



Client Intake Form

Client Information for Services

First Name: _____ Last Name: _____

Address: _____ Cell Phone: _____

Town/Zip: _____ Alternate Phone: _____

Email Address: _____

Pet Information

Name: _____ Name: _____

Breed: _____ Breed: _____

Weight: _____ Age: _____ Weight: _____ Age: _____

DOB: _____ DOB: _____

Male / Female Fixed / Intact Male / Female Fixed / Intact

Health Concerns: _____ Health Concerns: _____

Behavior Concerns: _____ Behavior Concerns: _____

CLIENT INITIAL: _____ CLIENT INITIAL: _____

How did you hear about The Pawsmetologist?



The Pawsmetologist Policies & Procedures

All clients of The Pawsmetologist are required to complete, initial, and sign the Client Intake Form, The Pawsmetologist Policies & Procedures, Consent and Release Form, and Card Use Authorization Form (signed by an authorized user). Card information will be stored securely in our SQUARE business software and this paperwork will be stored securely. Please initial each policy to show that you have read, understood, and are in agreement with. Policies are non-negotiable and require agreement to have services provided by The Pawsmetologist.

- 1. Card Usage:** The Pawsmetologist requires all clients to have an active credit/debit card saved securely in their client profile on Square, with a completed Card Use Authorization Form signed by an authorized user, which provides ease of payment and also protects income of The Pawsmetologist. If a client or their pet breaches any policy outlined in this contract that warrants cancellation or additional fees (will be specified for each policy), The Pawsmetologist will charge your card on file 100% of the time booked for that appointment (as we charge an hourly rate) and/or the fee as outlined in the policy. As a courtesy to long-standing clients, your previous three invoices will be averaged to determine a fair amount to charge. If you have fewer than three previous appointments, the time booked for the current appointment will be charged to your card on file. **CLIENT INITIAL:** _____
- 2. Pricing:** The Pawsmetologist charges on an hourly rate as service is based on the amount of time taken. A base price is charged for up to the first hour. After the first hour, an hourly rate will be applied for active grooming service. A timer is run during each appointment for accuracy and is paused if your pet needs a hands-off break during their appointment. Note that any acclimation training counts as active grooming time. For example, if nail trim cannot be done safely on your dog and instead the groomer works on positive associations for nail trimming, this still counts as active grooming time, regardless if nails were completed. You should expect slight fluctuations in grooming time and in the final cost of each visit as time varies on the specific coat condition, complexity of service, behavior, age, and various other factors. The time booked for each appointment is an estimate based on the time it should take for a complete grooming to occur on a well-behaved pet whose coat has been maintained well at home and is kept on a regular grooming schedule. New Jersey Sales Tax of 6.625% is applied to every transaction. **CLIENT INITIAL:** _____
- 3. Forms of Payment:** The Pawsmetologist charges your card on file for ease of use. Another card can be used during pick up. Cash and Zelle (sent to 201-951-9825) are also accepted with New Jersey Sales Tax of 6.625% applied. Checks, Venmo, Cashapp, or any other method of payment is not accepted. Payments are due at the time of service. Should you be invoiced for any reason, or if you Zelle and payment is not received by the end of the day of your appointment (11:59pm), a \$10 late fee will be charged for every day that it is late. **CLIENT INITIAL:** _____

4. **Recurring Schedules:** The Pawsmetologist requires all clients to book and maintain a reoccurring grooming schedule of two, four, or six weeks. Frequency is determined by your pet's coat type, desired coat length, at-home grooming routine, activity level, and your pet's grooming behavior and age. Having your dog on a frequent, recurring schedule allows them to get used to the process and keeps the appointments as short as possible. The Pawsmetologist is appointment based and tries to keep appointments quick to reduce stress, fatigue, and to accommodate booking for clients. **CLIENT INITIAL:** _____
5. **Vaccinations:** The Pawsmetologist requires all dogs serviced over the age of 6 months to be current on Rabies vaccinations. Puppies can be groomed after their first round of vaccinations. Appointments made with The Pawsmetologist must be no sooner than 5 days after receiving vaccines to allow for the dog's body to process vaccination and monitor for any possible reactions. For senior dogs unable to be vaccinated, you may submit a note from the veterinarian on practice letterhead saying that they cannot be vaccinated. Failure to provide updated records of Rabies vaccinations after arriving at appointment will result in cancellation and 100% of the appointment will be charged to your card on file. **CLIENT INITIAL:** _____
6. **Fleas & Ticks:** The Pawsmetologist will not take any dogs that are *not* on flea and tick prevention. If fleas are found, grooming will cease, and they must be picked up immediately. It is the owners responsibility to check their pets frequently for fleas and ticks. The Pawsmetologist will charge 100% of the time booked to your card on file with an *additional* \$100.00 for pest control and salon sanitation. Should ticks be found, you may be contacted to pick up your dog immediately depending on the severity. **CLIENT INITIAL:** _____
7. **Pre-Existing Conditions:** It is the owner's responsibility to make The Pawsmetologist aware of any pre-existing conditions that their pet may have. These can include, but are not limited to: arthritis, seizures, blindness, skin conditions, ear infections, allergies, tooth decay, high anxiety, skin growths, or any other physical conditions or limitations. We do our best to accommodate your pet to ensure their safety and comfort during the grooming process, however, should there ever be a need for immediate medication attention, we will make all efforts to contact the owner. If no contact is made, The Pawsmetologist will contact the nearest veterinarian for immediate medical attention. The Pawsmetologist reserves the right to refuse and/or halt services if we determine that our or your pet's health and/or safety is at risk for any reason. We will contact you immediately to pick up your pet and charge on file for time accrued in that session. The Pawsmetologist will not be held liable for any pre-existing conditions your pet may have (whether known or unknown, revealed to or unrevealed to the groomer by the owner), or any reactions of such conditions as a result of the grooming process.
CLIENT INITIAL: _____

8. Behavior, Sedation, Wellness: The Pawsmetologist does accept dogs with behavior issues on a case by case basis. Pets who exhibit aggressive or otherwise unmanageable behavior can pose a serious threat to their own safety and health, as well as the groomer's. We must be thoroughly informed if your pet has any history of biting or aggressive behaviors. The Pawsmetologist reserves the right to refuse service should we determine that the risk of injury to the pet or groomer is too great. In such cases, service will be concluded at whatever stage and 100% of the time booked for that appointment will be charged to your card on file. If your pet bites, harms, causes damage to the premises, a person, equipment, or another animal, you are accountable for all costs resulting from said incident; in addition, The Pawsmetologist will charge for 100% of the time booked for that appointment to your card on file. The Pawsmetologist will groom pets under the influence of a veterinary prescribed and dosed medication administered by veterinarian or owner. The Pawsmetologist does not sedate pets under any circumstances. Females in heat are not accepted due to blood borne pathogens and potential aggression. Dogs with open wounds, ill, or otherwise injured/unwell will not be groomed until The Pawsmetologist receives written authorization from their veterinarian that they are cleared to be groomed. Should a dog be found in heat or otherwise unfit for grooming at the time of appointment, it will be canceled and 100% of appointment time will be charged to your card on file. If your dog is in heat, injured, or unwell, please call 201-951-9825 to reschedule your appointment according to our cancellation policy.

CLIENT INITIAL: _____

9. Matting: The Pawsmetologist does not demat to save the dog's coat. If your pet is matted and requires a shave down, we may refuse services and refer you to a vet for a medically supervised shave down. Matted pets live in pain as the coat tightly pulls at their skin. Matting can conceal wounds, skin folds, parasitic infestation, worms, hot spots, fungus, etc., which are revealed when the matting is removed. Shaving a severely matted pet is painful and dangerous. Severe matting *may* require medical sedation as it causes decreased blood flow to the capillaries of the skin's surface. When matting is shaved off, normal blood flow is suddenly restored to the capillaries which can result in redness or hematomas, which are often mistaken for clipper burn. When their ears are severely matted and then shaved, hematomas or bleeding from the bottom of the ear leather can occur as blood flow rushes back and gravity causes it to pool and leak through the skin. Pets who repeatedly shake their head after ear matting is shaved off may cause hematomas as they further injure their already compromised skin surface. If we find that your pet is matted you will be contacted and it will be discussed how to best proceed.

CLIENT INITIAL: _____

10. Cancellations/No-Shows: Our appointment software sends out *three* automatic reminders about the date and time of your upcoming appointment via text message. The first is sent four days (96 hours) before, the second two days before (48 hours), and the third the day of your appointment at 8:00am. To cancel your appointment please text 201-951-9825 *at least* 48 hours before your scheduled appointment. If you do not show up for your appointment or cancel your appointment within 48 hours of your appointment, The Pawsmetologist will charge 100% of the time booked for that appointment to your card on file. **CLIENT INITIAL:** _____

11. Late Drop-Offs/Pick-Ups: The Pawsmetologist is appointment based and prompt drop-offs and pick-ups are vital to staying on schedule for the day. Please arrive 10 minutes before your appointment time to allow for greetings, discussions, and assessing your pet. If you are running late (in that you will be arriving after appointment time) please send a courtesy text to 201-951-9825 with substantial heads up in case the appointment needs to be rescheduled. If you are more than 10 minutes late for drop-off without a courtesy text, grooming services may be refused (as it cuts into our next client's time and puts us behind) and 100% of time booked for your appointment will be charged to the card on file. If you arrive in the ten minute window between the start of your appointment time (ex. 9:00am - 9:10am), you will be charged \$1 per minute you are late in addition to the cost of service. You will be notified at least 20 minutes before it is time to pick up your pet. If you are more than 10 minutes late for pick-up, a charge of \$1 per minute will be applied to your final cost, as it cuts into the next client's time and puts us behind. **CLIENT INITIAL:** _____

12. Privacy & Respect: The Pawsmetologist is home based located in a residential area. We ask that client's be respectful of our home and neighbors' homes. Please park in front of the house of The Pawsmetologist, walk your pets explicitly on curb grass and clean up after them, do not cause disturbances, litter, etc. If your dog potties on our lawn or a neighbor's lawn, a \$10 fee will be charged in addition to the total cost of the groom. Repeated offenses will result in termination of services. Clients are not permitted inside the home, nor outside to wait or watch, as this can be a safety hazard and cause distress for the pet. The Pawsmetologist does not accept walk-ins, "drop-by's", or in person inquiries. The location is to be visited exclusively for set appointments. Please be respectful of the home's privacy and **DO NOT** visit the location unless dropping off or picking up your pet. Should you need to contact us, please do so via text to 201-951-9825. **CLIENT INITIAL:** _____

Procedures & Expectations

- Please walk your dog or have them potty before arriving for your appointment.
- Ensure that rabies vaccines are up to date and provide a copy before the appointment (can be texted to 201-951-9825).
- Ensure that your pet is free of fleas and ticks. This can be done by running a flea comb through the coat and parting the hair. Hot spots for fleas are usually around the head, base of the tail, and between the legs.
- We highly recommend bringing very high value treats with you to make positive associations with grooming.
- When you arrive, please send a text that you've arrived. **DO NOT RING THE DOORBELL.** Preferably, remain in your vehicle in the event the groomer may be walking out with a dog-aggressive dog on occasions where there is overlap for late pick-ups.
- Do NOT walk your dog on our lawn or the neighbors' lawns. If they must potty or sniff, only use curb grass.



- During check-in, the groomer will go over any questions, concerns, requests, as well as the dog. Time frame for pick up will be given.
- When picking up your dog, please text that you have arrived. Again, do not ring the doorbell. Groomer will give a detailed rundown of how the service went.
- Card will be charged if not paid for during pick up. Tips are not required, nor expected, however, if you would like to include a tip, please let us know ahead of time. They can be charged on the card.
- All done! A ride home with a cute, clean, great smelling, happy dog!

CLIENT INITIAL: _____

Consent & Release

Please initial below:

_____ I understand that if my dog is matted, The Pawsmetologist will not subject my dog to dematting and will shave out any matting that cannot be removed humanely with brushing or combing, and I authorize The Pawsmetologist to removing matting as advised.

_____ I understand that The Pawsmetologist is not responsible for any underlying conditions or reactions my dog may have due to matting or preexisting conditions my dog may have.

_____ In the event of an emergency, I authorize The Pawsmetologist to seek medical attention for my pet.

_____ I understand that any violation of policies warranting cancellation or additional fees, The Pawsmetologist will charge 100% of appointment time and/or the additional fees to my card on file. I also understand that repeated offenses will result in termination of service.

_____ I understand The Pawsmetologist may take photos or video of my pet and that any such media is property of The Pawsmetologist. I waive all rights to any compensation for any of the reproduction, sale, broadcast, and distribution of any photograph(s), audio, and video recording(s) of my pet(s) at any time before, during, and after grooming.

I have read and understand the policies and procedures outlined in this form, and hereby will follow them.

(Printed Name)

(Signature)

(Date)



Credit Card Authorization Form

Please complete all fields. You may cancel this authorization at any time by contacting us. Note, cancelling your card on file without replacement will result in termination of services from The Pawsmetologist. This authorization will remain in effect until canceled.

Credit Card Information

Card Type:

- MasterCard VISA Discover AMEX
 Other _____

Cardholder Name (as shown on card): _____

Last 4 Digits of Card Number: _____

Expiration Date (mm/yy): _____

Cardholder ZIP Code (from credit card billing address): _____

I, _____, authorize The Pawsmetologist to charge my credit/debit card above for agreed upon services, purchases and policies. I understand that my information will be securely saved to my client file for future transactions on my account according to this completed, signed, initialed and agreed upon contract between myself and The Pawsmetologist.

(Authorized User Signature)

(Authorized User Name Printed)

(Date)