

Client Information Form



Owner Information

Owner First Name(s): _____

Owner Last Name(s): _____

Full postal address: _____

Primary phone: _____ cell work home

Secondary phone: _____ cell work home

Email: _____

Pet Information

Pet Name: _____ Male Female Weight _____

Breed: _____ Spayed/neutered: Yes No

Birthdate (mm/dd/yy): _____ Kenneled at home: Yes No

Personality & Behaviors: (please check all that apply)

Animal aggression Anxiety Difficulties with Grooming: _____

Stranger aggression Biting/Nipping _____

Leash/Kennel aggression Social Butterfly _____

Medical Information

Primary Care Center: _____ Veterinarian Shelter/Rescue

Full postal address: _____

Business phone: _____

Common Conditions: (please check all that apply)

Blindness Skin conditions/sensitivities Dental conditions

Deafness Chronic ear infections Anal gland issues

Epilepsy/seizures Diabetes Heart conditions

Allergies Past operations/cancer Gut conditions

Other _____

If yes to any of the above, please give details: _____

*** By signing below, you hereby verify that the above information is correct and valid, to the best of your knowledge:**

Signature: _____ **Date:** _____

Client Policies

Effective March 1, 2026



Leashed pet

For everyone's safety, all dogs and cats must be leashed, held, or in a carrier entering and exiting the facility.

Vaccination Records

As of July 15, 2025, proof of up-to-date rabies, distemper and parvovirus vaccinations are required to be on file as per PACFA (Pet Care & Animal Facilities Act) prior to being able to provide services. Every client will be asked to provide their pet's vet, rescue and/or shelter's name, vaccines, administration, and expiration dates. It is the client's responsibility to provide this updated information after each subsequent vaccination. In the case that your pet has a medical condition that prohibits them from receiving the required vaccinations, we will require a waiver provided by your pet's veterinarian.

Fleas & Ticks

Animals with two or more live fleas will be given a mandatory flea bath with a \$20-\$25 charge based on the size of the pet. In the case that there are three or more live fleas, the pet will be given a mandatory flea bath with a \$20-25 charge based on pet size, as well as an additional \$25 decontamination clean-up fee, and the appointment will be discontinued immediately.

Animals with one or two live ticks will have the tick(s) removed and the pet owner will be notified. If three or more live ticks are found, a \$15 clean-up fee will be added, plus an extra \$5 for each tick found beyond the initial three. Depending on the severity of the tick infestation, the groomer may determine it is best to discontinue the appointment and advise veterinarian intervention.

Matting & Pelting

If your pet arrives with matting, our top priority is to ensure their safety and comfort. Our experienced staff will carefully assess the severity of the mats and, when necessary, gently remove them using clippers to minimize discomfort. We always consult with pet owners before making any major grooming decisions, ensuring transparency that your pet will be treated with the utmost care and respect. An additional matted pet release form will need to be signed prior to the groom.

Matting is painful, damaging, and threatening to an animal's health and wellbeing, and depending on how severe it can greatly increase the risks involved during the grooming process. To remove matting, we need to carefully shave under the matting in the space available above the skin. This process can be uncomfortable and/or painful for the pet and may result in skin irritation, redness, nicks, cuts, and bruising caused by the hair pulling tightly on the skin. Heavy matting may also conceal pre-existing conditions and/or injuries that may be discovered during the grooming process.

In the case that a pet's matting is so severe we cannot safely continue the groom, we reserve the right to terminate the service and refer the client to a facility that can better handle the circumstances. We will do our best to minimize discomfort to the pet, however, we are not responsible for any injuries and/or medical issues that are a direct result of the condition of the pet's coat.

Health & Behavior

It is essential that any health or behavioral issues, or changes in any health or behavioral issues, are disclosed prior to your visit. This ensures the safety and well-being of both your pet and our staff during the grooming process.

We will not groom pregnant or nursing pets. Pets that have given birth within the past 8 weeks will not be groomed. Pets in heat will not be groomed until their cycle has finished.

Personal & Prescribed Items

If a client brings in a preferred or prescribed bathing product or treat to use for their pet specifically, a release form will need to be filled out by the client. The release form will be kept on record. Use of expired products will be discontinued and will be returned to the client.

We will not give any pets in our care oral medication or CBD treats/supplements.

Photos

We are required by Pet Care & Animal Facilities Act to photograph your pet for our records. By using our services, we assume permission to use pictures on our social media or marketing. If you wish to exclude your pet from public imagery, you may opt out at the bottom of the form.

Safety & Handling

Every precaution will be taken to provide a safe and stress-free grooming experience for your pet. Due to the intimate nature of the grooming process, or a pet's tolerance level for stress, strangers, past experiences or handling, some pets can become anxious or reactive during the grooming process.

If we determine that continuing the grooming service would present a threat to your pet's emotional or physical health, and/or the safety of the groomer completing the service, we will discontinue the service and contact you immediately. By signing this form, you agree that if the grooming establishment deems it unsafe or unhealthy to continue for the pet or the groomer, the grooming establishment will end the service, and you will be responsible for any services rendered.

Medical & Emergency

In the event of a medical emergency, we will immediately contact the client and continue with the best course of action, depending on the severity of the situation.

All vet expenses will be the financial responsibility of the client, unless injury is the direct result of negligence of an employee. The Dirty Dog Grooming will not be held responsible for any sickness and/or injury caused by the pet to itself while in the facility, or any accidental death of a pet due to a pre-existing health condition and/or natural disaster.

The Dirty Dog Grooming has many emergency plans in place. We will notify all pet parents as soon as possible if/when an emergency arises.

Pricing

The quoted price of a service is a base estimate for the pet according to established service prices and average prices for pets of similar size and coat type. We reserve the right to charge extra fees for; behavior, special handling, bites, coat condition, de-shedding treatments, de-matting, pelting, skunk treatments, and flea or tick treatments, including any necessary clean-up/de-contamination fees.

To obtain the closest estimate, we offer in person consultations to discuss your pet's service, pricing and groom expectations. * Vaccination requirements are still applicable to these visits.

Cash, check and credit card are accepted methods of payment, and payment is due at the time of service.

Late Pick-Up Fee (formerly 'Boarding Fee')

Pets are required to be picked up within an hour after their appointment has finished. This falls in line with our on-the-hour appointment schedule and prevents pets from becoming stressed in kennels for long periods of time.

If your pet is not picked up within that first hour, a \$5 kennel fee (per hour, per pet) will be added. If you've previously communicated to us an approved pick-up time that exceeds one hour and your pet has still not been picked up by that time, the same \$5 kennel fee (per hour, per pet) will be added.

Scheduling, Cancellations & Late Arrival

When a client books an appointment with us, we specifically reserve and tailor that time to meet that pet’s individual needs. We schedule appointments on the hour to prevent kenneling a pet for long periods of time. Our groomers work on commission and when an appointment is cancelled at the last minute, they lose that anticipated income.

If a client has not arrived 15 minutes past the start of their pet’s scheduled appointment, the client’s profile will show a 50% non-refundable ‘no-show’ fee will be owed, this fee must be paid in full before the client is allowed to rebook for any scheduled services.

If we are able to accommodate fulfilling your appointment past the 15-minute deadline, a charge of \$1.00 a minute will be applied until your arrival and added to the total cost of your appointment.

If a client cancels their pet’s appointment less than 48 hours before it is scheduled to take place, a 50% non-refundable ‘late cancellation’ fee will be owed. This fee must be paid in full before the client is allowed to rebook any scheduled services.

Customer Dissatisfaction & Touch Ups

The Dirty Dog Grooming staff strives to meet and exceed every client’s expectation. In circumstances where we have fallen short, we offer free touch-ups on groom services, up to a week after the appointment. All feedback is welcome and encouraged via phone and/or email.

I have read, understood, and agree to all policies, and give permission to have my pet serviced by The Dirty Dog Grooming.

Pet Name(s): _____ Pet Breed(s): _____

Owner name (print): _____

Owner Signature: _____ Date: _____

Photo “OPT OUT”

I do not consent to photos of my pet(s) being used on The Dirty Dog Grooming’s social media platforms or for marketing purposes.

Owner name (print): _____

Owner Signature: _____ Date: _____