Client Information Sheet



Owners Name(s)								
"A Pet's Paradise" 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								
Y N								
Breed Color: Birthday/Age Neutered /Spayed 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								
Medications Crate Trained Storm Anxiety Fear of men 1st time boarding Digs Holes Eats poop								
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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.								

Date: _____

"A Der's Daradice"

Policies

- All clients are required to have an active credit card on file in order to book any appointment. You are not required to use this card for payment but if there is a no show or cancellation resulting in a fee this card will be processed for that amount. Please see our cancellation policy below. All sensitive information is entered into our secured server for convenient payment; however we prefer payment by cash or check.
- You are required to provide your dog's food pre-bagged and labeled in gallon size bags or portioned meal bag. Or food will be provided at owners cost. **Personal belongings are not ever permitted for storage and hygienic purposes.** We supply bowls, beds, blankets, crates, toys, treats & more for your pets.
- All payment due at pick-up for services rendered including, but not limited to, 24 hour rates, **half-day fees**, boarding/sitting/visits, taxi service, bathing/grooming, & daycare.
- Water Bowl Oasis LLC is a social pet care business. All dogs will be socialized during their stays. No aggressive dogs will be tolerated. If we do not see it safe for your pet to socialize they will be kept in a play group of their own for the remainder of their stay. Due to the open environment we encourage and practice at Water Bowl Oasis negative or harmful behaviors that cannot be corrected will not be tolerated. Your pet must have basic house manners and group play manners to reside at our facility. It is never guaranteed that your pet will socialize with others. To ensure the safety of our staff and guests, every day is a temperament test and as your pet's mood changes so might his/her number of playmates. We reserve the right to refuse services to any guest that poses a threat to the well-being of itself or others.
- Boarding/socializing/walking your dog may include some risks including contagious illnesses, injuries, refuse food, fight with other canines, soil themselves, diarrhea, vomiting, weight loss. All these events will be avoided to the best of our abilities and guests made comfortable, though you release Water Bowl Oasis LLC & their staff from any liability for, but not limited to, these incidents.
- Emergency Contacts: Every client will be required to leave an emergency contact person (an adult over 18). You agree that your emergency contact person or Water Bowl Oasis' staff (in the event that your emergency contact person cannot be reached) shall be authorized to make any and all decisions related to the health of your pet, for you in the event that we cannot contact you.
- In an emergency or natural disaster, you understand it may not be possible to safely evacuate your pet and release Water Bowl Oasis LLC & their staff from any liability. Subject to cancelations of services or emergency fees.
- All pets in our care MUST be vaccinated for the <u>Rabies</u> vaccine. All dogs boarding outside of their home MUST be vaccinated and have current <u>proof</u> of <u>Rabies</u>, <u>Distemper</u>, <u>and Bordetella</u> and have <u>current flea/tick and heartworm prevention</u>
 @ bath at owner's expense.

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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!

- <u>Drop Off & Pick Up Times</u>: 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: ˌ	Date:

Owner's Name	Phone #
1. Pet'sName	
3. Pet's Name	
Grooming Agreement:	
G. Go	
	that if my dog's hair is matted, bites, or otherwise does not cooperate for any onal fees will apply or pet(s) will not be groomed.
not always advisable or properties and cause your pet to lice your pet for adverse real	Itting & detangling to save the length of a coat is painful sometimes to the pet an possible. WBO LLC and its staff are not liable for cuts, scrapes, or irritations due to moval of matted hair which is necessary for the comfort & wellbeing of your pet k, bite, or scratch themselves raw and develop a "hot spot". You agree to watch citions and seek veterinary attention if skin irritations persist or occur and do not and their staff accountable for medical expenses.
· -	s hair is matted and I agree to continue with my groom, the end result will be f Water Bowl Oasis LLC and its employee's ability, completely depending on my d coat condition.
agreed upon due to mat increase the matts furth	nderstand if I do not want the length of my dogs coat to be shorter than originally its the groom & bath will not be carried out. Bathing a pet with matts will just er and cause irritation to the skin causing pain to the pet. It is Water Bowl Oasis's our clients with respect and love. Creating more matts and pain to an animal is not rries out.
	nal $$15$ fee per 15 minutes of additional brushing, if required, to save a coat will by $$3$$ gth of the coat is what (I) the owner of the pet has instructed.
WBO LLC & its staff will medical release.	not bathe or groom a dog with skin irritations or wounds without a veterinarian
required to be up to date of tick preventative, to insure has the right to administer	greement: I the Owner, understand my pet and all pets visiting Water Bowl Oasis are on a monthly heartworm and internal parasite preventative, along with a monthly flea & the safety of all our clients and staff. I acknowledge and agree that Water Bowl Oasis LLC Capstar medication to kill any fleas or ticks found on my pet(s) and administer a flea/tick out will be covered by I, the owner of pet(s).
heads of the household an Bowl Oasis LLC and its staf owner to make sure you g	d applies to all current and future pets belonging to this family, and is agreed upon by and their heirs. If a non-owner drops a dog off and gives instructions for the groom Water of are not liable for their instructions if given incorrectly. It is your responsibility as the live proper written instructions to whoever drops the dog off. If we have questions and not be groomed until we have your instructions or we will groom based upon e.
Owner's Signature	Date

Crates

Water

Blow dryer

For Staff Use Only: Fear of - Nail trims

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:	oxdots Medication name: $oxdots$	
Amount		AM
Amount:		
Additional Instructions:		Midday
		D. 1.4
		PM
Pet's Name:	Medication name:_	
Amount:		AM
Additional Instructions:		Midday
		PM
Pet's Name:	Medication name:_	
Amount:		AM
Additional Instructions:		Midday
		PM
Pet's Name:		
	2	
Amount:		AM
		Midday
Additional Instructions:		Midday
		PM

Feeding Instructions

Pet's Name:		
Amount:Additional Instructions:		AM 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