



New Grooming Client Form

Owner Information:

Date: _____ Owner Name: _____ Address: _____

Primary Phone: (_____) _____ - _____ Secondary Phone: (_____) _____ - _____

Email: _____

How did you hear about Riverfront Pets? If referred, by who? They will receive a 20\$ gift card!

- Search Engine (Google, Yahoo, etc.)
- Social Media (Facebook, Instagram, Yelp, NextDoor, etc.)
- Word of Mouth
- Sign, Brochure, or Advertisement
- Other: _____

Pet Information:

Pet Name: _____ Breed: _____ Weight: _____ lbs.

Age/DOB: _____ Spayed Neutered Unaltered Male Female

Veterinarian: _____ Office Phone: (_____) _____ - _____

Address: _____

Flea Treatment: _____ Date Last Given: _____ / _____ / _____

Tell us about your pet. How is s/he with cats, children, or other dogs? Is there anything special we should know?

Date of Last Groom: _____ / _____ / _____

Health Issues, Surgeries, or Medications: _____

Grooming Problems or Concerns: _____

****Please be sure to read and sign the opposite side of this page.→****

Grooming Policies & Release Form

1. Riverfront Pets(RFP) encourages all owners to be time sensitive when dropping off and picking up their pet. While it is understood that life sometimes happens, in order to respect the groomer's time, owners who have two same-day cancellations and/or no shows within a period of one year will be asked to provide a deposit for future grooming appointments. The deposit, equivalent to half the estimated price of the groom, will be forfeit should subsequent appointment be missed.
2. Owners will present a pet that is healthy enough to be groomed. Grooming may expose pre-existing health and skin problems for which RFP cannot be held liable. Grooming an elderly pet or pet with health conditions, known or unknown to the owner, is at the owner's risk. In addition, groomers may refuse grooming if age, health, or behavior present a risk to pets and/or groomers safety.
3. If the owner sedates a pet prior to grooming, the owner assumes all risks related to adverse reaction to medication. In addition, groomers may decline to provide services to a pet who are too lethargic to tolerate grooming.
4. Owner agrees to pay for all grooming services that have been discussed with RFP personnel prior to the groom.
5. If fleas are present, the owner will be contacted prior to grooming. Owner is responsible for additional flea related charges (i.e. flea dip, Capstar, etc). If the owner cannot be reached, no grooming will be performed.
6. Owner understands that all quoted grooming prices are estimates and may be increased or decreased based on coat condition, skin conditions, special handling needs, and behavior of the pet or other special requests made by the owner.
7. Owner understands that de-matting, shaving (especially double coated breeds), clipping, etc, may expose pre-existing skin conditions and lead to skin irritation, patchiness or hair loss.
8. Owner agrees that the pet is up to date on Rabies and Distemper vaccines. In the case of bite/broken skin, the owner must present RFP with relevant veterinary documentation.
9. Owner understands that the pet's nails will be clipped, with the possibility of exposing the quick. This may cause bleeding immediately or post-groom. In the event of bleeding, RFP will apply styptic powder. If bleeding occurs after a visit, apply cornstarch liberally to the nail until bleeding stops. RFP will always notify the owner in the event of nail bleeding.
10. Owner authorizes RFP to seek emergency veterinary care while the pet is in our care, at the owner's expense, if deemed necessary by RFP staff for the health and well-being of the pet.
11. Revisions to grooms can be made up to 7 days after the date of the groom.
12. \$25 will be charged if a pet needs to be the only animal in the room due to behavioral needs.
13. \$20 will be charged as a boarding fee if the pet is not picked up within 1 hour of the completed groom.
14. New client deposits will be forfeited if not canceled or changed within 24 hours of scheduled groom.
15. If you arrive 15 minutes late to your appointment, your groom will be canceled. Groomers cannot accommodate shorter times to groom appropriately.

I understand that signing my name below constitutes legal confirmation of the policies of Riverfront Pets.

X _____ Date: _____