



So that we can provide gentle, expert care we ask a lot of questions about new animals.
Please help us provide the best possible service by being thorough on this form.

DATE:

PET GENERAL INFORMATION

LAST NAME:

Pet Name:

Breed:

Weight (lbs):

Sex (circle): **female spayed** **male neutered** **female un-altered** **male un-altered**

Pet's Age:

Color / Description:

Veterinary Clinic:

Preferred Doctor:

If your vet clinic is located outside of Austin, please provide the phone number:

Vaccinations

(for cats, we require Rabies and FVRCP)

You may have your vet fax vaccinations to 512 – 477 - 8078. Or, you can bring copies with you.

NOTE: We cannot take your pet beyond our front desk without verification of current vaccinations. For the safety of all animals, we do not make Exceptions to vaccines. Please note: Not all vets automatically administer Bordetella (kennel cough). Your vet clinic may not. Make sure to ask for Bordetella when vaccinating your pet(s). It is required at Midtown! We don't like to turn pets away! Please check your records PRIOR to arrival. We need the dates the vaccines are DUE, *not* the dates they were given.

Rabies due:

FVRCP due:

Pet General Health Information

Has your cat ever had surgery? or been to the vet for major medical reasons? yes no

Explain:

Does your Cat have any chronic health conditions and/or persistent injuries? yes no

Explain (give symptoms and/or location of injury):

Does your Cat have allergies to shampoos / perfumes? yes no

Due to allergies, Midtown does NOT give treats to our clients' pets.

Has your Cat ever been refused service at a grooming or veterinary facility? yes no

Explain circumstances (we do **not** need name of facility):

FLEAS: In order to maintain a flea-free facility, Midtown immediately treats all pets found with fleas

Is your Cat on a regular monthly flea regimen? yes no

Has your Cat ever had a seizure? yes no

If yes, how often does it occur? **Taking medication?** yes no

What were the signs of the seizure? (there are different types) :

Has your Cat ever had a stroke? yes no

Explain:

We want to make your Cat comfortable during his / her stay!

So that we may provide the appropriate care please tell us about any other health conditions/issues your pets has/had?

General Behavioral Information

Behavioral information is vital for gentle, safe handling

How old was your cat when you got him/her?

How long have you had your cat? _____ years

Where did you get your cat?

Please tell us any behavioral information about your dog that we may need to know (or like to know!):

Updated Owner Information

If your contact information may have changed within the year, please update your information

Email Address:

Street Address:

City:

State:

Zip:

Cell Phone:

same as home phone?

yes

no

Home Phone:

Work Phone:

Contact #2 / Spouse (name and phone):

Emergency Contact, if other than Contact #2 (name and phone):

PLEASE READ: General Policies at Midtown Groom & Board

Always bring your pet into the facility on a leash or in a carrier. This is for your pet's safety.
The other dog waiting in the lobby might not be as friendly as your dog!

Cats MUST arrive in a carrier.

Payment is due at the time of service. A \$35 fee applies to returned checks.

All retail items are final sale. There are no refunds or exchanges on retail items.

Any problems with grooming/services must be reported to us within 48 hours.

Midtown employs experienced Groomers. All clients have different grooming preferences and tastes. We find that styles vary from region, state, country, and according to different breeders' instructions. We always work very hard to please each client. If you are not satisfied with your groom, please inform us immediately (within 48 hours) so that we can correct it and/or work toward perfecting your pet's groom with a) another staff member or b) through another method. Meeting each client's unique grooming requests is a process to which we are committed. We keep notes in our computer system so that we can adhere to your instructions on each visit.

** Mats are knots in the fur. Due to the pain that can be caused to animals when brushing out severe mats, it is our policy to shave mats that cannot be easily combed.

Please read our grooming policies at midtowngrooming.com

No Shows:

We allow 2 no-shows for grooming appointments.

After that, we require that a credit card number is on file for all future booking.

A \$30 fee is charged for all subsequent missed appointments as it causes lost business.

Declined cards will result in a balance on account that must be paid in advance of future services.

During peak season and holidays boarding requires a credit card to secure a reservation and 72 hours notice of cancellation.

A \$50 fee will be charged, per animal, for lost business if we fail to receive appropriate notification of cancellation.

We require 7 days notice during Thanksgiving and Christmas holidays.

Please notify us of cancellations so that we may accommodate clients on a waiting list.

A 50 % handling fee applies for all pets that must be sent home (whether or not the service was able to be completed) due to health issues, behavior, aggression, or for any other reason.

We do not accept sedated animals.

All policies are subject to change at any time.

