



Registration Form

Please bring this form, completed, to your dog's first Scruffs2Fluffs grooming appointment.

DATE ____ / ____ / ____

PERSONAL INFORMATION

HOME ADDRESS _____

HOME NUMBER _____ MOBILE NUMBER _____

EMERGENCY CONTACT NAME & NUMBER _____

NAME OF PERSON(S) AUTHORISED TO COLLECT DOG (Please inform at drop-off if someone else will be collecting the dog)

DOG'S INFORMATION

NAME _____

BREED _____ BIRTH YEAR _____

COLOUR(S) _____ GENDER Male / Female

DOG'S REGISTERED VET _____

HAS YOUR DOG BEEN SPAYED/NEUTERED? Yes / No

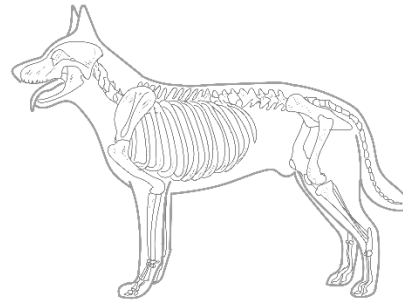
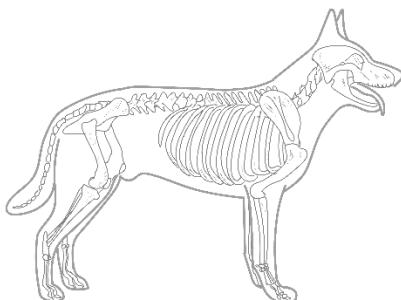
IS YOUR DOG PREGNANT? Yes / No

HAS YOUR DOG EVER BEEN GROOMED BEFORE? Yes / No

DOES YOUR DOG GET NERVOUS/ANXIOUS AROUND NEW PEOPLE OR SURROUNDINGS? Yes / No

DOES YOUR DOG HAVE ANY HEALTH OR BEHAVIOURAL ISSUES? E.g. allergies, pain, lameness, epilepsy, moles/warts, aggression towards other animals, aggression towards people, biting, deaf, blind.

Please specify on image to indicate problem area (if applicable)





Consent & Release Declaration

Please read the consent form and Terms & Conditions carefully and sign your name and date at the bottom.

Your dog's physical health and emotional wellbeing is of the utmost importance to us, and every effort will be made to make your dog's visit as pleasant as possible. However, grooming can occasionally expose a hidden medical problem or aggravate a current condition either during or after grooming. Senior dogs, puppies and dogs with very matted hair or those that are difficult to groom are at greater risk of injury or stress.

Scruffs2Fluffs agrees to exercise all due diligence and responsible care to prevent injury, illness, death and damage to and from the dog whilst at its premises.

DECLARATION

- I confirm that I am the owner/agent of the dog detailed on this form and I am over 18 years old. I agree to inform Scruffs2Fluffs if someone else will be collecting the dog.
- I declare that I have notified Scruffs2Fluffs of any pre-existing medical conditions the dog may have prior to receiving grooming services and that the dog is up-to-date on flea, tick and worming treatments and all necessary vaccinations.
- I authorise Scruffs2Fluffs to act on my behalf, in the dog's best interest by obtaining veterinary care at my expense, if deemed necessary by Scruffs2Fluffs, for all illness, injury or death whilst at their premises.
- I agree that in the event of any illness, injury, death suffered by the dog, Scruffs2Fluffs, its owner, staff or volunteers shall not be held liable.
- I declare that I have notified Scruffs2Fluffs of any aggressive or other behavioural issues that the dog suffers from and agree to pay all costs relating to any injury or damage to any person, property, object or animal caused by the dog whilst at the premises.
- I agree to pay for all services carried out by Scruffs2Fluffs including any charges relating to injury or damage to a person, property, object or animal caused by the dog whilst at their premises on the day of pickup. Where the full costs relating to injury or damage caused by the dog are not known on the day of pickup, I agree to pay a deposit as deemed appropriate by Scruffs2Fluffs on the day of pickup and agree to pay any further balance payment within 7 days of receipt of invoice.
- I agree to the Scruffs2Fluffs Cancellation Policy and I understand that if I need to change my appointment time or cancel my appointment that I must give at least 24 hours notice and that failure to do this, will require the payment of a cancellation fee. If two appointments are missed without giving 24 hours notice, I understand that I may be required to pre-pay prior to scheduling any future appointments.

Please read the Scruffs2Fluffs Terms and Conditions overleaf.

Terms and Conditions

1. All new clients are required to download and complete the Registration Form, and bring it with them at the first grooming appointment.
2. By completing the Registration Form, the owner confirms agreement to these terms and conditions and that I may rely on the information provided for future reference.
3. It is essential that the information provided is correct and up-to-date with everything I need to know about your dog's health and behaviour. It is the owner's responsibility to advise me of any changes at future appointments.
4. If the wrong service is booked, (e.g. small breed grooming service for a medium breed dog) you will be informed on arrival of your appointment and agree to pay for the correct service.
5. Please ensure that you arrive for your appointment on time. If you expect to be more than 15 minutes late please telephone 07870 174966 to inform me. I may need to reschedule your appointment if your late arrival would impact on other clients' appointments.
6. I require at least 24 hours notice to reschedule or cancel an appointment. For appointments rescheduled or cancelled without 24 hours notice I reserve the right to charge a cancellation fee (up to the full grooming cost).
7. Failure to attend an appointment, without prior contact may also result in a fee (up to the full grooming cost).
8. Pre-payment of appointments may be required if there are over 2 occasions of late cancellations or failure to attends in a 12 month period.
9. Scruffs2Fluffs reserve the right to decline, reschedule or cancel your appointment.
10. Dogs may need to be muzzled during the grooming process to complete the groom.
11. Please ensure your dog is fit and healthy and all vaccinations are up to date for the date of your appointment.
12. Grooming of sick or elderly dogs is entirely at the owner's risk.
13. Grooming may expose underlying skin or health problems, for which Scruffs2Fluffs cannot be held liable.
14. Do not book your dog an appointment, or attend an appointment, if you are aware that your dog has fleas. Any dog that is found to have fleas will need to be collected immediately and, as the salon will need to be sanitised and disinfected; this is subject to a £10 sanitisation charge.
15. Owners will be charged extra for dogs with extremely matted coats. If I believe that de-matting a dog will cause it too much stress or discomfort I will recommend a complete shave or shave off the matted area, according to the Animal Welfare Act. As the remaining hair will be short and close to the skin, this can change the look of a dog dramatically. Irritation may occur from the shaving process and it is possible the dog's skin may get caught due to the close proximity of the blades. Scruffs2Fluffs will not be held liable for any effects of de-matting or the clipping process or any problems uncovered on a badly matted or neglected coat. Owners will be required to pay all charges whether or not I am able to complete the job due to any problems arising during this process.
16. All dogs must be given the opportunity to go to the toilet prior to their grooming appointment.
17. We have the right to refuse to groom a dog that presents a risk of injury to either us, themselves or other dogs on the premises at the same time.
18. If a dog becomes seriously ill whilst in our care, we may call an emergency vet and unless it can be clearly shown that Scruffs2Fluffs are liable, all vet costs incurred shall be at the owner's expense.
19. Dogs will only be released to persons authorised on the registration form at the end of the appointment, unless agreed otherwise. We must be informed at drop-off if someone else will be collecting the dog.
20. Scruffs2Fluffs may contact owners by telephone, text, email or post with useful news, offers and service updates. The owner must inform Scruffs2Fluffs if they do not consent to receiving such information.
21. Photographs or videos may be taken of the owners' dogs for use on our website or social media accounts. The owner must inform Scruffs2Fluffs if they do not consent to us using images or videos of their dog(s).

By signing this consent and declaration, I also agree to the Scruff2Fluffs Terms & Conditions stated above.

SIGNATURE _____ **DATE** ____ / ____ / ____

PRINT NAME _____