



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

**NOTE: \*\* spay / neuter is required for daycare and boarding. it is not required for grooming.**

**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 dogs, we require Rabies, DHPP, and Bordetella)

**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 the 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 records PRIOR to arrival! We need the dates the vaccines are DUE, *not* the dates they were given.

**Rabies due:**

**DHPP (distemper/parvo) due:**

**Parvo due** (if given separately):

**Bordetella (kennel cough) due :**

**Pet General Health Information**

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

**Explain:**

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

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

**Does your Dog have trouble with (circle those that apply):**    stairs                    being lifted                    walking                    frequent urination

**Does your Dog have a sensitive stomach?**                    yes                    no

Due to allergies, Midtown does NOT give treats to our clients' pets. Free treats are available at the front desk and may be given at owner's discretion.

**Does your Dog have any known general allergies?**                    yes                    no

**Explain:**

**Does your Dog have allergies to shampoos / perfumes?**                    yes                    no

**Has your Dog ever been refused service at a grooming, daycare, boarding, or veterinary facility?**                    yes                    no

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

## Pet General Health Information, continued

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

<b>When boarding, if fleas are found, which treatment do you prefer?:</b>	Capstar (pill) \$8	breed bath price + \$5 - \$10 dip
<b>Is your Dog on a regular monthly flea regimen?</b>	yes	no
<b>Has your Dog ever had a seizure?</b>	yes	no
<b>If yes, how often does it occur?</b>	<b>Taking medication?</b>	yes      no
<b>What were the signs of the seizure?</b> (there are different types) :		
<b>Has your Dog ever had a stroke?</b>	yes	no

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

So that we may provide the appropriate care please tell us about any other health conditions your pet has/had below:

## General Behavioral Information

Behavioral information is vital for gentle, safe handling

<b>How old was your dog when you got him/her?</b>	<b>How long have you had your dog? _____ years</b>			
<b>Where did you get your dog?</b>				
<b>Has your dog been socialized regularly with people?</b>	yes	no	<b>other animals?</b>	yes      no
<b>Regarding people, does your dog prefer:</b>	females	males	no preference	unknown
<b>Has your dog ever bitten a person?</b>				yes      no
<b>Explain:</b>				
<b>Is your dog leash trained?</b>				yes      no
<b>Is your DOG Crate trained?</b>				yes      no
<b>Describe your DOG's crate behavior:</b>	content	anxious	destructive	unknown
<b>Does your dog:</b>	dig	try to escape	climb fences	try to get out of kennels      chew / shred      bark excessively
<b>If your dog has climbed a fence, what type of fence?:</b>	<b>approximate height (feet):</b>			
<b>Escape Artist</b> - explain <b>WHAT</b> they get out of and <b>HOW</b> :				
<b>Is your Dog sight or sound sensitive (thunderstorm, blow dryer, etc):</b>				yes      no
<b>Explain:</b>				
<b>Has your <u>DOG</u> ever been in a fight with, bitten, or injured another animal?</b>				yes      no
<b>Explain:</b>				
<b>Regarding other dogs, which does your dog prefer?</b>	female dogs	male dogs	likes both	neither
<b>Does your <u>DOG</u> prefer:</b>	large dogs	small dogs	likes both	neither      unknown
<b>What is your <u>DOG's</u> play style?</b>	calm	energetic	shy	frightened      aggressive      unknown

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


## Updated Owner Information

Please provide us with your most recent contact information if it has changed.

**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 so that we can correct/address it.

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 extended grooming policies at [midtowngrooming.com](http://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.