



NEW CUSTOMER INFORMATION

PERSONAL INFORMATION

Last Name: _____ First Name: _____

Mailing Address: _____

Physical Address: _____

City: _____ State: _____ Zip Code: _____

Home Phone Number: _____

Work Phone Number: _____

Emergency Contact Person: _____

Emergency Phone Number: _____

Email: _____

PET INFORMATION

Pet Name: _____

Breed: _____ Sex: M F

Color: _____ Birthdate: ____/____/____ Weight: _____

Medications: _____

Veterinarian Name: _____

Veterinarian Phone Number: _____

VACCINATION DUE DATES

Distemper: ____/____/____ Rabies: ____/____/____ Canine Cough: ____/____/____

G R O O M I N G I N F O R M A T I O N

Below we've provided an area for you to describe in detail how you would like your pet groomed. We will review your notes to avoid confusion. Please provide any special needs pertaining to the care of your pet.

Please check all that apply:

Bow Bandana

Shampoo:

Basic Oatmeal Whitening

Tar & Sulphur Conditioner

Note: Flea treatments will incur an additional \$5 charge.

D R O P - O F F A N D P I C K - U P P O L I C Y

The grooming process normally takes 2 to 4 hours. You will receive a call when your pet is finished with their groom. We do appreciate if you could pick up within the next hour after your dog is complete unless other arrangements have been made. We are a small facility and try to rotate the dogs in and out throughout the day so there is not an overload of dogs in the shop. If dogs are not picked up by closing time you may incur a \$30 overnight fee or \$20 late pick-up fee if these terms are not met. We do appreciate your understanding and respect.

Isle of Paws Pet Grooming Policy Agreement

Every client is required to read and sign this Policy Agreement prior to any grooming services being performed.

PET AND GROOMER SAFETY

- Proof of pet(s) current vaccinations must be up to date.
- If the pet does not respond to the groomer and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.
- For the pet to properly respond to the groomer it is essential that clients will not assist in the grooming unless requested to do so.

FLEA INFESTATION/SALON SANITATION

- If the pet has fleas, the groomer will soak your pet in an all natural flea shampoo for an addition \$10 fee.
- If the pet is infested the groomer may request you prior to the bath or groom administer a flea treatment from the vet or a capstar from the vet to prevent infesting the salon.

MATTED OR NEGLECTED COAT AND SHAVE DOWNS OR CUSTOM CUTS

- Neglect of the pet's coat can be cause for problems after grooming such as clipper/brush irritation.
- **Client's Choices:** The groomer will de-mat the pet (if possible) The first 10 minutes will be complimentary then \$2 per minute in addition to the regular grooming fee OR the pet will receive a "shave down" to remove the mats. If the client requests the mats combed out, the groomer will not do so if it causes pet undue stress or pain.

PAYMENT

- Payment for grooming services is due at the time the services are rendered unless prior arrangements have been made.
- There is a \$30 NSF/returned check charge and client will be placed on a cash only basis thereafter.

CANCELLATIONS / LATE FEE

Client Cancellations / Late Fee: Isle of Paws must be notified at least 24 hours prior to the scheduled appointment. Leaving a message on the business answering machine is sufficient. Although we will make every effort to give a reminder call about a scheduled appointment, it is the client's responsibility to give us 24-hours notice regardless if we gave a reminder call or not. If a scheduled appointment is cancelled with less than 24-hour notice, we most likely will not be able to fill that spot with such short notice. A fee of \$25 will be charged. A fee of \$25 will be applied to your next groom. Clients will be considered a no show without cancelation if over 30 minutes late with the same charges to be applied.

I, the undersigned, have read and understand and agree to the above terms and my rights and obligations for the grooming and maintenance of my pet(s) and I do hereby entrust my pet(s) to Isle of Paws for the purpose of grooming my pet(s).

Owner Signature Date