

Owners Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Cell Phone: _____ Home Phone: _____

Work Phone: _____ Spouse/Friend Phone: _____

Veterinarian Clinic: _____ Pet owner Email: _____

How did you hear about us/Who referred you? _____

PET(s) INFORMATION (Please fill out what you can.)

Pet Name: _____

Breed: _____

Male Female Fixed Y/N

Weight _____

Birthday: _____

Pet been Groomed before Y/N

If yes how did he/she do? Good Shy Bites Stressed
other _____

Area of concerns _____

Skin/Health Issues: _____

Does he/she get along with other dogs? Y/N

Pet Name: _____

Breed: _____

Male Female Fixed Y/N

Weight _____

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other _____

Area of concerns _____

Skin/Health Issues: _____

Does he/she get along with other dogs? Y/N

By signing this form, I hereby state that I have Read and understand the KNOTTY Paws LLC Policy and procedures

(back side of this form) that pertains to my pet being groomed at KNOTTY Paws LLC, I in case of an emergency I agree to let KNOTTY Paws LLC seek medical attention for my pet at my expense.

Pet Owner Signature (Understanding the policy & Procedures on the back of this form)

Date

POLICIES AND PROCEDURES OF KNOTTY Paws LLC Pet Grooming

1. **Grooming Experience:** At KNOTTY Paws LLC, we want your pets 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.
2. **POLICY on 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.
3. **Matted Dog Policy:** Dogs with matted coats will require extra attention. If the matting is minimal and the dog responds well, we may demat 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 after effects. This includes, but is not limited to swelling, redness, itchiness and self-inflicted abrasions due to external rubbing.
4. **EXPRESS Grooming,** Here at KNOTTY Paws LLC our grooming policy is we take our time and care with each and pet. Our average Grooming will take 3-4 hours depending on the breed, temperament and condition of the pets 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.
5. **Late Charges:** 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.
6. **No-shows/Cancellations:** Please give us at least a 24-hour notice if you cannot make it to your appointment. The first time you are a no call/no show we will add a \$10.00 charge PER PET to your next grooming appointment. After you No-Show us 2 times there will be a \$20.00 Fee charged to your card on file.
7. **Customer Complaints:** If you are unhappy 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 you even happier next time!
8. **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.
9. **Photos Policy:** We try to take photos of every dog and fun times here at KNOTTY Paws LLC. You understand that we have the right to use all photos taken here at KNOTTY Paws LLC for business Promotions, advertising, and Social Media.
10. **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).
11. **Belly bands:** I understand Belly Bands are used at KNOTTY Paws when needed due to male dog marking.