



Austin Dogtown
BOARDING & DAYCARE

Grooming Client Information

AGE: All dogs must be at least 16 weeks of age or older

SPAY/NEUTER: All dogs 6 months or older must be spayed or neutered.

VACCINATIONS: All dogs must have up-to-date vaccinations. Owners must submit written proof of Rabies, DHPP, and Bordetella vaccinations (bordatella required every 6 months). All dogs must be on monthly flea and heartworm preventative. If a dog arrives with records showing that a bordatella was given more than 6 months prior to the visit, the intranasal version of the vaccine will automatically be administered for \$20.

Owner Information

Name: _____

Address: _____ Zip _____

EMAIL** _____ ***Please make sure this is an email address*

*you check regularly as all communication regarding reservations, updates, etc will be done via email***

Phone: _____ *Please make sure the phone number on file is the one that you will be available to answer during your dog's grooming visit in case we have questions and so that you will know when your dog is ready for pickup!*

Will you be the person dropping off/picking up the dog from the appointment? _____

If not- please provide that person's name & contact info: _____

Veterinarian _____ **Phone:** _____ **Email:** _____

Address: _____

Pet Name: _____

Age/ approx. d.o.b: _____ **Weight:** _____ **Breed** _____ **Color** _____

Sex _____

Spayed/Neutered? _____ **What age was it done?** _____

all dogs over 6 months must be spayed or neutered

Health/ Grooming

Does your dog have a problem with fleas? _____ Allergies? _____

How does your dog react to having his/her nails clipped? _____

Does your dog have any sensitive areas on his/her body? _____

Please return via email to admin@dogtownaustin.com

Updated 8.10.23



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Our primary grooming area is “cage-free” - Please let us know if your dog has any behavioral issues with other dogs. Dogs may be crated while waiting for pickup after their groom is complete.

Other Directions/ Grooming details

Grooming Client Liability Waiver and Health Certification

I hereby certify that my dog(s): _____ is/are in good health and has/have not been ill with any communicable condition in the last 30 days. I further certify that my dog(s) has/have not harmed or shown aggressive or threatening behavior towards any person or any other dog. I have read and understand the following:

I understand and agree that in admitting my dog(s) to Austin Dogtown Boarding & Daycare, Austin Dogtown’s staff have relied on my representation that my dog(s) is/are in good health and has/have not harmed or shown aggressive or threatening behavior towards any person or any other dog.

I understand that I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are being groomed at Austin Dogtown.

I understand and agree that Austin Dogtown Boarding & Daycare and their staff will not be liable for any problems that develop, provided reasonable care and precautions are followed, and I hereby release them of any liability of any kind whatsoever arising from my dog’s/dogs’ attendance and participation at Austin Dogtown (including without limitation, injury or damage to other dogs, persons, or property due to aggressive behavior of my dog).

If my dog(s) becomes ill, I understand that Austin Dogtown will attempt to notify me as soon as possible, **but I give permission to Dogtown to provide emergency medical treatment for my dog(s), should the need arise within the discretion and judgment of Dogtown and such expenses shall be paid by me.** I authorize Austin Dogtown to transport my dog(s) in a motor vehicle for purposes such as transferring to another location, veterinary visits and for any other reason. I understand and agree to the risks associated therewith and agree that I will be available to meet my dog wherever he/she is taken.

I understand that Austin Dogtown is NOT responsible for misplaced, lost, damaged or broken items.

I understand the rates, payment terms, & the hours of operation for Austin Dogtown.

I understand that **if I am NOT satisfied with the grooming services provided by Austin Dogtown, that I will notify them by close of business the following day.**

I understand that Austin Dogtown has the right to refuse service to any pet that is aggressive, bites, unmanageable, too loud, or NOT suited for the Austin Dogtown environment.

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GROOMING POLICIES:

Matted Fur : Severe mats will not be combed out due to the discomfort and/or pain that it can cause to the animal. Our groomers comb-out mats at their discretion. Groomers will decide whether mats are too severe to be brushed out. Such mats will be shaved. We do not leave mats on animals as it can lead to sores on the skin. Austin Dogtown is not responsible for conditions revealed under matted fur or caused as a result of matted fur. Matted fur may cause irritated skin, sores, and other adverse conditions. Matted fur causes the skin to be more sensitive to grooming blades and, because the skin has not been able to "breathe", may result in a rash once uncovered. Our strict de-matting policy put a pet's health and comfort above cosmetics and aesthetics, when necessary. It is our effort to promote the ongoing health and comfort of all pets at our shop.

Ear Plucking Policy : Our groomers pluck ears at their discretion. We will not pluck impacted or infected ears. Animals with adverse ear conditions will be referred to their veterinarian.

Flea Policy : In order to keep a flea-free facility, all animals found with fleas will be treated immediately, at owner's expense, either by Capstar Pill or Flea Bath. Neither treatment is a long-term preventative and should be followed by a topical treatment after 24 hours.

Vaccine Requirements : All dogs must be current on vaccinations (rabies, bordatella (given every six months), dhpp). Puppies must have ALL rounds of vaccinations before their first visit to Austin Dogtown. No exceptions.

Pricing : Price *ranges* may be given via email - an estimate for services will be given at time of drop-off, which may be subject to a 10% variance once services are completed (depending on time required, problems encountered, etc).

Handling Fees : A 50% handling fee will be assessed for all animals that must be sent home due to aggression, behavior, or health conditions, whether or not the groom was able to be completed.

Grooming Cancellation Policy: Must receive cancellation notification 48 hours prior to the appointment to avoid a charge of 50% of the grooming estimate. Any notice less than 24 hours will result in a full charge of the estimated services.

All customers must have credit card on file to hold the appointment and for payment of services. The card will be charged in the case of cancellation outside of the stated time frame.

Name on Card: _____

Card Number: _____

Expiration Date: _____ **Zip Code:** _____ **CVC:** _____

****Credit cards will be run for the total charge before the end of the day****

Would you like a receipt emailed?

Circle: YES / NO

****Tipping can be done via Venmo to @becky-mayer—1**

I certify that I have read and understand the policies of Austin Dogtown as set forth in this document and that I have read and understand the conditions, and statements of this agreement.

Dated: _____

Signature of Owner or Authorized Representative: _____

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