

New Client Information



Owner Information:

Full Name: _____ Phone: _____

Street Address: _____ City: _____ State: _____ Zip: _____

Secondary Owner Name: _____ Phone: _____

Emergency Contact:

Someone we may release your dog to in the event that you cannot pick them up

Full Name: _____ Phone: _____

Vet Information:

Business Name: _____

Location: _____ Phone: _____

Dr. Name: _____ Last Visit: _____

Pet Information:

Pet Name: _____

Type: Dog ___ Cat ___ Breed: _____ Gender: M ___ F ___

Approx. Birthday: _____ Approx. Weight: _____

Is your pet spayed or neutered? ___ Y or N ___ If Yes, date of surgery: _____

Health and Grooming History:

Is your pet or does your pet have any of the following: (please indicate X for Yes)

Blind: ___ Deaf: ___ Diabetic: ___ Epileptic: ___ Shy: ___ Nervous: ___ Scared: ___

Hyper: ___ Biter: ___ Barker: ___ Allergies: ___ Heart Condition: ___

Ear Infections: ___ Warts/Moles/Skin Tags: ___ Musculoskeletal Issues: ___

Please explain anything marked X for Yes: _____

Does your pet have sensitive skin? ___ Y or N ___

Does your pet have any ticklish areas? ___ Y or N ___

If yes, where? _____

Is your pet comfortable in a crate? ___ Y or N ___

Is your pet scared of the: Hair Dryer ___ Y or N ___

Is your pet scared of the: Nail Dremel ___ Y or N ___

May we give your pets treats in the shop? ___ Y or N ___

Grooming Release Form

Please sign and initial as read and understood



Your pet is very important to us. Top Knot Pet Grooming would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible. Safety comes first for everyone during the grooming process: employees as well as animals. You are **REQUIRED** to execute this Grooming Release Form prior to **ANY** services being performed.

**Health or Medical Problems:*

Occasionally, grooming can expose a hidden medical problem or aggravate an existing one. This can occur during or after the grooming process. All medical expenses for veterinary care will be covered by the animal's owners upon signing this agreement.

**Accidents:*

Although accidents are **VERY RARE**, there is always a risk when handling pets. In all cases, Top Knot Pet Grooming employees always use extreme caution and care. However, grooming equipment is extremely sharp and possible accidents **CAN** occur. These accidents can include but are not limited to: cuts, nicks, scratches, or quicking of the nails. In most cases, these types of accidents occur when your pet is wiggling, moving around or extremely matted. Your pet's safety and comfort are our number one priority. In the event that an accident does occur, you will be notified. If Top Knot Pet Grooming feels it is an accident requiring **EMERGENCY** veterinary attention and the owner is not on-site, a Top Knot Pet Grooming employee will seek **IMMEDIATE** veterinary care for your animal. All veterinary costs and expenses will be the responsibility of the animal's owner.

**Veterinarian Authorization for Medical Emergencies:*

This release gives Top Knot Pet Grooming full authorization to seek medical treatment from the nearest licensed veterinarian in the case of any accident deemed as an **IMMEDIATE MEDICAL EMERGENCY** by a Top Knot Pet Grooming employee. All veterinary costs and expenses will be the responsibility of the animal's owner.

I have reviewed this service contract for accuracy and understand the contents of this contract. I affirm that I am the rightful, legal owner of the pet named below for which services are being rendered. I authorize this signed contract to be a valid approval for all future grooming services, permitting Top Knot Pet Grooming to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed and agreed to all of the above.

Pet Name: _____ Breed: _____

Owner Signature: _____ Date: _____

Facility Policies

Please sign and initial ALL as read and understood



Current Vaccinations:

(Initial) Unless specified by your vet with documentation, all dogs being serviced in our facility are REQUIRED to be up to date on their Bordetella (kennel cough) vaccination. All puppies must have begun their “puppy series” vaccinations. Clients are preferred to provide documentation of updated vaccinations.

Reschedules / Cancellations / No Call - No Show / Late Arrival:

(Initial) Reschedules or cancellations must be made at least 24 hours in advance prior to your appointment time to avoid a \$25 fee on your next grooming service.

If a no call - no show occurs, you will be charged for the price of the service that is scheduled. This fee must be paid before booking another appointment.

If you are more than 10 MINUTES late to your scheduled appointment time, you may be asked to reschedule your appointment and you will be charged for the price of the service that is scheduled. This fee must be paid before booking another appointment.

Extended Stay:

(Initial) We do not house pets. We expect you to pick up your pet within 30 minutes of us contacting you upon completing their service. Pets left in our care for more than 30 MINUTES BEFORE OR AFTER THEIR SCHEDULED APPOINTMENT will be charged \$10 per hour in addition to the price of the grooming service they received.

Fleas and Ticks:

(Initial) Flea and tick treatment is preferred from April through November to enter our facility. If your pet has ANY fleas or eggs, they will be given a flea treatment at your expense ranging anywhere from \$5 - \$15 in addition to the base cost of your service. Depending on the severity of the infestation, you may be asked to reschedule your appointment. After the fleas are resolved by you, you will be allowed to reschedule.

Dangerous / Aggressive Animals - Refusal of Service:

(Initial) Top Knot Pet Grooming has the right to refuse any services at any time. For employee and pet safety, Top Knot Pet Grooming employees reserve the right to use restraints such as a physical restraint, cones or muzzles to safely complete the grooming service. In the event your pet becomes too stressed or becomes too dangerous to groom, Top Knot Pet Grooming has the right to refuse services, stop grooming services or cancel services at any time before, during or after grooming and you will be charged for the services rendered until that point.

Sedation:

(Initial) We DO NOT work on sedated pets as there is a risk of side effects from sedation medication that we are not medically trained to handle. If you sedate your pet before their appointment, you understand that we will not be held liable for any repercussions related to the sedation. If we believe your pet has been sedated, we reserve the right to refuse services or stop services and you will be charged for the services rendered until that point.

_____ *Excessively Matted Coats:*

(Initial) The standard at Top Knot Pet Grooming is “Humanity before Vanity!” Pets with severely matted coats require extra attention and care. Top Knot Pet Grooming will not risk stress or injury to your pet by de-matting their coat. Excessively matted coats may require your pet to be shaved. If your pet needs to be shaved to remove mats, you acknowledge that you agree to this procedure and any risk presented. Added to the base price of your service, there will be an additional charge of \$10 - \$50 for this procedure.

_____ *Special Handling Fee:*

(Initial) If your pet requires a second handler to be safely groomed, a \$10 fee may apply.

_____ *Pictures:*

(Initial) We take pictures of our finished services. Top Knot Pet Grooming may use your pet’s picture on social media pages or for marketing purposes.

_____ *Payment and Pricing:*

(Initial) Top Knot Pet Grooming has the right to change prices of services. All payments are due IN FULL at the time of pick-up.

_____ *Satisfaction:*

(Initial) Your satisfaction is important to us. If you are unhappy for any reason with the services you received and would like something adjusted, we will gladly accommodate the changes. We can do this at the time of pick-up. Otherwise we need to be notified within 24 hours after your pets appointment to make any changes you find necessary.