

**Pawlacio Daycare, Skin care and grooming**  
*11406 Rockaway Beach Boulevard, NY 11694*  
**Pet care you can trust.**

**Help us get to know your pet so that we can help your pet's success when in our care. Please complete all sections of this service agreement for your pet before pet care, skin care and grooming.**

**When your pet is in our care, you acknowledge that you understand and accept the terms and conditions and store policies in the service agreement.**

**Owner & Pet Information**

Owner's Name:  
Owner's Email Address:  
Owner's Address:  
  
Cell Phone:  
Home Phone:  
  
Pet's Name:  
Pet's Breed:  
Birth date:  
Sex: M/F  
Weight:  
Color:  
Picture available: Y/N  
Pet Spayed/ Neutered: Y/N

**Pet's Medical Information**

Veterinary Clinic:  
  
Veterinarian's Name:  
  
Clinic Phone Number :  
Address:

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## Records of Vaccination for Daycare and Grooming Dogs

To help keep all dogs in our facility safe, vaccination keeps your pet healthy and helps keep your human family safe too.

The City of New York Department of Health and Mental Hygiene Office of Veterinary Public Health Services requires establishments offering daycare and grooming dogs shall require dog owners to provide proof that serviced dog is current on vaccinations providing immunity against rabies, distemper, hepatitis, para influenza, parvo and Bordetella.

For the safety of your pet and other pets, we will not provide daycare or grooming services to any animals without full updated shot records. The following shots will need to have been given in order for pet care, skin care and grooming to take place. A copy of their vaccination from the veterinarian must be provided to us for our file.

Rabies: Yes/No Date:

DHLPP/DAPP (core vaccines): Yes/No Date:

(This is often referred to as simply the “distemper shot”. In actuality, this combination vaccine shot is protecting your dog from 4 different diseases. The acronym means distemper, hepatitis, leptospirosis, parainfluenza, and parvovirus/adenovirus.)

Bordetella: Yes/No Date:

(Bordetella vaccine helps control and prevent the spread of germs that cause canine cough.)

Allergies/ Other medical Information:

## Help Us Help Buddy Succeed

Your pet is important to us and we want to help the pet to succeed in life. Because we care, help us get to know your buddy’s habits and regular care so that we may make every effort to make your pet’s visit as pleasant as possible.

Is your dog allowed to have treats?

(if yes, what type)

Where did you get this dog?

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How long have you had him/her?

If you have not had him/her from puppyhood, what do you know of its prior history?

Are there any other animals in the household? (Species/ Breed / Age)

Which sex is your dog most fond of? M/F

Please describe your dog's overall temperament:

How does your dog react to other dogs? (Generally)

(Inside your home)

Has your dog every participated in play at a dog park? Y/N

If yes how did he/she react with the other dogs?

How does your dog react to strangers?

Does your dog have any kinds of people he/she automatically fears or dislikes? Y/N

If yes describe:

Does your dog have any kinds of dog that he/she automatically fears or dislikes?

Y/N

If yes describe:

Has your dog ever bitten someone? Y/N

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If yes describe:

Has your dog ever been in a fight or bitten another dog? Y/N

If yes describe:

Has your dog ever escaped or attempted to escape by digging/jumping or climbing fences? Y/N

If yes describe:

Does your dog jump on people? Y/N

If yes describe:

Do you walk your dog? Y/N

How often?

Distance?

What other exercise does your dog receive?

How often?

What know behavioral problems does your dog have?

Does your dog have a circumstance or situation that he/she is frightened of? Y/N

If yes describe:

Describe how you would calm the dog during this situation:

Is your dog housebroken or crate trained?

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Does your dog play with toys? Y/N

What kind?

Is your dog toy possessive? Y/N

Describe:

Has your dog shared toys/food/water with other dogs before? Y/N

Where there any problems?

Has your dog ever played on playground or agility equipment before? Y/N

Do you feel that play equipment would be inappropriate for your dog? Y/N

Describe:

Does your dog prefer a particular sex of dog?

Describe:

Has your dog ever received any formal training? Y/N

Where and When?

Does your dog know any commands? Y/N

Describe:

What special commands does your dog know?

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Bathroom Command:

Quiet Command:

Play Command:

Brand: What do you do with him/her when you leave the home?

How does he/she react when you get home?

Does your dog have any health concerns that you are aware of? Y/N

Describe:

Does your dog have any medical restrictions on his/her activities? Y/N

Describe:

Is your dog currently on any medication? Y/N

Describe:

Does your dog like to receive brushings? Y/N

How often is he/she brushed?

How does your dog react to getting his/her nails clipped?

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Does your dog have any areas on his/her body that he/she does not like to be touched? Y/N

Describe:

Does your dog have a special place that he/she likes to be petted or rubbed? Y/N

Describe:

Does your dog receive flea and tick preventative? Y/N

Brand:

Type:

Frequency:

Is there anything else that you believe we should know about your dog?

When would you like to start?

### **Authorization for Pickup**

The Following Individuals are authorized for pet pickup by client/owner.

### **Emergency Contact Information**

Name:

Phone:

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## Terms & Conditions

- These terms and conditions, and any amendments attached, constitutes the entire agreement between Pawlacio and client/owner.
- All terms and conditions of the Pet Care Service Agreement shall be binding on the heirs, agents and assigns of \_\_\_\_\_ [ Name of Client/Owner ] and Pawlacio.
- Client/Owner hereby certifies that pet participating in daycare and being groomed is not currently or in the foreseen future a show dog or source of income to pet owner.
- Grooming or bathing a severely matted or tangled pet presents greater risk of injury, stress and trauma for the pet and groomer. All precautions will be taken grooming or bathing pet. However, problems occasionally arise during and after grooming or bathing such as nicks, clipper irritation and mental or physical stress. In the best interest of pet, we request permission to obtain immediate veterinary treatment should it become necessary.
- Client/Owner will be contacted immediately when we have to discontinue the grooming service or daycare if we determine that continuing the grooming service or daycare would present a threat to your dog's emotional or physical health, and/or the safety of groomer completing the service whenever pet becomes anxious or reactive. We will take every precaution necessary to complete the grooming service safely including proper use such as grooming loops, muzzles and restraints.
- If the pet shall in any form becomes ill or if the state of the animal's health otherwise requires attention, Pawlacio at its sole discretion, is authorized to engage the services of the veterinarian provided in this Service Agreement, if listed veterinarian is unavailable, Pawlacio has the right to arrange for veterinary services to the animal up to \$500 at pet owner's expense.
- Client/Owner will pay all costs and charges for special services requested and provide updated vaccination records from your vet before daycare and/or grooming date.
- Client/Owner represents that the pet has not been exposed to rabies or distemper within 30 days prior to daycare or grooming.
- Client/Owner specifically represents that they lawfully own pets listed in this Service Agreement to the best of their knowledge.
- Client/Owner will be held solely responsible for any and all acts or behavior Including aggression that takes place during daycare and grooming.
- Client/Owner understands that the pet shall not leave Pawlacio until all fees and charges are satisfied in full.

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- **Agreement**

I hereby grant permission to Pawlacio to obtain emergency veterinary treatment for my pet at my expense.

Client/Owner agrees to all terms and conditions listed in the Pet Care Service Agreement.

Client/ Owner Signature:

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[First & LastName]

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## Store Policy

### Health:

All pets must have current rabies vaccinations and Bordetella Vaccinations. We reserve the right to decline to serve pets that are not current on vaccinations. Dog who just receive vaccination shot should wait 48 hours to receive our service.

Pets with communicable disease will not be groomed until 14 days after their last treatment. Please let us know immediately if you notice any behavioral or physical problems of your dog after his/her grooming appointment.

We cannot take responsibility for problems reported to us more than 24 hours after grooming or after daycare. If you think you may need to take your pet to the vet, please contact us before you do so.

### Showup Late:

As a courtesy to our other clients, we appreciate if you make your appointment on time.

We reserve the right to cancel your appointment if you show up late more than 15 minutes.

### Cancellation notice:

In order to schedule grooming and daycare appointments for the convenience of our clients, we must maximize our appointment slot. Clients should cancel their appointment no fewer than 12 hours before appointment to avoid a "no show" fee of \$25. We reserve the right to decline future appointments for clients who fail to keep scheduled appointment 3 times in 12 months without adequate prior notice.

Clients should reschedule their appointment no fewer than 12 hours before appointment and we reserve the right to reschedule based on availability.

### Late pickup:

All pets brought in for grooming and day care must be picked up within 1 hour of the time the client is informed the pet is ready. Clients will be charged a fee of \$15 if pet remains after that time.

If the pet is not been picked up by 7pm or at the closing time of the store and we could not get hold of the owner, the pet will be placed to the overnight care facility and the client will be responsible for the care fee incurred in entirety.

### Flea:

Pawlacio is a flea free dog grooming and daycare facility but we understand that sometimes it is difficult to avoid flea on our pet especially during the summer time. We would greatly appreciate if you can apply topical or other flea prevention product on your dog on a regular

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basis. We would also appreciate that you notify us before checking in your dog if he/she has flea. We reserve the right to return the dog and refuse the service.

**De-matting fee:**

Heavily matted pets require additional time to either brush out or shaved.

A dematting fee of \$1 may be charged for every minute required to de-matting pets.

Dematting is stressful for the pet, a maximum of 30 min will be used on each dog and if the dog is extra matted, a shave will be required and we will inform you either before his/her appointment or call you before his trim.

**Preparation fee:**

Heavily matted pets may need to be shaved prior to bathing. A charge of \$15 - \$50 may be added for additional time required to do so. There is always greater risk of injury, stress and trauma. All precautions will be taken.

**Behavioral issues:**

We will make every attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets or our groomers. We reserve the right to decline a return appointment for pets whose behavior makes it unsafe for us to groom them.

**Payment:**

Payment is due when service is rendered.

**Business Evaluations:**

To ensure that we provide you the best of the industry's services and care, we evaluate our service levels, training and facility on a bi-annual basis. We reserve the right to amend, update and enhance our policies and fees in accordance with our business needs.

**Social Media, Marketing and Advertisements:**

We communicate and promote our services online and on social media, we reserve the rights to use, publish and post pictures and videos of pets in our care on our website, social media communication platforms and advertising and marketing campaigns.

Client/Owner agrees to accept Pawlacio store policies listed in the Service Agreement.

Client/ Owner Signature:

[First & Last Name]

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