



New Client Registration Form

416-368-2275

booking@barkbathandbeyond.com

www.barkbathandbeyond.com

Pet Owner Information

Name: _____ Phone Number: _____

Alt. Phone # (Work/Home): _____ Email: _____

Address: _____

How did you hear about us?:

☐ Social Media (Instagram/Facebook/Pinterest) ☐ Vet Referral

☐ Internet/Google Search ☐ Walk-In

☐ Client Referral ☐ Word of Mouth

☐ Other (please specify): _____

Pet Information

Pet's Name: _____ Breed: _____

Sex: ☐ Female ☐ Male Is your dog spayed/neutered?: ☐ Yes ☐ No

Colour(s) or Markings: _____

Pet's DOB or Approximate Age: _____ Approximate Weight (in lbs): _____

Vet Clinic: _____ Vet's Name (if known): _____

Does your dog have any allergies or sensitivities?

☐ No

☐ Yes (Please specify), _____

Does your dog have any health or medical concerns?

☐ No

☐ Yes (Please specify), _____

Does your dog have any mental health or behavioural concerns?

☐ No

☐ Yes (Please specify), _____

May we take photos of your dog to use on our social media or promotional materials?

☐ Yes

☐ No

Pet's Instagram (if you'd like to be tagged): _____



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Emergency Contact Information

Name: _____

Relationship: _____

Phone Number: _____

Email: _____

Authorized Pick-Up

The following contacts are authorized to pick-up my pet(s), should I not be available (Photo ID may be requested). Up to 3 people can be added to your authorized pickup list.

☐ Same as Emergency Contact

Name: _____

Relationship: _____

Phone Number: _____

Email: _____

Name: _____

Relationship: _____

Phone Number: _____

Email: _____

Name: _____

Relationship: _____

Phone Number: _____

Email: _____

Additional Information

Please provide any additional information or special requests for our groomer below:



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Our Policies

These policies are in place to ensure the comfort and safety of every pet in our care, and to maintain the personalized, attentive service we're proud to offer. Thank you for understanding and supporting a better grooming experience.

MEDICAL EMERGENCY

In the event of a medical emergency, BB&B will make multiple attempts to contact the owner and/or the emergency contact. Should the owner and/or emergency contact not be readily available, we will transport your pet to the nearest veterinary clinic: Pet Nation at 445 King St East, M5A 1L5. The owner is responsible for all medical expenses incurred.

HEALTH OR MEDICAL PROBLEMS

It is the owner's responsibility to ensure their pet is in good health and to inform BB&B staff of any pre-existing health or medical conditions prior the grooming appointment. Occasionally, grooming can expose an underlying medical issue or aggravate an existing one. This can happen during or after the grooming process. This risk is especially high in senior/aged or ill dogs.

VACCINATIONS

In order to maintain a safe, comfortable environment, we require all pets to be current on their rabies and DHPP vaccinations. Dogs must wait at least 48 hours after any vaccinations before checking in. We highly recommend your pet be vaccinated against Bordetella, this vaccine is optional, however BB&B cannot be held responsible for exposure to unvaccinated pets.

The owner is responsible for ensuring that their pet's vaccinations are up to date prior to each grooming session and must provide a copy of the vaccination records for BB&B's client files.

FLEAS/TICKS

Flea/tick treatment is required from April through November to enter the salon. If a pet has any fleas, they will be given a flea bath at the owner's expense in addition to the base cost of the bath or groom. If the owner does not want them to receive one, they can re-schedule an appointment after the fleas are taken care of.

ACCIDENTS

Although accidents are very rare, there is a risk when dealing with animals. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when an animal is wiggling or moving around. Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If our grooming staff feels it is serious, and the owner is not on site or readily available, we will seek immediate veterinary care for your pet with our closest veterinary clinic (Pet Nation).



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CANCELLATION POLICY

We ask that clients who need to cancel or reschedule their appointment do so 24 hours in advance. No-shows or changes made less than 24 hours will be charged a \$25 non-refundable fee. This policy ensures fairness to our team and allows us to better manage our schedule and serve other clients in need of services. Genuine extenuating circumstances will be pardoned at the discretion of the groomer.

LATE ARRIVAL & PICK-UP POLICY

We ask that client's arrive on time to their scheduled appointment. Arrivals more than 15 minutes late may incur a fee of \$25 or more. In some cases, the groomer may not be able to accommodate the appointment depending on the day's schedule and as such a "no-show" fee will be applicable.

We ask that pets be picked up at the time provided by your groomer. As a cage-free facility, we do not board pets or keep them longer than necessary. If a pet is not picked up within 30 minutes of the agreed time, a \$25 handling fee will apply to cover a relief walk and staff care. An additional \$25 charge will be added for every 30-minute interval beyond that time. If you're unable to return on time, and if staff is available, we may offer a walk-home service starting at \$25, depending on distance and availability.

POST-GROOM TOUCH-UP POLICY

Should you find your pet requires any touch ups or attention to a specific concern please notify us within 24 hours of your pet's grooming appointment. Touch-up requests after 24 hours will be considered a new appointment and be charged as such.

RIGHT-TO-REFUSAL

BB&B reserves the right to refuse to provide services to any pet or owner for any reason including but not limited to health/age or condition of pet, pets' aggression or poor behaviours, lack of vaccinations or pet owner's unrealistic requests or disruptive/rude behaviours.

Please note that by signing below you hereby acknowledge and agree to comply with the terms and conditions of the policies listed in this document.

Owner's Signature

Date