

# Grooming Customer Registration

Double Dog Day Care, Inc. Grooming by Carla

Date: \_\_\_\_\_

## Pet Owner Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Alt Phone: \_\_\_\_\_

Emergency Contact (Name): \_\_\_\_\_

Phone: \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

**Our goal is to offer a stress-free grooming experience for you and your dog.  
The information you provide will help us do the very best job possible.**

## Pet Information *(use the back for additional pets)*

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Weight (lbs): \_\_\_\_\_

Birthdate or approximate age: \_\_\_\_\_ Gender (circle): M F Spayed/Neutered? (circle): Yes No

Preferred Vet: \_\_\_\_\_

City: \_\_\_\_\_ Phone: \_\_\_\_\_

Describe any medical conditions we should know about, i.e. allergies, seizures, wounds: \_\_\_\_\_

\_\_\_\_\_

Describe any behavioral concerns we should know about: \_\_\_\_\_

\_\_\_\_\_

# Grooming Policy Agreement

Double Dog Day Care, Inc.

You (print name), \_\_\_\_\_, do hereby:

<b>Rabies</b>	1. <i>Verify</i> that your pet is current with its rabies vaccine. We reserve the right to require documentation of the rabies vaccine or refuse service.
<b>Pre-existing medical issues</b>	2. <i>Understand and agree</i> that you must advise Double Dog Day Care, Inc. of any medical, physical, or emotional issues, allergies, sensitivities or any other pre-existing conditions, including, but not limited to, prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems.
<b>Senior pets and pets with health issues</b>	3. <i>Understand and agree</i> that grooming procedures can sometimes be stressful, especially for senior pets or pets with health problems, can expose hidden medical problems or aggravate a current condition during or after the groom. Senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort in a manner that will not add to their stress.
<b>Emergency vet care</b>	4. <i>Authorize</i> Double Dog Day Care, Inc. to obtain immediate veterinary treatment for your pet if we believe it is necessary, from the nearest available licensed veterinarian. You understand that Double Dog Day Care, Inc. will make every attempt to contact you in advance and that you will be responsible for all veterinary costs.
<b>Aggressive or dangerous pets</b>	5. <i>Must inform</i> Double Dog Day Care, Inc. that your pet bites or has bitten or is aggressive toward people or other animals. Muzzles may be used to protect our staff, but only when necessary, as we believe they contribute to the dog's anxiety.
<b>Sedatives</b>	6. <i>Understand and agree</i> that for aggressive or anxious dogs for whom all other options have been exhausted, Double Dog Day Care, Inc. may suggest sedatives for grooming appointment. DDDC, Inc. DOES NOT prescribe or administer sedatives; they must be obtained through a licensed veterinarian and administered properly prior to the grooming appointment.
<b>Mat Removal and shaving</b>	7. <i>Understand and agree</i> that pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat grow tighter, causing sores to develop on the pet's skin, even to the point of tearing it open. Heavily matted coats trap moisture and urine near the pet's skin, allowing mold, fungal and bacterial infections to develop. Torn skin from mats can also harbor maggots or infections. After effects of mat removal may include itchiness, redness, irritation and inability of the hair to regrow. If your pet cannot be humanely dematted, we will ask permission to shave the hair and "start over." DDDC, Inc. is not responsible for pre-existing conditions due to a matted coat.
<b>Hyperactive pets and accidents</b>	8. <i>Understand and agree that</i> there is always the possibility that an accident could occur. Even though we use extreme caution, grooming equipment is sharp. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to work on because of the risk of nicks and cuts. We therefore reserve the right to discontinue working when we feel the pet is at risk of injury.
<b>Fleas and ticks</b>	9. <i>Understand and agree</i> that Double Dog Day Care, Inc. MUST be informed if you suspect your pet has fleas, ticks or other parasites. If any are found during our services, your pet will be treated with the appropriate products and there will be an additional service charge.

*Continued . . .*

<b>Hold harmless agreement</b>	10. <i>Agree</i> to hold Double Dog Day Care, Inc., its owners, operators, employees, officers, directors and subcontractors harmless from any damages, losses or claims arising from any condition or ailment of your pet, either known or unknown to DDDC, Inc. This clause applies to any and all pets belonging to you that receive any service(s).
<b>No-shows and cancellations</b>	11. <i>Understand and agree</i> that our time is valuable and not showing up for an appointment is costly to our business. We certainly understand that emergencies and other unforeseen situations arrive and will work with you to reschedule. If you arrive more than 15 minutes late for your scheduled appointment, your appointment time may be forfeited, and your appointment will need to be rescheduled. We reserve the right to collect a booking fee at the time an appointment is scheduled; the prepaid amount will be applied to your balance at the end of your grooming service. If you fail to show for your appointment, you will forfeit that amount.
<b>Photos</b>	12. <i>Grant permission</i> to Double Dog Day Care, Inc. to take before and after photos of your pet to be published on our website, in advertising materials and on social media. All photos taken are the property of DDDC, Inc. <i>Please mark the appropriate box to the left.</i>
<b>Policy changes</b>	13. <i>Understand and agree</i> that the terms of this agreement/contract can change at any time, without notice and will override any and all prior signed contracts or documents.

**By signing here, I acknowledge that I have read, understood and agreed to the above policies.**

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Pet Owner

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Date

List all pet names for whom this agreement will apply: