences, the Owner understands that grooming can be stressful to some pets.

The Owner must inform Magnolia Paw Spa and staff of any aggression the dog has shown towards people or other animals, especially involving the grooming process. Please indicate these on the Pet Info page. Muzzles may be used for the safety of our staff and to prevent your dog from practicing aggressive behaviors.

Magnolia Paw Spa reserves the right to stop or refuse services if at any time the groomer or other staff determines that we cannot continue the grooming process because of safety or health reasons.

If fleas, ticks or other parasites are found on your pet, treatment (Capstar) is mandatory and an extra fee will apply. This isn't only for your pet's benefit, but also for all other animals in our care to prevent infestation.

Proof of Vaccination

In order to maintain the safest possible environment for our furry guests, we require that all pets in our salon be up to date on their vaccinations. **For dogs, we require Rabies, Distemper (DAPP) and Bordetella** to be up to date. **For cats, we require FVRCP and Rabies** to be up to date. Feel free to bring the vaccinations in with you during your first appointment or have your veterinarian email them to us at grooming@magnoliapawspa.com.

When you update your pet's vaccines, please provide us with an updated copy of their vaccine records.

This contract is in effect whenever your pet is in our care. I understand and agree to the policies and contract set forth here by Magnolia Paw Spa.

Signature: _____

Date: _____



Pet Info

Pet's Name: _____ Breed: _____

Color: _____ Sex: _____ Weight: _____ Altered? _____ Age: _____

Vet Clinic: _____ Referred by: _____

Physical

Mark with an X

Blind Arthritic Deaf Epileptic Bumps / Moles Heart Condition

Allergies? _____ Any other health concerns? _____

Behavior

Mark with an X

Does your dog ever show reactivity or aggression for or during...?

People Being Leashed Kenneling On leash Animals Nail trims Brushing

Personality

Mark with an X

Calm Anxious Energetic Vocal Shy Young Elderly

Additional things your groomer should know: _____

Grooming

All grooming services (baths, trims, grooms) include:

Bath, blow dry, brush out, nail trim, ear cleaning and shaving of the paw pads and sanitary as necessary.

Anal Glands Expressed	(included)	<input type="checkbox"/>
Fresh Breath Dental Service	\$15	<input type="checkbox"/>
15 minutes of Shed Control	\$15	<input type="checkbox"/>
Hot Oil Treatment (dull coat)	\$15	<input type="checkbox"/>
Mud Mask Bath Treatment (dry skin)	\$15	<input type="checkbox"/>
Nail File	\$5	<input type="checkbox"/>
Special Shampoo*	\$3-5	<input type="checkbox"/>

Hypoallergenic Moisturizing Plumtastic Rainforest Whitening Deodorizing