



# *Bone on the Bayou*

Every Client is required to read and sign this form prior to any service rendered at Bone on the Bayou. Thank you and we would like to Welcome you and your dog(s) to Bone on the Bayou.

## **Client Information**

DATE: \_\_\_\_\_

Your Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Spouse: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Address: \_\_\_\_\_ Home Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### **\*\*\* PLEASE PROVIDE A LOCAL EMERGENCY CONTACT:**

This is someone who is not traveling with you but you have given permission to pick your dog(s) at your request or the facilities request.

Name \_\_\_\_\_ Relationship: \_\_\_\_\_

Ph# \_\_\_\_\_ Email: \_\_\_\_\_

**Please read carefully. \*These policies are for your dog's protection.\***

## **Dog Profile**

Your dog(s) Name

(1) \_\_\_\_\_ Male/Female Neut/Spay \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Weight

(2) \_\_\_\_\_ Male/Female Neut/Spay \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Weight

(3) \_\_\_\_\_ Male/Female Neut/Spay \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Weight

(4) \_\_\_\_\_ Male/Female Neut/Spay \_\_\_\_\_ Age \_\_\_\_\_ Breed \_\_\_\_\_ Weight

Name of the veterinary where you take your dog(s): \_\_\_\_\_

Phone: \_\_\_\_\_



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What name are the medical records under? \_\_\_\_\_

Did your dog(s) receive their most recent vaccinations at a different location other than their vet. office? \_\_\_\_ Y \_\_\_\_ N

If yes where? \_\_\_\_\_ Phone : \_\_\_\_\_

Is your dog(s) microchip? \_\_\_\_ Y \_\_\_\_ N

## **Dog Health**

Does your dog(s) have or ever had any issues with the following that we need to be made aware of:

\_\_\_\_ Breathing      \_\_\_\_ Eyes      \_\_\_\_ Ears      \_\_\_\_ Neck/Back  
\_\_\_\_ Legs      \_\_\_\_ Paws      \_\_\_\_ Skin      \_\_\_\_ Lumps/Warts  
\_\_\_\_ Cuts      \_\_\_\_ Sores      \_\_\_\_ Hot Spots      \_\_\_\_ Allergies  
\_\_\_\_ Heart      \_\_\_\_ Stomach \_\_\_\_ Anxiety \_\_\_\_ Other

Please explain the above indicated: \_\_\_\_\_  
\_\_\_\_\_

In the event my dog(s) become ill or injured, I authorize Bone on the Bayou to take my dog(s) to:  
Veterinary Office Name: \_\_\_\_\_

If the above named veterinary office is not available I authorize Bone on the Bayou to take my dog(s) to another veterinary office for treatment. \_\_\_\_ (please initial)

## **Dog Behavior**

Is your dog(s) socialized? \_\_\_\_ Y \_\_\_\_ N

Has your dog(s) done doggie daycare before? \_\_\_\_ Y \_\_\_\_ N

Has your dog(s) gone to dog park before? \_\_\_\_ Y \_\_\_\_ N

How would you describe your dog?



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High Energy     Shy     Moody     Jumper  
 Active     Submissive     Digger     Chewer

Is your dog(s) used to being in a kennel?  Y  N

Is your dog(s) scared or nervous with thunder or fireworks?  Y  N

Has your dog(s) shown aggressiveness towards/with:

Other Dogs     Toys     Being on a leash  
 People     Food     Kennel Aggression  
 Other

## **Dog Diet**

How would describe your dog(s) eating behavior:

Fast     Regular     Slow     Picky     Other

Does your dog(s) have any food allergies? \_\_\_\_\_

May we add canned food if your dog(s) is not eating properly?

Yes     No

## **Health Requirements**

We require that your dog(s) be current on vaccinations prior to being groomed/boarding/daycare at our shop. The following requirements must be met prior to grooming /boarding.

### Vaccinations

1. DHLPP-C & Rabies
2. Distemper
3. Bordetella (kennel cough)
4. Canine influenza

All required vaccinations help prevent disease outbreaks in both your dog(s) and our facility. It is the responsibility of the dog(s) owner to provide Bone on the Bayou with verification of a dog(s)



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vaccination history. We prefer that you bring a copy of your dog(s) records with you, but we will also try to verify by phone if they are unavailable to you.

Upon arrival each dog(s) will be examined by a staff member of Bone on the Bayou for fleas, ticks, minor health problems and over all cleanliness. In the event we find such problems your dog(s) will be bathed (in flea shampoo and /or deodorizing shampoo) at the owner's expense.

All dogs must be spayed or neutered to participate in our open doggie daycare or stay over night.  
\*\*\*\*\*Not Required for any of our Grooming Services\*\*\*\*\*

## **Groomer Profile**

I understand that I do hereby entrust my dog(s) to Bone on the Bayou for the purpose of grooming my dog(s).

I agree to the following:

1. Your dog's safety is first at Bone on the Bayou. We require a current copy of your pet's vaccination records. We will contact your vet or you can fax or email prior to appointment.
2. If it is necessary for the safety of the pet and the groomer/stylist, elastic collars, slings or straps, etc. will be humanely used.
3. I am aware that if my pet doesn't respond to the groomer/stylist and remain still during the grooming procedure accidents can happen such as nicks from clippers or scissors or toenail trimmers.
4. Customer assumes all liabilities, financial and otherwise for the behavior and health of their pet.
5. Customer will advise us of any allergies, sensitivities or pre-existing medical conditions so we can avoid aggravating these situations. Please let us know of any prior grooming history you or your dog may not have found satisfactory. We want to avoid the repetition of poor or unpleasant experiences or situations.
6. Bone on the Bayou understands that some dogs are extremely sensitive to certain grooming procedures such as nail trimming and/or ear cleaning. It is not our intent to cause your dog discomfort, so although these are routine procedures normally performed for the well being of the pet, we will not continue any grooming procedures that will cause pain or discomfort to the pet or harm to the groomer/stylist. Sometimes, for a more sensitive dog, these procedures are best left to the care of a veterinarian.
7. Bone on the Bayou/the groomer will be held harmless from damages, loss or claims arising from any known or unknown pre-existing condition of the pet.
8. If fleas are found on your pet, Bone on the Bayou will administer a flea bath to eradicate the fleas in order to maintain salon sanitation. This is at the groomer/stylist's discretion. The shampoo is gentle, non-alkaline and hypoallergenic.



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9. Allowing a pet's coat to get matted is not only very uncomfortable but dangerous for your pet's health. The groomer/stylist will de-mat (if possible). This may incur an additional charge in addition to the regular grooming fee or the pet will receive a "shave down" to remove the mats. Under this circumstance, a shave down is the only way to allow the skin to receive necessary oxygen and for new, healthy hair to grow. Charges for the shave down or shaving ears or tail if they are matted are determined on a per pet basis. If the client requests the mats be combed out, the groomer/stylist will not do so if it causes the pet undue stress or pain. Excessive de-matting is a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems. I am aware that these situations can cause problems after grooming such as clipper/brush irritation.
10. Shave downs or custom cuts that are outside normal specific breed haircuts will be discussed and the groomer will perform the cuts to the best of his/her understanding of client's directions and his/her ability but no other guarantee is made.
11. Shaving your pet may dramatically change your pet's appearance and the hair will be very close to the skin. This may expose pre-existing skin conditions.
12. Every effort will be made to keep our scheduled grooms running smoothly. If your pet(s) has behavior issues or skin and coat problems you may be looking at a longer period of time.
13. Our groomer/stylists are trained professionals. We reserve the right to alter or cease any groom in the event that our staff determines it is in your pet's best interest or your pet displays aggressive behavior. Customer understands that Bone on the Bayou has the right to refuse service to Customer's pet(s) at any time for any reason.
14. Some pets will become very uncomfortable and/or scared during the grooming process and might attempt to bite our groomer/stylist. In the event this happens, we will notify you and a special handling fee may be assessed to your bill. Please let us know beforehand if you already know your pet has this behavior.
15. We will use extra care and patience for older pets; however, we will not be held responsible for any reaction due to the mental or physical stress of grooming the geriatric pets. If, in our judgment, brushing or clipping is determined to cause too much stress to the pet, we will modify or terminate the haircut. Please be sure and notify us of any health conditions that might make your pet(s) uncomfortable during the bathing, drying or clipping phases. Any grooming which takes place on an elderly or frail pet is conducted at your risk.

### **Doggie Daycare/Sleepovers**

If you wish your dog(s) to participate in our doggie daycare or spend the night we must have him/her go through a minimum of a 5 hour temperament test. During this time your dog(s) will be slowly introduced to a few of our regular, socialized dogs and eventually introduced to the rest of the pack. For the safety of your dog(s) and the rest of the pack we like to start our temperament tests in the mornings Monday-Thursday. Your dog(s) will be evaluated on his/her behavior and demeanor. Your dog(s) will also be evaluated in a kennel to see if he/she is showing excessive barking, pacing, kennel aggression or destructiveness. Although we will do



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our best to properly evaluate your dog(s) during this temperament test, some habits or behaviors may not be shown during this time. It will be the faculties discretion to alter or determine if this environment is no longer the best for your dog(s) at any point during their doggie daycare or sleepovers stays.

We provide pillows, blankets and bowls. We ask clients to bring their dog(s) food as we like to keep them on the same diet. If clients can bring their food properly portioned out per meal to prevent over or under feeding.

If your dog(s) is on any medication we ask you to please have instructions written out with dosage and reasons why your dog(s) are taking it.

**\*\*Please note: We are wanting to make sure this is right environment for the comfort of you, the facility and most importantly, your dog(s).\*\***

### **Emergency Information**

We strive for safety and the utmost in cleanliness at Bone on the Bayou. For minor and other health problems Bone on the Bayou may in its discretion refuse to accept the pet until such conditions are corrected. By leaving your dog(s) with the staff at the Bone on the Bayou you represent that your dog(s) is in good health and that all vaccinations are current. In the event your dog(s) becomes ill or if the state of its health otherwise requires professional attention while in 20<sup>th</sup> Street Grooming & Doggie Daycare's care, you (pet owner) hereby grant Bone on the Bayou the authority in its sole dissection to engage the services of a veterinarian of Bone the Bayou's choice. The dog(s) owner assumes full responsibility for payment and/or for veterinary services rendered on/or for your pet.

I hereby authorize Bone on the Bayou to perform requested services upon my dog(s), including but not limited to, grooming, bathing, daycare or boarding, etc.

### **Owner Agreement**

I herby certify that my dog(s) is/are good health and have not been ill with any communicable disease or parasites in the last 60 days.

I understand that while my dog(s) are at Bone on the Bayou for doggie daycare or boarding they are participating in an open play environment and inherent risks can occur even while supervised. Risks may include but not limited to scrapes, scuffs, abrasions and injury. I also understand that despite my dog(s) being updated on their shots, Bordetella (kennel cough) is contagious and is like the common cold for humans.



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If for any reasons your dog(s) upon arrival or during their stay any of the following, arrangements for immediate pick up will need to be provided by the owner.

- 1) Coughing
- 2) Sneezing
- 3) Eye drainage
- 4) Loose Stool
- 5) Excessive barking or destructive behavior
- 6) Aggressive behavior towards the staff or other dogs

I hereby release Bone on the Bayou from liability while my dog(s) are at the facility.

## **Authorized Pickup**

I authorize non-family members permission to pickup my dog(s) from Bone on the Bayou.

Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Name: \_\_\_\_\_ Cell Number: \_\_\_\_\_

## **Hours of operation**

I understand Bone on the Bayou are open to the public: Monday-Friday 7am -6pm, Saturday 7am -5pm. We do have additional designated drop off & pick up times on Saturday & Sunday for our sleepover guests. Additional times will need to be approved by Bone on the Bayou. \*All Times are subject to change\*

I understand and agree to pay the late fee of \$10 for pick up after closing hours. If your dog(s) is not picked up 45 minutes after closing we will board your dog(s) and you will be charged an over-night boarding fee.

Please note our drop off time for all our services are between 7am to 9am unless approved by Bone on the Bayou management.

It shall be deemed abandonment if an owner fails to pick up their dog(s) on the day of the grooming services unless prior arrangements or some form of communication is attempted to be made. With that an extra charge will occur. For our doggie daycare or sleepover guests a grace period of 2 days will be permitted until it is deemed abandonment.

I understand this 8 page agreement is valid starting on the date below whenever my dog(s) is under the care of Bone on the Bayou. I also understand it is my responsibly to update this information whenever necessary.



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Owner: \_\_\_\_\_

**PS:**

May we use pictures of your dog(s) for our website or social media?

\_\_\_\_\_ Y \_\_\_\_\_ N

For Bone on the Bayou Staff only	
Reviewed by:	
Notes:	

## **Update Information**

This section is to add or change current client profile information. The sections is only to be filled out after the original date.

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Client Signature \_\_\_\_\_

Updated Date \_\_\_\_\_





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