

Dirty Dogs Spa

a Self-Serve Dogs Wash, Grooming and Boutique

929 Heritage Lake Road, Wake Forest, NC 27587

Phone: 919-453-0765 Email: info@dirtydogsspa.com Website: www.dirtydogsspa.com

CLIENT REGISTRATION AND GROOMING RELEASE FORM

PETS NAME: _____ DATE OF BIRTH _____ BREED: _____

WEIGHT: _____ COLOR: _____ SEX: Female / Male Neutered / Spayed Yes / No

Tell us about your pet: Aggressive ____ Doesn't like nails ____ Seizures ____ Hyper ____ Chews ____

Jumper / Runner ____ Issues with joints ____ Bites ____ Barker ____ Shy ____

Doesn't like other dogs ____ Doesn't like people ____ Never been groomed before ____

HOW DID YOU HEAR ABOUT US? _____

YOUR PETS HEALTH

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

YOUR VET: Name: _____ Phone _____

Is your pet on a flea preventative: Yes / No Expire Date: Rabies _____ Bordetella: _____

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 cause 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 flea 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 safety of other pets, our staff and our groomers.
 - 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 and or text reminder the day prior to your appointment
 - _____ c. If you fail to show for your appointment without proper notice, there will be a \$25.00 charge billed to your card on file. If no card is on file you will be required to pay this prior to rebooking another appointment. By initialing, you authorize Dirty Dogs Spa to charge your card on file.

4. cont.

- _____ 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 rebook. I also understand that a missed appointment fee of \$25.00 will 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 earlier that I will be there no later than 30 minutes after notified. I further agree to pay a late pick up fee of \$25/hour if my pet is picked up over 1 hour after completion of the services. **Exceptions may occur BUT prior arrangements MUST be made to avoid a "late pickup" fee.**

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, irritations 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 understand that shaving can have both a positive and negative effect 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 Rabies vaccine
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. (not applicable to Wake Tech grooming classes)
9. _____ (must initial if participating with grooming class) I understand that I am having a student groomer provide the complete grooming services on my pet or pets today. I understand there are risk involved included but not limited to an uneven or undesired groom on my pet a nick or cut and an incomplete groom.
10. _____ (must initial if participating with grooming class) I agree to release Dirty Dogs Spa and Wake Tech from any responsibility resulting from any accidents, injuries or undesired grooms.
11. _____ (must initial if participating with grooming class) I agree to allow Dirty Dogs Spa use my photo or photos of my pet on their website, social media or any advertising publications.

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

Owners Name (Print) _____ Date _____

Owners Signature _____

Address: _____

EMAIL: _____

PHONE: _____ CELL: _____

Would you like us to send reminders via TEXT _____ EMAIL _____ BOTH _____