

Client Information Sheet



Owners Name(s) _____

Address _____ City _____ ST _____ Zip Code _____

Main Phone Number _____ Email _____

Spouse/Second Contact Name: _____ Relation: _____ Number: _____

Emergency Contacts Name: _____ Phone Number _____

Name: _____ Phone Number _____

Veterinarian Office _____ Phone Number _____

Pet Information

Pet Name _____ Dog Cat Other _____ Male Female

Breed _____ Color: _____ Birthday/Age _____ Neutered /Spayed Y N

Medications Crate Trained Storm Anxiety Fear of men 1st time boarding Digs Holes Eats poop

Diabetic Social Separation Anxiety Shy/nervous Eats beds/blankets Escape Artist Mounts other dogs

Pet Name _____ Dog Cat Other _____ Male Female

Breed _____ Color: _____ Birthday/Age _____ Neutered /Spayed Y N

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Pet Name _____ Dog Cat Other _____ Male Female

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Diabetic Social Separation Anxiety Shy/nervous Eats beds/blankets Escape Artist Mounts other dogs

Vaccinations: All pets MUST be vaccinated for the Rabies vaccine. All dogs Boarding/Grooming/Daycare outside of their home MUST be vaccinated and have current proof of Rabies, Distemper, and Bordetella and have current flea/tick and heartworm prevention with clear Fecal & heartworm test results. If fleas or ticks are found on your dog they will be given a medicated bath at owner's expense.

Deposits: 40% Deposits calculated from the total boarding charges reserved will be required at the time of your dog's reservation. Payment is required immediately. Without a received deposit on file for each reservation made your pet's stay will not be confirmed.

Cancellations & Fees: All Deposits will be non-refundable 7 days or one week prior to your reservation should you cancel your pet's stay. Your deposit (40% of your reserved stay) is the cancellation fee required should you cancel your reservation.

If a reservation is made within the 7 days prior to the start of your pet's stay you will still be held responsible for the deposit and it will be non-refundable should you cancel your pet's stay. Our cancellation policy applies to all services should you return early and cancel pre-booked or reserved services.

Card on file: An active card on file is required for every client all sensitive information is stored on our secured payment system.

Policy's Agreement: You agree that you have read and understand our policies listed on our website fully, and have asked all questions at our "Meet n Greet" and will visit our website to print a copy of our policies for your records and stay compliant and familiar with them on a regular basis. You agree to receive our monthly newsletter, photos, coupons, promotions, confirmation text, & emails to the above listed email & phone number listed.

By initialing here you agree to stay compliant with all vaccination requirements, card on file, cancellation & deposit policies.

Veterinary Release Agreement

I, _____, hereby authorize the attending veterinarian to treat any of my pets as listed on the Pet Information section and I accept full responsibility for all fees and charges incurred in the treatment of any of my pets.

Lynzie Williams is authorized to transport my pet(s) to and from the veterinary clinic for treatment or to request "on-site" treatment if deemed necessary. If I cannot be reached in case of an emergency, the Sitter shall act on my behalf to authorize any treatment excluding euthanasia.

Signature: _____ **Date:** _____

Deposits: 40% Deposits calculated from the total boarding charges reserved will be required at the time of your dog's reservation. Payment is required immediately. Without a received deposit on file for each reservation made your pet's stay will not be confirmed.

Late Booking Fees: \$5 for walks/visits booked with less than 24 hour notice. \$10 for boarding reservations booked less than 24 hour notice.

- **After/Before hours drop-off/ pick-up** will result in a fee that is 50% of one night's stay. This service is only accommodated with an appointment that is approved by staff, with plenty of notice, when possible. Do not show up without a schedule appointment after or before hours. Without appointment you will be subject to an additional 50% charge, totaling to an additional full night's stay charge. For every five minutes past your scheduled appointment after hours there is a \$5 fee. For every 5 minutes early before hours there is a \$5 fee. Please be punctual.
- **Walking/Visit Clients Only:** Water Bowl Oasis LLC & their staff are released from any damages that occur to your home, including but not limited to, soiled carpets, destruction to house or furniture. Water Bowl Oasis LLC & their staff will not be held liable for theft at residents that occurs during sitting services, if not due to negligence on sitter's behalf. There will be absolutely, no liability for any reason, if multiple parties have access to the home during any sitting services.

All reservations and services are by appointment only!

- **Drop Off & Pick Up Times:** Water Bowl Oasis LLC is very flexible when it comes to drop off and pick-up times, **at the time of reservation.** Once a drop off or pick up time has been reserved, **that is your scheduled appointment time!** Drop off will be confirmed 24-48 hours prior to your pups stay and before pick-up.
- You agree to receive our monthly newsletter, photos, coupons, promotions, confirmation text, & emails to the above listed email & phone number listed.
- **Grooming:** There is a \$15 charge per 15 minutes of de-matting/detangling brushing, additional to groom prices when necessary.

Due to our high volume of clientele, Water Bowl Oasis LLC runs a very tight schedule. Please understand that if an appointment needs to be changed or you will be early or late we will need ample notice to rearrange our schedule. We have clients outside of the facility we visit, limo, and walk and might not be available if you are early or late for your appointment and fail to communicate.

Please treat your reservations with the same importance of any other appointment at another business. Please be punctual and communicate with us if there is ever an issue or a change of plans. This way we can give you and all of our furry clientele the personal care and attention they deserve.

Water Bowl Oasis LLC reserves the right to update and enforce these and any policies at their discretion not limited to the policies listed above. By signing below you agree to abide by these policies and to regularly check our website for any updates. These policies apply to the signee's entire household or any authorized agents of the household for current and future pets.

Signature: _____ Date: _____

For Staff Use Only: Fear of - Nail trims

Crates

Water

Blow dryer

Owner's Name _____ Phone # _____

1. Pet's Name _____

2. Pet's Name _____

3. Pet's Name _____

Grooming Agreement:

- I the Owner understand that if my dog's hair is matted, bites, or otherwise does not cooperate for any grooming service, additional fees will apply or pet(s) will not be groomed.
- I understand that de-matting & detangling to save the length of a coat is painful sometimes to the pet and not always advisable or possible. WBO LLC and its staff are not liable for cuts, scrapes, or irritations due to matted hair removal. Removal of matted hair which is necessary for the comfort & wellbeing of your pet can cause your pet to lick, bite, or scratch themselves raw and develop a "hot spot". You agree to watch your pet for adverse reactions and seek veterinary attention if skin irritations persist or occur and do not hold Water Bowl Oasis and their staff accountable for medical expenses.
- I understand if my dog's hair is matted and I agree to continue with my groom, the end result will be completed to the best of Water Bowl Oasis LLC and its employee's ability, completely depending on my dog(s) temperament and coat condition.
- I the owner of the pet understand if I do not want the length of my dogs coat to be shorter than originally agreed upon due to matts the groom & bath will not be carried out. Bathing a pet with matts will just increase the matts further and cause irritation to the skin causing pain to the pet. It is Water Bowl Oasis's policy to only care for our clients with respect and love. Creating more matts and pain to an animal is not a practice our groomer carries out.
- I understand an additional \$15 fee per 15 minutes of additional brushing, if required, to save a coat will be applied if saving the length of the coat is what (I) the owner of the pet has instructed.
- WBO LLC & its staff will not bathe or groom a dog with skin irritations or wounds without a veterinarian medical release.
- Heartworm, Flea & Tick Agreement:** I the Owner, understand my pet and all pets visiting Water Bowl Oasis are required to be up to date on a monthly heartworm and internal parasite preventative, along with a monthly flea & tick preventative, to insure the safety of all our clients and staff. I acknowledge and agree that Water Bowl Oasis LLC has the right to administer Capstar medication to kill any fleas or ticks found on my pet(s) and administer a flea/tick bath. All costs for treatment will be covered by I, the owner of pet(s).
- This contract is binding and applies to all current and future pets belonging to this family, and is agreed upon by all heads of the household and their heirs. If a non-owner drops a dog off and gives instructions for the groom Water Bowl Oasis LLC and its staff are not liable for their instructions if given incorrectly. It is your responsibility as the owner to make sure you give proper written instructions to whoever drops the dog off. If we have questions and you are unavailable your pet will not be groomed until we have your instructions or we will groom based upon past notes in your pet's file.**

Owner's Signature _____ Date _____

Water Bowl Oasis LLC

CREDIT CARD FORM

VISA MASTERCARD DISCOVER AMEX

CARD HOLDER S NAME

CARD NUMBER

EXPIRATION DATE

CVV CODE

ZIP CODE

CARD HOLDERS SIGNATURE

An active card on file is required for all clients in order to make reservations. This sensitive information is entered into our secure point of sale system and kept for all future deposits and payment ease at pick-up. Payments are charged to the card on file at the end of each stay or the end of the day care week.

To update payment information please contact our office.

Full payment for all services will be required in advance for clients who do not adhere to this policy.

Medications Sheet

Pet's Name: _____ Medication name: _____

Amount: _____

Additional Instructions: _____

AM

Midday

PM

Pet's Name: _____ Medication name: _____

Amount: _____

Additional Instructions: _____

AM

Midday

PM

Pet's Name: _____ Medication name: _____

Amount: _____

Additional Instructions: _____

AM

Midday

PM

Pet's Name: _____ Medication name: _____

Amount: _____

Additional Instructions: _____

AM

Midday

PM

Feeding Instructions

Pet's Name: _____

Amount: _____

AM

Additional Instructions: _____

Midday

PM

Pet's Name: _____

Amount: _____

AM

Additional Instructions: _____

Midday

PM

Pet's Name: _____

Amount: _____

AM

Additional Instructions: _____

Midday

PM

List any allergies, illnesses, health concerns, injuries, or additional instructions your pets have currently or have had recently.
