

# Grooming Request Form for New Clients

Kathy Hysen, *Certified Feline Master Groomer*



Please Note: This form can be printed, filled out and mailed to me or it can be completed on your computer using the free Adobe Acrobat Reader (available [here](#)) or on Google Drive.

To complete the form using Acrobat Reader, save this form to your own computer, open it using Acrobat Reader, complete the form and save it again on your computer or cloud account.

To complete the form using your Google Drive, open this form using Google Drive, click on the print icon in the top right corner and complete the form. Click the print icon again to save it as a pdf on your computer.

Once completed, send the form to me via regular mail, as an attachment to an email, or by using [www.wetransfer.com](http://www.wetransfer.com) which is a free online service. (Remember to select the free version.) Just upload all your files and documents and sent to [ppgcats@gmail.com](mailto:ppgcats@gmail.com). Please do not send photos of the pages as they do not print properly. Thank you!

First Name

Last Name

Email Address

Landline Phone

Cell Number

Grooms and nail trims are by appointment only. Which days and times are convenient for you?  
Please check all that apply:

	Wednesday	Thursday	Friday	Saturday
Morning				
Afternoon				
Evening				

Is your cat

Shorthaired

Longhaired

Is your cat a specific breed?

Maine Coon

Ragdoll

Siberian

Persian/Himalayan

Exotic Shorthair/Longhair

Other

## Information About Your Cat

Name:

Gender: M F

Age:

Spayed/Neutered: Y N

Have they been to a groomer before: Y N

Which grooming services that interest you?

Anything else you would like me to know:

Thank you.

Kathy

**Kathy Hysen, CFMG**

Pet Panache CAT Grooming

34 Askin Street

London ON N6C 1E3

519-601-9495

[ppgcats@gmail.com](mailto:ppgcats@gmail.com)

# 2024 Policies for Pet Panache CAT Grooming

Kathy Hysen, *Certified Feline Master Groomer*



Please read and initial each section as marked. Thanks!

**VETERINARIAN VISIT:** Before being groomed at Pet Panache CAT Grooming, all cats must have had a health check-up within the last 12 months and be current with their rabies and core vaccines (FVRCP). A rabies certificate for vaccination or titre and proof of FVCRP vaccinations are required. Please scan and email the documents and any photos of your cat to [ppgcats@gmail.com](mailto:ppgcats@gmail.com), or send them via Canada Post to 34 Askin Street London N6C 1E3. For larger files, you might wish to send them to me using [www.wetransfer.com](http://www.wetransfer.com) (see my *Grooming Request Form for instructions*.) Initials \_\_\_\_\_

In Ontario, all cats and dogs are required by law to be vaccinated for rabies, *even if your cat is an indoor cat*. The core vaccines are FVRCP, as these diseases are highly contagious. Feline Viral Rhinotracheitis (the FVR part of the vaccine name), Feline Calicivirus (the C), and Feline Panleukopenia (the P). If your cat spends any time outdoors, it will need more than the core vaccines.

Cats that are **FIP** (Infectious Peritonitis) positive, or under treatment for ringworm are **NOT** accepted. Ringworm is a highly contagious and a strict protocol is followed before the cat is accepted for grooming again. Cats who are **FIV** (Feline Immunodeficiency Virus) or **FLV** (Leukemia Virus) positive will be groomed.

Your cat's health and comfort are a very important part of the groom, as handling changes depending on your cat's needs. Please let me know of any health issues, such as a recent infection, chronic disease, etc.

**FLEAS:** Even indoor cats can get fleas. If found during the groom, extra shampooing will be needed as well as a longer soaking time. This increases the cost of the groom, as more products and time are needed. A cleaning charge of \$100 will be added to the cost of the groom, as I will also have to do a deep clean to the grooming room and entrance hall to ensure all my clients and pets will be safe. Groomers in Ontario are not allowed to administer drugs, so you will need to obtain Capstar or other flea treatments from your vet. Please do not use retail products as some cats can have dangerous reactions to them. Once the cat is free of fleas, I will be happy to schedule the next groom. Initials \_\_\_\_\_

**DROP OFF:** All cats must be brought in a carrier. At home, please thoroughly clean, rinse and dry your cat carrier before coming here. Remove any collars, harnesses, leashes from your cat: they can be securely fastened to the handle of their carrier. Place a towel over the carrier in cold or wet weather, and have a soft padding to cushion your cat inside the cold plastic carriers. Initials \_\_\_\_\_

The gate will be unlocked – please close it as you enter and leave. The grooming door will be locked, so please knock to let me know you have arrived. If you are wearing a mask, you may come in while I assess your cat's coat condition and temperament. I will let you know grooming options, cost and preferred payment method and confirm your pick-up time. Initials \_\_\_\_\_

Continued ...

# 2024 Policies for Pet Panache CAT Grooming, Con't

**PICK UP:** Please knock once you have arrived. If I don't appear right away, it means I am completing the finishing touches and will bring your cat out momentarily. The grooming price and your next appointment will be texted or emailed to you. Initials \_\_\_\_\_

**PAYMENT:** Please pay by e-transfer before you arrive to pick up your cat. If paying by cash, please put exact amounts in an envelope for me. I will not be making change at this time. Square (tap) debit payments will be available in the near future. Initials \_\_\_\_\_

**APPOINTMENTS:** Once we have arranged your first appointment, I will text you a reminder the day before. Please acknowledge when you have read it by replying to my text message. Initials \_\_\_\_\_

As you know, there is a high demand for cat grooming appointments. Please text me at 519-719-9494 at least 24 hours in advance if you need to re-schedule. This gives me enough time to contact people on the wait-list. (Notifying me more than 24 hours prior to your appointment if possible is greatly appreciated.) Initials \_\_\_\_\_

**PUNCTUALITY:** Traffic in the city is always congested, so please allow enough time to arrive punctually. There is 10 minutes leeway but if you arrive too late for drop-off, there may not be enough time to groom your cat. If you arrive too late past your pick-up time, you may have interfered with the next appointment and you will need to wait until I can safely come to the door. Initials \_\_\_\_\_

When a pattern of cancelled or missed grooms appears, or a pattern of continued late drop-offs/pick-ups appears and is not fixed, then I will suggest you might be better suited to a different groomer. Emergencies do occur and of course these will be taken into consideration. Initials \_\_\_\_\_

**STRESS:** If your cat is hissing, growling or biting at the carrier door on arrival and does not settle within a few minutes, then your cat is not a good candidate for grooming. We will re-schedule once a calming medication from your vet is obtained and we will try again. Initials \_\_\_\_\_

If your cat shows signs of stress during the groom (usually panting), I will stop the groom until the cat is calm again. Sometimes a groom will need to be split into two separate appointments. Initials \_\_\_\_\_

**INJURIES:** Extreme care is taken when grooming your cat. However, with a moving animal and sharp tools, sometimes an injury occurs. If an injury should occur and it is not an emergency, I will notify you with the details and any home first aid that might be needed. If it is an emergency, I will take your cat to my vet, Sears Animal Hospital (on the corner of Wharncliffe and Old Springbank). However, as the owner, you will be responsible for all medical and veterinarian costs incurred. Initials \_\_\_\_\_

Thank you!

Kathy  
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