

# Customer Enrollment

## Owner Information & First Dog



### OWNER INFORMATION

Owner Name:	Email:		
Primary Phone:	Alternate Phone:		
Address:	City:	State:	Zip:

### EMERGENCY CONTACT

Contact Name:	Email:
Primary Phone:	Alternate Phone:

### PRIMARY VETERINARIAN

Clinic Name:	Phone Number:
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### DOG INFORMATION

Name:	Breed:	Color:
Age:	Birthday:	Sex (circle one): Male – Neutered – Female – Spayed

### BEHAVIOR QUESTIONNAIRE

*Please fill out this section to the best of your knowledge.*

*False information could result in **additional fees** or **dismissal from services**.*

Was your dog rescued?	Yes – No	Approx. month & year of adoption:	_____
Are they human aggressive?	Yes – No – Unsure	Are they dog aggressive?	Yes – No – Unsure
Are they food aggressive?	Yes – No – Unsure	Are they leash aggressive?	Yes – No – Unsure
Does your dog lick or chew themselves until their skin becomes raw or bleeds?	Yes – No – Unsure		
Does your dog ingest inedible objects? This includes rocks, dirt, fabric, hair, etc.	Yes – No – Unsure		
Does your dog tend to nip, bite, or growl during handling, grooming, or veterinary care?	Yes – No – Unsure		
Does your dog have a history of jumping or climbing fences, or digging under them?	Yes – No – Unsure		
Does your dog tend to chew on bedding, such as blankets, pillows, or their bed?	Yes – No – Unsure		
Has your dog previously boarded or attended daycare?	Yes – No – Unsure		
Has your dog ever bitten a human? If yes, please explain below.	Yes – No – Unsure		

Has your dog ever bitten another dog? If yes, please explain below.	Yes – No – Unsure
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### MEDICAL QUESTIONNAIRE

Please fill out this section to the best of your knowledge.

False information could result in a **medical emergency** and **incur the expenses of emergency vet care.**

Does your dog have any of the following health problems?	Heart Disease	Yes – No – Unsure
Kidney Disease	Liver Disease	Yes – No – Unsure
Impaired Vision	Hearing Loss	Yes – No – Unsure
Allergies	Known Allergies:	_____
Seizures	Date of Most Recent Seizure:	_____

Other Known Conditions: \_\_\_\_\_

Does your dog show signs of anxiety at home during their normal routines? Yes – No – Unsure

Does your dog show signs of anxiety when separated from you or your family? Yes – No – Unsure

Please circle any known causes of fearfulness or anxiety: Fireworks – Men – Other Dogs – Storms – Strangers

Is your dog currently on flea/tick preventative? Yes – No      Name of Medication: \_\_\_\_\_

Please list any long-term or permanent medications your dog currently takes below.

\_\_\_\_\_

### EMERGENCY PROTOCOL

These questions are asked **as a precaution** to assist us in following your wishes in the unlikely event your dog becomes ill while in our care. We require this for all dogs, regardless of age or health, as any dog may have undiagnosed medical conditions.

Fuzzy Butts will always attempt to contact you and your emergency contact before proceeding, but we will not delay medical care to wait for a response if we are unable to reach you in a timely manner.

Please select **one** option from each section below.

#### 1.) If my dog shows signs of distress while at Fuzzy Butts...

- I give Fuzzy Butts permission to bring my dog to a local Veterinarian or Emergency Clinic. I understand that I am solely responsible for all related veterinary costs.
- I request that Fuzzy Butts attempt to call my emergency contact to pick up my dog. I understand that all medical decisions that follow are the responsibility of the emergency contact.

#### 2.) Once my dog is at a vet, or if my emergency contact cannot be reached in a timely manner...

- I want all lifesaving techniques applied.
- I want comfort measures only, no resuscitation.



Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_

# Customer Contract

## For Grooming Services



This contract represents an agreement between The Owner and Fuzzy Butts (FB) regarding the care of The Owner's dog(s) and all services provided by FB. This contract becomes effective on the date signed below and applies to all services rendered from that date onwards.

- 1.) The Owner understands that any grooming procedures may be stressful for their dog. All grooming procedures come with inherent risks including but not limited to cuts, abrasions, rashes, and nicks. The Groomer will exercise caution and care to minimize these risks but neither the Groomer nor FB can be held responsible should they occur as part of the grooming process.
- 2.) The Owner certifies that their dog is in good health, with no pre-existing injuries or medical conditions. The Owner acknowledges that grooming may reveal pre-existing conditions, including but not limited to skin irritation, hot spots, or abrasions, as well as the presence of fleas or ticks. Any dog found to be ill, injured, or otherwise unfit for grooming will not be groomed and must be picked up immediately to avoid an isolation boarding charge.
- 3.) The Owner further certifies that their dog has not caused harm or shown aggressive behavior towards any dogs or persons in the past, and any prior incidents, no matter the significance, have been disclosed. The Owner is solely responsible for any harm caused by their dog to other dogs, persons, or property. Additionally, the Groomer and FB retain the right to refuse services to any dog in which they feel unsafe grooming. Any dog that shows aggressive behavior or extreme anxiety may be unable to receive grooming services and may be referred to a veterinarian for grooming.
- 4.) Senior dogs and dogs with stable pre-existing medical conditions may be groomed if they are able to stand on their own for at least 75% of the groom, are in good spirits, and do not show any signs of distress during the grooming process. The Owner agrees that all potential complications have been disclosed prior to the grooming appointment and understands that the Groomer nor FB are liable for any complications.
- 5.) Due to the complications caused by matting, any dog with severe matting may require a complete shave down or veterinary care. The Owner accepts that the Groomer and FB maintain the right to refuse a groom or end a groom prematurely should the matting prove too severe or should the Groomer feel uncomfortable proceeding due to safety concerns. The Owner acknowledges that matting may conceal pre-existing injuries or skin conditions, and such complications are not the fault nor the responsibility of the Groomer or FB.
- 6.) The Groomer and FB retain the right to refuse services to any dog in which they feel unsafe grooming. Any dog that shows aggressive behavior or extreme anxiety may be unable to receive grooming services and may be referred to a veterinarian for grooming.

  
Initial \_\_\_\_\_

# Customer Contract

## For Grooming Services



7.) The Owner agrees to pay the Groomer the billed amount for the grooming services. They accept that the price may differ from the original estimate depending on the behavior of their dog, the condition of their dog, and any special accommodations their dog may require. Should the Owner be unhappy with the groom, the Owner agrees to notify FB within 24 hours to receive free corrections to the groom. If no notice is given within 24 hours any changes to the groom will incur an additional service fee

8.) All grooming appointments require 48 hours' notice for cancellations. Failure to give at least 48 hours' notice, or failure to show up to the appointment, may result in the Owner being required to pay a non-refundable deposit for future appointments. This deposit will be credited towards the grooming bill if the Owner comes to the scheduled appointment but will be forfeited in the case of a late cancellation or no show.

9.) The Owner agrees to pick up their dog from grooming within an hour of being called. Failure to pick up within an hour will result in a \$35 holding fee. Failure to pick up within two hours will result in a \$64 boarding fee.

10.) In the case of a medical emergency, the Owner acknowledges that FB will attempt to contact them or their emergency contact. The Owner understands that the health and safety of their dog will be the priority, and FB will seek veterinarian attention if necessary. Any fees incurred because of veterinary care are the sole responsibility of the Owner, and they cannot hold FB or the Groomer liable.

### REMINDERS

The final price of a groom may differ from the original estimate based on the dog's behavior, coat condition, and any special accommodations the dog requires to ensure a safe, low stress groom.

Completed grooms must be picked up within 1 hour of completion.

Failure to pick up within 1 hour will result in a \$35 fee. After 2 hours the fee will increase to \$64.

Cancellations require 48 hours' notice.

Late cancellations or no shows will require a deposit for future grooming appointments.

Severe matting may require grooming under anesthesia by a veterinarian.

Matting can cause skin conditions and conceal pre-existing injuries.

**I have read and understand all the above statements, terms and conditions and agree to abide by the policies put in place by Fuzzy Butts. All questions have been answered to my complete satisfaction. I therefore accept care on this basis.**



Signature

Date

Print Name