



**Client Information**

<b>YOUR DOG:</b>	
Name:	Breed
Approximate weight:	Current Age

<b>OWNER OF DOG:</b>
Full Name(s):
Address:
Phone number(s):
Email:
Preferred Method of Contact (call, text,email):
Booking Prefereces (certain days of the week, times of the day, flexible, changes week to week, etc.):
How did you hear about us?:
Can Love at First Bark post photos/videos of your dog on social media?:

**Vet and Health Information**

Your Dog's Current Vet Clinic:
Do you keep your dog up to date on the following vaccinations (not currently required for services)?: - Rabies - Bordetella - Distemper
Is your dog on flea/tick prevention?
Is your dog okay to go up and down stairs
Are freeze dried beef liver treats from your groomer okay?
Please list any health issues:
Additional Information:

## Grooming and Behavioural Information

Do you have any preference for the products used:

- hypoallergenic shampoo (\$0)  
fortified with pure citrus extract, tea tree oil, coconut oil, lavender oil, thyme, honey, and vitamin E)
- crème conditioner  
dead sea minerals, coconut oil, olive oil, beeswax, aloe vera extract, chamomile extract, vitamin E, vitamin C
- deshedding shampoo  
contains a non-toxic, biodegradable blend in a proprietary mild shampoo base with aloe vera, panthenol, vitamins A, D, and E, and Light Fragrance
- deshedding Conditioner  
contains a blend of conditioners with proprietary detangling agents, nutrients, jojoba oil, panthenol, aloe vera, vitamins A, D, and E, and fragrance
- Derma-Treat shampoo  
contains a non-toxic, biodegradable blend in a proprietary mild shampoo base, panthenol, vitamins A, D, and E, and melaleuca alternifolia oil (tea tree oil)
- Shea Butter and Argan Oil conditioner  
Contains a non-toxic, biodegradable blend of conditioning agents with panthenol, shea butter, argan oil, grape seed oil, oat beta glucan, oat avenanthramide, aloe vera, chamomile, sage, rosemary, nettle, vitamins and a light clean fragrance.

\*all our products are cruelty free, paraben free, and sulphate free

Does your dog have sensitive skin? Does your dog lick any spots regularly? Has your dog had a skin reaction to anything in the past?

Preference for ear plucking (additional charges may apply): always pluck / never pluck / other

What is your preference for anal gland expression services?: always check / never check / other

Is your dog aggressive / reactive around other dogs: yes / no / sometimes / don't know

Is your dog loud while being groomed or while waiting for grooming services/pick up :

Does your dog have any challenges with being groomed (anxiety, aggression, certain triggers, sensitive areas):

Additional Information:

## Contract

### Health or Medical Problems and Senior Dogs:

The grooming process can sometimes be stressful, especially for senior dogs or dogs with health problems. This can expose hidden medical issues or aggravate an existing health issue during or after your dog's groom. Because senior dogs and dogs with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort. Love at first bark is not responsible for any pre-existing medical conditions or the aggravation of those conditions, such as heart disease, arthritis, obesity, infections, or any other medical problem that may be affected by the grooming process. By signing this contract, you agree that any veterinary care expenses will be covered by the dog's owner.

### Entering or Leaving home and salon space:

Dogs that are too large to be carried safely must be healthy and confident enough to be able to go up and down a flight of stairs for their scheduled grooming appointment. I release Love at First Bark, it's owner operator, and any employees from any and all liability for damage, loss or injury that might be revealed, aggravated, caused, or worsened by navigating the stairs and entering the salon space.

### Allergic Reactions:

It is a possibility for some dogs to experience an allergic reaction as a result from the use of products. Please consult your veterinarian prior to having your dog groomed if you have any concerns. Love at First Bark is not responsible for any adverse reactions caused by products used.

### Aggressive or Fearful Dogs:

The health and safety of your dog and groomer are the primary concerns of Love at First Bark. If your groomer feels her own safety, well-being or that of your dog is in jeopardy, a muzzle may be used or services refused / discontinued.

### Ear Cleaning/Anal Glands:

Ear cleaning, ear plucking, and anal gland expression is offered, however if ear infection or anal gland issues are suspected, it is the owner's responsibility to seek veterinary care. Love at First Bark is not liable for any ear related or anal gland issues during or after your dog's groom.

### Accidents / Emergency:

In case of emergency when the owner is not present, the owner designates Love at First Bark as agent and understands that your groomer will do whatever is appropriate for the well-being of the dog while in our care. If your dog requires professional attention, we will attempt to contact you, however, if we are unable to reach you, your groomer may engage the services of a veterinarian and the expense shall be paid by you. Please indicate any health concerns you have prior to any service.

### Mat removal or poor coat conditions:

While your groomer will always use care and caution during the grooming process, there are some risks associated with shaving a pet's coat especially if it is in poor condition. Your dog's comfort is always priority and mats will not be brushed out unless it can be done without causing stress to your dog. Additional charges will be applied appropriately for matted pets.

### Shaving risk examples:

- Without the protection of the coat, dogs can lose their ability to regulate their body temperature as well as may get sunburned easily
- Dramatic differences in your dog's coat length can also cause dogs to feel and behave out of the ordinary
- Shaving may reveal pre-existing skin conditions (eg. red, irritated, swollen, or cracked skin)
- Underlying medical conditions may cause issues with hair re-growth
- If the presence of fleas or other pests are revealed during the groom additional costs will be applied
- A matted coat can conceal the presence of moles, scabs or other conditions on the skin that can be cut or nicked accidentally
- The process necessary to remove a matted coat may aggravate your pet's skin or cause reactions such as hot spots, irritated/sensitive skin, odd behaviour, self-inflicted irritations/abrasions or hematomas.

### Care needed after grooming a matted dog:

- For dogs that shed the coat will have less ability to shed naturally so weekly brushing will help support the regrowth
- Regular bathing is important to help keep the skin and hair follicles clean while the coat grows back
- Sunscreen or avoidance of direct sunlight may be necessary to avoid sunburns
- In cold weather, a coat and boots may be necessary to maintain body temperature

### Cancellation / Late Policy:

All appointments are booked at specific time intervals in order to manage the flow of our clients coming and going. We understand that sometimes appointments need to be rescheduled. If this is needed we ask for a minimum of 48 hours notice so that we may replace your spot with someone on our waitlist.

Arriving to your appointment late also has a dramatic impact on the flow of dogs coming and going so we can only guarantee appointments if you arrive on time. If you arrive late we may have to reschedule your appointment. Please call or text ahead if this is the case so we can do our best to accommodate.

- Rescheduling or cancelling with less than 48 hours notice will result in a fee of 50% of your booked appointment to be paid prior to rescheduling
- A second occurrence will result in 100% of your booked appointment to be paid prior to rescheduling
- Not showing up for your scheduled time will result in a charge of the full price of your appointment to be paid prior to rescheduling
- Arriving more than 15 minutes after your scheduled time will result in a charge of the full price of your appointment to be paid prior to rescheduling

### One Time Free Pass

To show our appreciation for our clients we have a one time free pass for rescheduling and late arrivals. This however does not apply to not showing up for an appointment

Poor Weather Conditions Policy:

In the event of adverse weather conditions, you may reschedule an appointment to put safety first. Examples of conditions that may make driving dangerous include snow, fog, ice, or heavy rain. Every effort will be made to reschedule your groom as soon as possible.

Drop off and Pick up Policy:

When your dog is in our care we aim to complete services as efficiently as possible with few to no dogs sitting and waiting for their service. Drop off times are set at specific times to keep the flow of dogs moving and the number of dogs in our care to a minimum. Please be ready to drop off your dog at your appointment time and be on call for pick up. We can provide an estimate for your pick up time at the appointment booking and another estimate at drop off. Dogs are unpredictable and things change day to day and hour to hour so pick up times are always an estimate. We will always put the dog's needs first and scheduling second. If you have any restrictions for pick up, please let us know at the time of booking your appointment or as soon as possible prior to your appointment. We will always do what we can if it does not affect other appointments.

**Disclaimer and Signature**

Hold Harmless Agreement:

By signing below, I agree to the above information and understand the potential risks associated with these services and all future services. I release Love at First Bark, it's owner operator, and any employees from any and all liability for damage, loss or injury that might be revealed, aggravated, caused, or worsened by the grooming process.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

