

KNOTTY Paws Client Contact Form

Client Information

Owner(s) Name(s)	Referred by		
Phone (text enabled)	Alt Phone	Email	
Address	City	State	Zip
Veterinarian	City	Phone Number	
Emergency Contact Name	Emergency Contact Number		

Pet Information

Pet Name: _____ Breed: _____ Male Female Fixed Y/N Weight: _____ Birthday: _____ Pet been Groomed before (anywhere) Y/N If yes, how did he/she do? Good, Shy, Bites, Does he/she get along with other dogs? Y/N Stressed or other: _____ _____ Areas of concerns: _____ _____ Skin/Health Issues: _____ _____ Notes:	Pet Name: _____ Breed: _____ Male Female Fixed Y/N Weight: _____ Birthday: _____ Pet been Groomed before (anywhere) Y/N If yes, how did he/she do? Good, Shy, Bites, Does he/she get along with other dogs? Y/N Stressed or other: _____ _____ Areas of concerns: _____ _____ Skin/Health Issues: _____ _____ Notes:
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KNOTTY Paws LLC Service Agreement

All Clients Please Initial

I hereby represent I am the owner of the above-named dog(s). I hereby agree for myself, my family, my heirs and my assigns, to release and hold harmless KNOTTY Paws LLC, it's agents, officers, subcontractors, employees, animal parents, customers and potential customers of KNOTTY Paws LLC from any and all liabilities for injuries to myself, my dog(s), or any other property of mine which arise in any way out of services and / or products provided by or as a consequence of my association with KNOTTY Paws LLC.

I understand and agree that my dog(s) is/are in good health and have not been ill with any communicable disease or parasites with in the last 90 days. I agree to provide updated vaccination and shot records as requested. Should my dog(s) be exposed to a communicable disease or parasite, I will notify KNOTTY Paws LLC immediately.

I understand that services are nonrefundable, and payment is due in full at the time of service. I understand legal action will be taken for nonpayment and I agree to be responsible for legal fees incurred by KNOTTY Paws LLC. I understand I am responsible for any late fees and interest of 8% for nonpayment of services. I understand there will be a \$50.00 return check fee.

I agree to provide KNOTTY Paws LLC a credit card to be kept on file for payment of services. All services will be charged to that card unless other payment arrangements are made at the time, I retrieve my dog(s).

I understand that KNOTTY Paws LLC is not responsible for any items left with my dog(s) and will not be responsible in the event of lost, stolen, or damaged items. Jackets, collars, leashes, and other items may be lost or damaged in the due course of business.

KNOTTY Paws enjoys posting photographs of our dogs. I hereby assign and grant KNOTTY Paws LLC the right and permission to use, reproduce, distribute, and publish the photography(s), film(s), videotape(s), audio and video recording(s), electronic representation(s) and/or sound recording(s) made of me and /or my dog(s) at any time during the care of my dog(s) by KNOTTY Paws LLC and I hereby release KNOTTY Paws LLC from any and all liability resulting from such use, reproduction, distribution and publication.

_____ In the event my emergency contact and/or myself (the dog owner) are not available, I grant KNOTTY Paws LLC and/or its selected agents' full power of decision concerning the care and well-being of our dog(s). Should a medical emergency arise, it is agreed that KNOTTY Paws LLC or its selected agents can and will make any needed decision concerning medical treatment and choice of caregiver up to \$_____. Please provide instructions and any information for the veterinarian you feel is necessary.

_____ We do **NOT have boarding services** at KNOTTY Paws LLC. If you are late (after store is closed) in picking up your pet(s) you will be charged \$1.00 per minute for every minute that you are late after our regular closing time.

_____ I understand Belly Bands are used at KNOTTY Paws when needed due to male dog marking.

_____ **Daycare Clients Please Initial**

I acknowledge and understand that every dog reacts differently and that animals, by nature are unpredictable. Dogs and animals may, without warning, bite, or cause injury to humans and other dogs. I acknowledge and understand that there are certain risks involved in participating in daycare including but limited to dog fights, dog bites to humans and other dogs and the transmission of disease and/or parasites.

_____ I represent that I know my dog(s). I represent to KNOTTY Paws LLC that my dog is not aggressive to other dogs, is social, and will not bite other animals. I represent that there has never been a prior bite on a human or other animal. I agree to indemnify KNOTTY Paws LLC for any injuries that my dog(s) causes to others should the need arise. I understand that if my dog is to bite another dog or human he/she will not be able to attend daycare in the future.

_____ I understand that my dogs will be exposed to play time and a high level of activity and may return home sore and fatigued. I acknowledge that I should provide a coat or other cold weather gear for my dog(s) once the temperatures drop as the daycare dogs play outside frequently.

_____ I understand that all dogs over 6 months of age must be spayed or neutered to continue at KNOTTY Paws LLC Doggie Daycare

Grooming Clients Please Initial

Grooming Experience: At KNOTTY Paws LLC, we want your pet's grooming experience to be a stress-free and pleasant adventure. However, it is important to realize that all dogs react differently to grooming. If your pet does not respond well there may be an extra handling fee added to your regular grooming charge.

Accidents: Every effort will be taken to make sure your pet gets groomed as safely and carefully as possible. But unfortunately, accidents DO happen. Dogs are licking, scratching, jumping, and overall wiggly creatures. Whereas dog grooming tools, by necessity, are sharp instruments. If there is a severe mishap we will contact you immediately but will take the necessary measures to get your pet the medical attention he/she requires. KNOTTY Paws LLC will not be responsible for any costs related to this.

Matted/Unkempt Dog Policy: Dogs with matted coats will require extra attention. If the matting is minimal and the dog responds well, we may de-mat for an extra fee. However, if the matting is severe the least painful and stressful way to remove the mats is by shaving the dog. There is a greater risk of nicking or scratching a matted dog during the grooming process. In addition, the skin may appear red, itchy, and irritated due to the lack of oxygen reaching in and under the mats. KNOTTY Paws LLC will not be held responsible for any injury sustained while grooming a matted dog, including any aftereffects. This includes, but is not limited to swelling, redness, itchiness, and self-inflicted abrasions due to external rubbing.

Express Grooming: KNOTTY Paws LLC takes our time and care with each and every pet. Our average grooming will take 3-4 hours depending on the breed, temperament, and condition of the pet's coat. If for some reason you need what we call an express grooming, there is a \$20.00+ fee added to the full price of the groom. Please request this when booking your appointment to ensure availability.

No-shows/Cancellations: 24-hour notice is required if you cannot make it to your appointment. The first time you are a no call/no show we will add a \$20.00 charge per pet to your next grooming appointment. After the second no show there will be a \$40.00 Fee charged to your card on file and further appointments will require prepayment at the time of scheduling.

Customer Satisfaction: If you are less than 100% satisfied with anything related to your dog's grooming experience you must notify us within seven (7) days. We will do what we can to remedy the situation. However, if it turns out that there was some miscommunication, we will take note so that we can make it perfect next time!

FLEA Policy: I understand that if fleas are found on my pets while in KNOTTY Paws LLC care a flea bath will be given with additional cost will be applied to service total.

Previous Condition & Health Conditions: I have communicated any and all health issues, disabilities and problems with KNOTTY Paws LLC staff to the best of my knowledge. KNOTTY Paws LLC is not responsible for the preexisting condition of my pet, (matting, joint issues, sores or hot spots, ear infection problems, etc.).

By signing this form, I hereby state that I have read, understand, and agree to the KNOTTY Paws Service Agreement. In case of an emergency, I agree to let KNOTTY Paws LLC seek medical attention for my pet at my expense.

Pet Owner Signature

Date

POSITIVE BEHAVIORS

- No contagious disease or parasite >30 days
- No issues with interacting with people
- Has never bitten a person
- Has never bit or fought with another dog
- Well-behaved with other dogs
- No issues with previous daycare
- Participates and has no issues at dog parks
- Plays off leash w/other dogs without issues
- Potty trained
- Behaves appropriately with guests
- Crate trained
- Good with strangers
- Good with children
- Well-behaved in general
- Receives regular exercise
- Well-behaved when owner leaves
- Well-behaved when excited
- No issues with at-home nail trims
- Allows strangers to hold their feet
- No issues with commercial grooming
- No issues with excessive barking
- No issues with humping
- No issues while on leash
- Does not mouth or chew leash
- No issues with lunging, barking, growling during on-leash walks
- Does not mouths people's hands
- Does not resource guard (food, water, toys, bowls, bones, beds, etc.)
- Does not eat/ingest items (toys, beds, blankets, etc)
- Does not eat/ingest outside items like rocks, leaves, and sticks
- Does not eat any feces
- Does not get up onto counter tops
- No issues with garbage
- Does well boarding when you are away
- Does not dig
- Waits for que at doors
- Does not jump over fences or escape
- Does like other dogs
- Does like big dogs
- Does like small dogs
- Not fearful of storms, thunder, or rain

BEHAVIORS WITH AREA FOR IMPROVEMENT

- Contagious disease or parasite >30 days
- Has aggression towards people
- Has previously bitten a person
- Has bitten or fought with another dog
- Has aggression towards other dogs
- Issues with previous daycare
- Has issues/doesn't participate at dog parks
- Has issues off leash w/other dogs
- Occasionally has accidents indoor
- Jumps on guests
- Issues and/or accidents in crate
- Fearful or shy of strangers
- Fearful of children
- Fearful or timid in general
- Does not receive regular exercise
- Issues with separation anxiety
- Over excitable
- Issues with at-home nail trims
- Does not allow strangers to hold their feet
- Has issues with commercial grooming
- Excessive barking
- Humps other dogs, people, or toys
- Leash reactive (issues only while on leash)
- Mouths or chews on their leash
- Lunges, barks, growls on leash at: other dogs, bicycles, cars, skateboards, etc....
- Mouths people's hands
- Resource Guards (food, water, toys, bowls, bones, beds, etc.)
- Eats/ingests items like toys, beds, blankets, etc....
- Eats/ingests outside items like rocks, leaves, and sticks
- Eats own feces or other dog's feces
- Gets up onto counter tops
- Gets into garbage or eats garbage
- Does not board well when you are away
- Digs
- Bolts out of doors
- Jumps over fences or escapes easily
- Does not like other dogs
- Does not like big dogs
- Does not like small dogs
- Fearful of storms, thunder, or rain