



Murrieta Family Pet salon

New Client Form

Owner Name: _____

Co-owner Name: _____

Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Main phone: _____ Secondary Phone: _____

Emergency Contact: _____ (If you can't be reached)

Emergency Phone: _____

I want to be sent email promotions and appointment reminders

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

*** 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

For additional pets please write on the back of the form

___ **Payment:** I understand that due to the nature of pet grooming all quoted prices prior to actually grooming my pet are only estimates. Final price will depend on the temperament of each pet and the condition of its coat. Upon physical inspection of my pet by the groomer a good faith estimated price will be provided. Extra charges may apply for pets that are matted and/or difficult to manage.

___ **Refusal of Service:** MFPS 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 MFPS is concerned of the pets health, MFPS has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during or after grooming and client will be charged a grooming fee (for what was done up until that point.)

***Please provide a copy of each pets current vaccine history or with your veterinarian information so we can request these documents. Having records before a scheduled appointment is highly recommended and will expedite the check-in process. ***

Current Vaccinations: For the safety of our salon guests, we require pets to be in good health and to be up to date on vaccines. Vaccine requirements (for dogs) include: Bordetella, DAP(P), & Rabies vaccines. Puppies under 4 months of age are excused from Rabies, however must have their first series of vaccines. If your dog is not current on vaccines, you may elect a full physical exam and have vaccines updated from our on-site veterinarian, at current price, or reschedule your appointment. If your dog can't be vaccinated due to a medical condition, please submit a letter from your veterinarian.

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 pet's 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.

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 pet's 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 pet(s) is/are ready for pick up.

We understand that everyone has a schedule to maintain and different life circumstances 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 after services this limits our space for the next guests checking in. In addition, when pets are left in our care for several hours, they may become stressed and 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 maintaining safety in our small space.

Late Pick Up: Pets left here after being called upon for pick up may be charged a daycare fee. This fee will be applied in the hope of encouraging a timely pick up so we can ensure safety for all animals in our care. We close our salon on Saturday and Sunday, pets picked up after 5pm MAY be subject to a late pick-up fee. 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. If for any reason any pets are left over night, boarding fees will apply. Pets will be given adequate housing for the evening, food and water. Pets left over night will be available for pick up next business day at 9 am (unless specified by management.) If any overnight guest soils themselves, pet parent agrees to pay for an additional bath and blow dry. You also understand that there will **NOT** be staff onsite to monitor pet's that stay overnight.

Early Drop Off: To help accommodate the active pet parent's schedules we may allow early drop off for pet appointments 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 pet(s) is/are dropped off early please keep in mind that most likely services won't begin until the scheduled appointment time. Pet(s) 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 number 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 moments, 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 pet in our care. We kindly request that if you need to cancel your pet's scheduled appointment to allow us 24 hours' notice so we can fill your time slot prior to the next business day.

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, Murrieta Family Pet Salon (MFPS) would like to assure you that every effort will be made to make your pets grooming experience as safe, pleasant and fear free as possible. Safety comes first for everyone, people as well as the animals, during the grooming process.

Repeat no shows/no courtesy call: Our system 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 and may be asked to be paid for in advance prior to grooming services: 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 pet(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting Murrieta Family Pet Salon 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!