

Client's Name/ID: \_\_\_\_\_ Dog's Name: \_\_\_\_\_ Date: \_\_\_\_\_

## Happy Tails Grooming – New Client Information

Thank you for choosing Happy Tails in Dobson to groom your doggo!

Please understand your desired style may not be achievable depending on the texture or condition of the coat. (For example: curly styles for straight hair does not always work or look the same.) If you have a picture of your dog from a prior groom, we generally can follow that well.

Note: A "Puppy cut" is a general term that varies from shop to shop. It is typically one length all over (any length) and everything "rounded".

Puppies usually start at 12 weeks with a "Mini groom" where we get them used to the grooming process. This is in an ASAP slot, and needs to be scheduled as such. Some puppies or dogs that have not been groomed before may not be tolerable to the overstimulation of the grooming process and require short visits to get acclimated, or multiple sessions.

Some styles and requests may incur an upcharge depending on pattern variation or design. Pricing for a full groom and mini groom package is at a base price. Additional charges may be applied for tangles/mats (typically charged per area), aggressive behavior, or any extra assistance needed (some older dogs lack coordination and balance and require assistance). Pricing for assistance is based on aggression, safety, and/or length of time extra hands are needed.

A full groom includes:

- Ear cleaning/ear hair plucking** \_\_\_\_\_ (check here if you choose not to have ear hair plucked)
- Anal gland check and/or expression** \_\_\_\_\_ (check if you choose not to have done) must be coupled w/bath or groom
- Nail trimming** (filing/smoothing is an additional \$5) would you like filing? \_\_\_\_\_ if yes
- Haircut**
- Bow or bandana and scent** \_\_\_\_\_ (check here for no scent) \_\_\_\_\_ check her if no bow/bandana

We will do what the dogs breed and/or coat needs. For example: a shedding dog will get a deshed that is included in the pricing package. We do not do "just a bath", and the pricing is for what the dog's coat needs. There are other places that will rinse your dog off for you economically and do just a bath.

A deshed is included in most "shedding" dogs grooming packages. If a "mini groom" or bath/nail trim is desired, they may also incur brush out and/or demat fees.

If there are severely matted areas,

- I would like the groomer to video/picture and/or call me and not incur extra charges or clip the mats out on the tangled areas. *initial* \_\_\_\_\_
- or use their expertise and do what is in the best interest of my dog, which may include shaving portions of the coat that are severely matted. *initial* \_\_\_\_\_
- or demat what you can, and I understand I will incur additional charges per location/severity of tangles or matting. \_\_\_\_\_ *initial*

In addition to our packaged bath/nail or haircut(full grooming) services, we also offer:

\_\_\_ Teeth Brushing (\$5)

\_\_\_ Nail smoothing (diamagroove) (\$5)

\_\_\_ Medicated Bath Soaks (\$5- \$15)

\_\_\_ Deshedding Bath (included in shedding dogs, but can be purchased for nontypical shedders, such as Doodles)

\_\_\_ Hand Stripping (\$100 - \$150 per hour)

\_\_\_ Flea Removal (not optional; based on size and amount \$10 - \$20)

\_\_\_ Intense Whitening Coat Treatment (\$5 - \$20)

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\_\_\_ Paw Pad Mud Soak (for cracks) (\$5 - \$20)

We also offer "Face, feet and tail, or "mini grooms" on dogs where no clipping is desired on the body. It is in conjunction with a deshed bath or bath/nail.

Once you have read over the above information, please complete:

Has your dog ever been groomed before? YES\_\_ NO\_\_

Where \_\_\_\_\_

Approximately when was the last grooming? \_\_\_\_\_

What was done? \_\_\_\_\_

1. Did the last grooming facility have any issues or concerns we should be aware of? YES \_\_\_\_ NO \_\_\_\_

If so, what were they? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Would you like to have any hair trimmed today?

If so, what areas would you like trimmed?

\_\_\_ Face (Muzzle/Eyes/Ears)

\_\_\_ Ears

\_\_\_ Paw pads(nails will be clipped)

\_\_\_ Sanitary area/tail

\_\_\_ Tail

\_\_\_ Whole Body

\_\_\_ Groomer's discretion/ as needed.

## What areas do you want to MAKE SURE THAT WE DO NOT TRIM

\_\_\_\_\_

\_\_\_\_\_

3. What style or haircut would you like? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. Are there any medical concerns or current medications being taken? YES\_\_ NO\_\_

If so, please explain concerns or list medications and why they are being prescribed:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

5. Any "triggers" or behavioral issues or tendencies we should be aware of? YES\_\_ or NO\_\_

If so, please describe:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6. What is your ideal drop off or pick up time for your pet's groom or bath? Puppies and grooms where client waits, or where completion is expected within 2 hours, will incur an ASAP fee and MUST BE SCHEDULED AS SUCH.

\_\_\_\_\_

\_\_\_\_\_

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**If you need to leave your dog all day, please be aware that we will contact you to pick them up if they are stressing/anxious or excessively barking, so please have someone on standby. If you need to pick up by a certain time we need to know this at scheduling, NOT at drop off.**

**\*\*Puppies under 12 weeks require an ASAP appointment due to their developing immune systems. Puppies 12 weeks and over require a Rabies Vaccine record per NC State Law.**

Current Vet: \_\_\_\_\_

Rabies Tag #: \_\_\_\_\_

**Date Given, and Expiration/Good through:** \_\_\_\_\_

Did the same veterinarian administer your rabies vaccine? Yes \_\_\_ NO \_\_\_

Rabies Admin Vet \_\_\_\_\_

Thank you for bringing your dog to Happy Tails Grooming and Boarding. Due to new client no shows, we now require a deposit to book an appointment. This can be made using cash app, venmo or call with a card over the phone. You can also facebook pay through Ralena's personal account.

Please also understand that we have a strict NO SHOW policy, and if you miss an appointment or call to cancel day of, or do not call, you will incur a 50% of the scheduled groom price that will be due before next scheduled appointment. If you have multiple no shows you will be required to prepay for services before we will reschedule any other appointments.

If Happy Tails Grooming feels that grooming will be too stressful for my dog(s) Happy Tails Grooming will stop immediately and I will be contacted. I will be responsible for any charges up to that point.

I hereby release Happy Tails Grooming of any and all liability associated with any injuries, or medical problems that may be uncovered and/or occur during the "stripping" and dematting process.

I am responsible for any and all parasite fees, extra care/handling, demat or brush out fees in addition to the base groom price. Should my dog(s) need veterinary care after or during the process of dematting, I agree to pay any and all veterinary fees.

I give permission to Ralena Smith of Happy Tails Grooming to give the best care possible to my dog(s) and release the business and its employees from any and all liability that may arise from grooming my dog(s).

\_\_\_\_\_ Owner

\_\_\_\_\_ Date