



### New Client Paper Work:

We apologize for the length of this packet. We ensure the highest quality of care and like to ensure clients are aware of our safety polices. This paper work only has to be completed one time and is kept on file. All client content is secured.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

I want to be sent email promotions and appointment reminders

I do not want to be emailed on a regular basis (emergency only)

Main phone: \_\_\_\_\_ Secondary Phone: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

(someone whom we can contact if you can't be reached)

Veterinarian: \_\_\_\_\_ Phone: \_\_\_\_\_

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### **\* Please notify us if any of your pets are over 10 years old upon establishing an account with us\***

• Pets Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male  / Female  • Neutered  / Spayed

• Pets Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male  / Female  • Neutered  / Spayed

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Age: \_\_\_\_\_

Color: \_\_\_\_\_ Male  / Female  • Neutered  / Spayed

\*Please provide a copy of each pets current vaccines- or provide us with your veterinarian information so we can request these documents.

**For your pets safety & staff safety please answer the following questions (if applicable.)**

**Do any of your pets have medical conditions? (Include food/skin allergies - if any) If so please describe:**

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**Are any of your pets on medication? If so please list:**

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**Do any of your pets have areas on their body that they do not like to be touched? / Any behaviors that we should know about? Please explain:**

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**Do any of your pets have fear of loud noises? Or water? / Any past history of being fearful of the grooming process? Please explain:**

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**Are any of your pets aggressive to any other animals? If yes, please list & explain:**

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**Other:**

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**All new clients will be required to read, fill out and sign this form prior to receiving our services.**

**This document will be kept on file for future reference.**

*Your pet(s) are very important to us, Natalie's Rascals Spa & Pet Services (NRSPS) 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, people as well as the animals, during the grooming process.*

#### **Current Vaccinations:**

For the safety of our spa guests we require pets to be in good health and to be up to date on vaccines. Vaccine requirements (for dogs) include: Bordetella, DHLPP, & Rabies. Please bring copies of these vaccines for our records. Puppies under 9 months of age are excused from Rabies, but must have their first series of vaccines. If your dog can't be vaccinated due to a medical condition please submit a letter from your veterinarian. Our full vaccine policy is available on our website or upon request.

#### **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 (if needed) will be covered by the animal's owner upon signing this contract/agreement. Pet parents are responsible for communicating any pre-existing medical concerns prior to service.

#### **Accidents:**

Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment can be sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. 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 of the accident. If NRSPS feels it needs medical attention, and the owner is not on-site, NRSPS will seek immediate veterinary care for your animal. Local Vet: Clinton Keith Vet (951)677-8999

#### **Eyes:**

When grooming around the pets eyes we are very careful to gently blow hair away from the eyes, however at times we can't prevent all particles related to grooming and the environment away from the eyes. If your pet shows signs of pet irritation this is most likely a result of hair in the eye(s) although uncommon it is a risk. A sterile saline eye cleansing solution can be used to aid. NRSPS is not to be held responsible for any medical treatment in regards to this.

#### **Veterinarian Authorization-Medical Emergencies:**

This release gives NRSPS full authorization to seek medical treatment from the nearest veterinarian in the case if any medical emergencies while in the care of NRSPS. All veterinarian costs and expenses will be the responsibility of the animal's owner. Unless voided by Natalie Cornwell, owner of NRSPS.

#### **Fleas/Ticks:**

NRSPS strives to be a parasite-free salon. NRSPS requires a flea/tick treatment in the event that these parasites are found on your pet(s). If your pet(s) have any fleas they will be given a flea / tick bath at your expense of \$5-\$35 (depending on severity.) This will be mandatory to protect our salon and other guests from parasites. If your pet(s) need(s) several hours of tick removal grooming pricing will differ from our base pricing or you may be referred to a local veterinarian. If we feel the need to add a flea bath after drop off, you will be called and notified. Our flea baths vary from hypo to strong defense.

#### **Foxtails:**

Foxtails can become problematic in the summer as the brush in our area becomes dry and brittle. Foxtails can become imbedded in your pets skin and could cause a variety of issues. Common areas for foxtails to get stuck in are between the toes, and behind the ears. If we notice and foxtails we will remove during bathing, but if the foxtails are deeply imbedded into your pets skin we will refer you to a local veterinarian.

**Matted Coats:**

Pets with severely matted coats require extra attention (extended appointment.) 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. NRSPS will not subject your pet to stress and potential pain by de-matting. Removing a heavily matted coat can cause nicks, cuts or abrasions due to the 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 existed 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 re-grow. In some cases, pets may exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. \*If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to the procedure and are aware of the potential risk and additional fees. However shaving of mats will be at the groomer's discretion and will be discussed during your grooming consult upon drop off. De-matting fees can range from \$10-\$20.

**Refusal of Service:**

NRSPS has the right to refuse any services at any time, in the event that your animal is too stressed or becomes dangerous to groom or NRSPS is concerned of the pets health, NRSPS has the right to refuse grooming services, stop grooming services, or cancel grooming services at anytime before, during or after grooming and client will be charged a grooming fee (for what was done up until that point.)

**Use of Muzzles:**

Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, NRSPS has the right to stop service (as stated above.) We do not muzzle unless your pet gives us a reason to do so. Other methods are used to calm your pet, muzzling is a last resort.

**Satisfaction:**

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. Or we can make any adjustments within 5 business days. We request that any changes you'd like to be named upon your rascals next spa day is communicated so we can meet your expectations next visit's as we keep detailed notes on each account.

**Extended Appointments:**

For safety puppies, seniors, matted pets, and pets with medical conditions may require extended appointment times to allow proper care.

**Photographs:**

Allow / help us grow our business! By signing this release you will be giving NRSPS authorization to use your pets photos for our records, website, Facebook and other promotional material.

**Appointment Length Times, Appointment Policies & Potential Fees:**

We understand that schedules may vary, but we kindly request that pet parents coordinate their schedules to allow us adequate time to properly care for their rascals to our standards. We will do our best to coordinate with your schedules however we won't rush our services for safety reasons. Upon completing a service a phone call will be made to let you know your rascal(s) is/are ready for pick up. Again, we understand that everyone has a schedule to maintain and different life circumstance and as much as we'd love the company we kindly request that pets are picked up shortly after being called upon. Again with safety in mind, we can only safely contain so many pets at once. We book in a strategic manner that avoids "over booking" which also creates the peaceful environment we strive to create and are well known for. When pets are not picked up for several hours after services this limits our space for the next guests checking in. Also, when pets are left in our care for several hours we are responsible for potty breaks and any other care they may need which we will happily provide of course. However, the extended care does deplete time from our other guests. Our main concern is safety as always as again we can't exceed a certain amount of pets within our small shop at once; especially larger rascals. NEXT PAGE

All pets left after 3 hour after being called upon for pick up will be charged a daycare fee. This fee will be applied in hopes to encourage a timely pick up so we can ensure safety for all rascals in our care.

#### **Late Pick Up:**

We close our salon Tues-Sat at 5pm, pets picked up after 5pm MAY be subject to a late pick up fee. Again as stated above we understand the potential of conflicting schedules and will do our best to ensure flexibility, however we kindly request that pet parents keep this time in mind when coordinating schedules. We understand that there may be some circumstances that may keep a pet parent from picking up on time and we ensure to be fair in regards to this. At the end of the day we have groomed many rascals with love and as much as we love what we do we need to get some rest too to be able to pamper the next day's guests.

If for any reason any pets are left over night, boarding fees will apply. Rascals left over night will be given adequate housing for the evening, food and water. Rascals left over night will be available for pick up next business day at 9am (unless specified by management.)

#### **Early Drop Off:**

To help accommodate the active pet parent's schedules we will allow early drop off for rascals 2 hours before their scheduled service(s) without a fee. NOT VALID before business hours; as our salon opens at 9am. This MAY allow us to start services early if our scheduling allows, however if your rascal(s) is/are dropped off early please keep in mind that most likely services won't begin until the scheduled appointment time. Rascals dropped off more than 2 hours early will be subject to a daycare charge.

**{With the potential charges listed above we ensure to be fair, these charges aren't intended to inconvenience anyone, but to ensure safety in our salon by reducing the amount of pets left in our facility at once. Again, we appreciate your understanding and valued business.}**

#### **Late to your appointment:**

Although we try to be fair with life's unexpected moment's, pets over 20 minutes late to their scheduled appointment MAY be asked to reschedule.

#### **Cancelations:**

When we book a pet for a requested service we book based on the breed, coat type, and service request; we allow adequate time to groom each rascal in our care. We kindly request that if you need to cancel your pets scheduled appointment to allow us 24 hours' notice so we can fill your time slot prior to the next business day.

#### **Repeat no shows/no courtesy call:**

Our system automatically notes client accounts that have a no show history. Clients that have a high no show history may not be given desired times for scheduling. A \$25.00 fee may be added to the account if the client has excessive no shows in order to re-book or a client may be given notice of client termination.

**Payment of services are due upon check out:** Cash or debit/credit cards are accepted- no checks

***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 animals for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting NRSPTS to accept phone reservations or emails for service without additional contracts or written authorization. I understand that pricing is subject to change. I have read the terms above and agree with the contents.***

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

**Thank you for taking the time to read our terms and we look forward to providing you and your pet(s) with excellent care!**

**LIEN LAW AND ABANDONMENT LAW**

IF THE AMOUNT DUE FOR SERVICES HAS NOT BEEN PAID PRIOR TO ATTEMPTED PICK UP OF ANIMAL(S) OR THE CLIENT REFUSES TO PAY SERVICE CHARGES AS ORIGINIALLY DISCUSSED IN CONSULT A SERVICE PROVIDER MAY KEEP AN ANIMAL AFTER SERVICES AND THE ANIMAL IS THEN CONSIDERED LIENED. A LIEN IS THE RIGHT TO HOLD ANOTHER'S PROPERTY UNTIL THE DEBT ON IT IS PAID. THE LAW ALLOWS THE SERVICE PROVIDER TO SEEK PLACEMENT OF THE ANIMAL(S) AFTER GIVING AT LEAST 10 BUT NO MORE THAN 20 DAYS' NOTICE TO THE OWNER PRIOR TO PLACEMENT, AFTER THE INITIAL 10 DAY PERIOD HAS ELAPSED. (Civil Code Sections 3051 and 3052.) THE SERVICE PROVIDER HAS THE RIGHT TO NOTIFY PROPER AUTHORITIES OF REFUSAL TO PAY, AS THIS CAN BE CONSIDERED THEFT. A service provider that places a hold on an animal until payment for services is received, is entitled to be reimbursed for the value of the food and shelter provided to the animal after it is ready to be claimed by the owner and during the statutory lien period. A client is initially responsible for the service bill, whether or not they have a dispute about the amount owed. A person may seek civil remedies, such as the small claims court process, to dispute the fees for services, or may work with the service provider to obtain an agreeable payment plan.

**ABANDONMENT LAW:**

According to the statutory abandonment provisions (Civil Code Section 1834.5), IF AN ANIMAL IS NOT PICKED UP WITHIN 14 DAYS AFTER IT WAS INITIALLY DUE TO BE PICKED UP, IT IS CONSIDERED TO BE ABANDONED. THE SERVICE PROVIDER SHALL TRY FOR A PERIOD OF NOT LESS THAN 10 DAYS TO FIND PLACEMENT FOR THE ANIMAL OR TURN THE ANIMAL OVER TO A PUBLIC ANIMAL CONTROL AGENCY OR SHELTER, OR A NON PROFIT ANIMAL RESCUE. PROVIDED THAT THE SHELTER OR RESCUE GROUP HAS BEEN CONTACTED AND HAS AGREED TO TAKE THE ANIMAL.

{Thank you for taking the time to read this, this document is based on the worst case scenario. Not that we anticipate to have issues such as this, there is always a possibility. We promise to be fair and use our best judgment in the event of this occurring. We also promise to have the animals best interest in mind in the event this does occur.}

By signing this document I acknowledge that I have read and understand the information above.

Owners Signature: \_\_\_\_\_

Owners hand written name: \_\_\_\_\_

Date: \_\_\_\_\_