

Original Appt Date _____

Dirty Dogs Spa

a Self Serve Dog Wash and Boutique

929 Heritage Lake Road, Wake Forest, NC 27587

Phone: 919-453-0765 Fax: 919-453-0766

Email: info@dirtydogsllc.com Website: www.dirtydogsllc.com

CLIENT REGISTRATION AND GROOMING RELEASE

Pets #1 Name: _____ **Date of Birth** _____

Weight _____ **Breed** _____ **Color** _____

Sex Female / Male Neutered/Spayed Yes / No

Pets #2 Name: _____ **Date of Birth** _____

Weight _____ **Breed** _____ **Color** _____

Sex Female / Male Neutered/Spayed Yes / No

HOW DID YOU HEAR ABOUT US? _____

YOUR PETS HEALTH

ATTACH A COPY OF CURRENT VACCINATION RECORDS OR PROVIDE THE FOLLOWING INFORMATION..

YOUR VET: Name: _____ Phone: _____

Medical Conditions: _____

OUR POLICIES AND PROCEDURES

1. Our goal is to offer a stress free grooming environment for your pet. We will take that extra step in caring for pets with special needs and health issues.
 - a. Safety and comfort are our top priority
 - b. We will not perform any grooming procedures that causes pain or excessive stress to your pet.
 - c. Senior pets will be groomed for cleanliness and comfort
2. You, the owner, will be required to advise us of any medical, physical or emotional issues, allergies, sensitivities and pre-existing conditions.
 - a. These include prior surgeries, hip or joint issues, warts, moles, ear infections or skin problems
 - b. If it is determined that your pet has fleas or ticks we will treat them with a Neem Shampoo during their grooming session. Please note that this is an extra fee.
This is for the safety of your pet and others as both fleas and ticks can cause serious skin and health issues.
3. If your pet has behavioral problems please let us know.
 - a. Dirty Dogs Spa reserves the right to use a soft muzzle on your pet for the safety of your pet, our staff and our groomer.
 - b. You the owner will be held liable for any bites that require medical treatment and for any property damage caused by your pet.
 - c. Dirty Dogs Spa reserves the right to refuse service.

4. Appointments

- a. We ask that you give us a 24 hour notice to change or cancel an appointment.
- b. We will send you a courtesy email reminder the day prior to your appointment
- c. If you fail to show for your appointment there will be a \$20.00 re-book fee.
- d. I agree to be ON TIME or up to 15 minutes early for my appointment. If I am over 15 minutes late, and have not called to notify, I understand that I may be required to re-book. I also understand that a missed appointment fee may be applied.
- e. I understand that after 2 missed or late appointments that I will be required to secure my appointment with a valid credit card.
- f. I agree to pick up my pet at the arranged time. I also agree that if I am notified that my pet is ready early that I will be there no later than 15 minutes after notified. I further agree to pay a late pick up fee of \$10 for every 10 minutes late or portion thereof.

5. Matting

- a. If your pet cannot be humanely de-matted, we may ask permission to clip the hair shorter than normal or in some cases request a full shave down
- b. Please keep in mind that a matted coat can cause numerous health conditions including itching, irritation and skin infections. Removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles and skin folds trapped and hidden in the mats. Heavy matting can also trap moisture near the pet's skin allowing fungus or bacteria to grow causing skin irritations that exist prior to the grooming process. Dirty Dogs Spa is not responsible for any pre-existing conditions due to a matted coat.

6. Shaving

- a. You the owner understands that shaving can have both positive and negative effects on your dog.
- b. If your dog is shaved closely, you agree to properly protect the dog from extended exposure to the direct sunlight as this can cause sunburn.
- c. You also agree to not hold Dirty Dogs Spa or its groomers responsible for any injuries that are a result of shaving.

7. Dirty Dogs Spa will not groom any puppy less than 6 months old that has not completed their series of shots or any dog that is not current on their shots.

8. If you are not completely satisfied with any part of your groom please let us know within 48 hours so that we may schedule to make the necessary touch ups. Any notifications after the initial 48 hours will be charged a fee for the trim.

I have read, understand and agree to the Grooming policies of Dirty Dogs Spa.

Owner's Name (Print) _____ **Date** _____

Owner's Signature _____

Address: _____

Email: _____

Phone: (home) _____ **(cell)** _____

Would you would like us to send appointment reminders via text? _____

If so, please tell me your mobile provider. _____