



## Client Information Form

Hours: Mon, Tues, Thurs, Fri 8:00 am – 5:00pm Wed & Sat 8:00am -12:00pm  
 Sunday- By Appointment Only 9:00am-9:30am or 5:00-5:30pm Holiday/Winter Hours as posted

Owners Name		Date
Cell Number	Home Number	Work Number
E:Mail:		
Street, City, ST Zip		
Emergency & Discharge Person (Names & Phone)		
Pets Name	Pets Name	
Breed	Breed	
Color	Color	
Weight	Weight	
Age/ Sex	Age/ Sex	
Vet	Vet	
Shot Records on File	Y N	Shot Records on File Y N
Is your pet on Medications: Yes No Medication For? _____ Medical or Behavior Problems Collapsed Trachea, Seizures, Breathing, Allergies, Scared, Bites, Eats Towels, Chews Leads, Climbs, Thunder, Other:		
If you have 2 or more pets- do you want them housed together.		Yes or No
If pet is here for grooming or boarding do you understand our policies		
Cancellations require 24 hours' notice to avoid a service fee of \$30.00 Prepayments on grooms that have been no-shows. Nanhall will Charge a \$25.00 Late fee for pets picked up after hours. After 30 min we will close and board your pet overnight, a boarding fee & late fee will be added to bill.		

### NANHALL POLICIES

Please respect our hours and understand this is for the safety and security for your pet. There is a **12:00 pm check out time**, after 12:00pm another day is charged. **Payment due when pet is checked in.**

Nanhall is committed to the health and well-being of your pet. Keeping him on the same diet will aid in his health. Please portion the food per feeding in individual resealable bags or containers.

Medication: Please label pets meds in resealable bag per medication schedule, Extra charge for Medications

Our establishment agrees to exercise due and reasonable care and to keep the premises sanitary and properly enclosed. Your pet will be fed, watered regularly, provided proper exercise, and housed in safe, clean quarters

**PLEASE READ & SIGN NEXT PAGE**

We require all pets to be current on all shots. Dog WILL NOT be discharged to anyone, but client, unless a Discharge person is listed. The services we provide are done so without liability for loss or damage from disease, death, running away, theft or fire, and from injury or damage done by your pet to people, other animals, property, himself, allergic reaction to medication dispensed by owner or vet, or other unavoidable causes. Due diligence and care are exercised. Should you pet cause damage to another dog or the property, you as the owner will be responsible for those costs incurred.

To keep our facility clean, any Pet that is excessively dirty, or has flea or parasite infestation will be bathed and treated immediately, this includes boarding and daycare services. The owner is aware that they will be responsible for any charges incurred for this extra service.

Owner will stipulate any Behavior Problems and be responsible for physical damage done by pet, to kennel (Damage fees start at \$75.00), to himself, another pet, or person. As a result of his behavior, should Pet bite any Nanhall employees, owners, visitors, and/or other pets, owner is liable for all Doctor and Hospital Bills.

Owner will stipulate Medical Conditions. If pet becomes ill or if the state of the animal's health otherwise requires professional attention, Nanhall, in its sole discretion, may engage the services of a veterinarian. Owner hereby, authorizes Nanhall and the veterinarian to give immediate care. Owner agrees to indemnify defend and hold Nanhall, its employees and agents harmless from loss, cost, expense arising from any veterinary treatment. Every effort will be made to contact the Owner/ Emergency Person.

Nanhall uses Cage Dryers, Force Dryers & Fluff Dryers to dry your pet for grooming/bath. Nanhall uses ear powder to pluck the hair in pet's ears. dogs with excessive ear hair may get an ear infection, because of the excessive hair. Under some circumstances, there is a risk of nails bleeding, i.e., unruly, unmaintained.

On a severely matted grooming dog, we will shave dog. Owner understands that Nanhall cannot be responsible for clipper burn, minor nicks, irritation from neglected/matted coats, or from pets possessing mild to severe skin allergy, nor will we be held responsible for stressful effects grooming may have upon the pet.

I grant Nanhall Pet Spa, it's representatives and employees, the right to take photographs of my pet and to copyright, use and publish the same in print and/or electronically. We may use such photographs of pet with purposes as publicity, illustration, advertising, and web content.

Nanhall has a lien on pet(s) for unpaid charges. Pets not claimed within 4 days of return date will be classified as abandoned and will become property of Nanhall. Nanhall may dispose of pet(s) for all unpaid charges, at private, public sale or to shelter or rescue group. If sale shall not secure a price adequate to pay charges delinquent, then Owner shall be liable for bill and any attorney's fees. Nanhall is not responsible for leashes, lost toys, bedding, food, etc. left with the pet. Nanhall Reserves the right to charge additional fees for services we consider over and above the norm covered by our standard rates.

Nanhall will charge a Special Handling Fee for unruly, elderly, or aggressive pets. Extra charges for excessive Medication, for broken appointments unless 24 hours' notice is given, and late fee's. Owner agrees that Nanhall will keep a credit card number and driver's license on file. Owner authorizes Nanhall to charge the credit card account for outstanding kennel fees, veterinary fees, we charge a handling fee for taking charge cards over the phone.

We reserve the right to refuse service to any animal or person that might pose a threat or other to staff or themselves.

All Prices Represent the Cash Discount. We do not accept checks. No Refunds or Exchanges..

Date \_\_\_\_\_ Owner/Agent \_\_\_\_\_

