



For Office Use Only

Staff screened Yes No

Computer entry Yes No

First Day _____

Bed 'n' Biscuits Pet Village Application

960 N Dixie Downs, St. George, Utah 84770 | 435-429-4122

Owner First Name

Owner Last Name

Street

City

ST

Zip

Primary Phone #

Secondary Phone #

Emergency Contact & Relation to Owner

Email: *Used for grooming appointment and vaccination reminders.*

Emergency Contact Phone #

Dog/Cat #1 Name: (For additional pets, please use extra sheet) Individual(s) Authorized to Pick Up My Dog/Second Owner:

Dog/Cat#1 Breed

Birthday

Weight

Neutered/
Spayed

Gender

Yes

M

No

F

Vet Name:

Is Your Pet Current On Vaccinations?

Proof of rabies vaccination will be required.

Vet Phone #:

Yes

No

Does your pet get along with other resident animals?

Yes

No

I have never tried

Behavioral Issues & Advisories

People Aggressive

Dog Aggressive

Skittish / Extra Shy

Not Comfortable With Nail Trimming

Not Comfortable In A Crate

Other

Medical & Health Advisories

Chronic Ear Infections

Skin Allergies

Hypo-Allergenic Products Only

Other

How did you find us? (If referral, please give name of who referred you so we can thank them.)

Owner Signature

Date:



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Dog/Cat #2 Name:

Dog/Cat #2 Birthday:

Dog/Cat #2 Breed:

Dog/Cat #2 Weight:

Neutered/
Spayed

Gender

Yes

M

No

F

Behavioral Issues & Advisories

People Aggressive

Dog Aggressive

Skittish / Extra Shy

Not Comfortable With Nail Trimming

Not Comfortable In A Crate

Other

Medical & Health Advisories

Chronic Ear Infections

Skin Allergies

Hypo-Allergenic Products

Other

Is Your Pet Current On Vaccinations?

Proof of rabies vaccination will be required.

Yes

No

Dog/Cat #3 Name:

Dog/Cat #3 Birthday:

Dog/Cat #3 Breed:

Dog/Cat #3 Weight:

Neutered/
Spayed

Gender

Yes

M

No

F

Behavioral Issues & Advisories

People Aggressive

Dog Aggressive

Skittish / Extra Shy

Not Comfortable With Nail Trimming

Not Comfortable In A Crate

Other

Medical & Health Advisories

Chronic Ear Infections

Skin Allergies

Hypo-Allergenic Products

Other

Is Your Pet Current On Vaccinations?

Proof of rabies vaccination will be required.

Yes

No



Daycare/Boarding/Grooming Client Agreement & Waiver of Liability

Bed 'n' Biscuits Pet Village (herein referred to as Bed 'n' Biscuits) wants to make your experience a pleasant one. We will do all we can to make your pet feel comfortable and will advise you of any abnormalities seen while grooming your pet. If you are not satisfied with your pet's grooming we will do all we can to rectify the problem such as; re-bathing, re-cutting, re-brushing, or giving you a limited credit toward your next appointment. However, we will not give refunds.

- Initial 1** **1) Health and Behavior of Pet:** I agree and understand that Bed 'n' Biscuits has relied upon my representation that my pet is in good health, has not injured or shown threatening behavior to any persons or animals, is current on all required vaccinations and is free of parasites.
- Initial 2** **2) Aggressive Pets/Parasites:** Bed 'n' Biscuits reserves the right to refuse service, or to stop a groom in progress, if your pet poses a threat to themselves, other pets or staff, whether it be an aggression problem, health problem, or parasite problem.
- Initial 3** **3) Owner Responsibility:** The owner agrees to be solely responsible and liable for any and all acts of behavior of their pet. This may include, but is not limited to, illness, injury or death to pet, illness, injury or death to another pet(s), or illness, injury or death to a staff member or any other member of the public. Medical treatment expenses required by a staff member, a member of the public or for another pet will be the sole responsibility of the pet owner.
- Initial 4** **4) Matted Hair on Pets:** Owner is aware that if the hair on pet is in a matted condition, pet may not be able to receive the style of cut requested. If the matting is severe, brushing out may be too stressful and painful for the pet. In this case Bed 'n' Biscuits may not be able to continue the groom. A shave down or a much shorter cut may be a possible option. We will contact you if this is the only option. Extra care will be taken in the shave-down process; however, cuts or nicks could occur depending on the severity of the matting. If a cut or nick happens the owner will not hold Bed 'n' Biscuits responsible.
- Initial 5** **5) Grooming Enclosures:** I agree and understand that my dog (s) may be placed in grooming enclosures before, during or after grooming.
- Initial 6** **Risks to Pet:**
6a) General grooming risks- Extra care will be taken when performing any grooming procedures, however, owner must understand possible reactions such as stress, skin irritation, possible nicks to the skin, or a toe nail quicked may occur. Additionally, problems occasionally arise after the grooming visit such as bleeding of nicks, clipper irritation, mental or physical stress. Grooming can also expose a hidden medical problem or aggravate a current one. Owner agrees not to hold Bed 'n' Biscuits responsible for any injuries, which might result from this grooming process.
6b) Aging and Special Needs Pets: Owner is aware that as a pet ages or if the pet has special medical conditions, the process of grooming may become stressful, both physically and mentally. The stress of grooming may cause latent, unknown, active or inactive conditions such as arthritis, bone, joint or surgical sites to become active or inflamed, and unknown active or inactive heart, kidney, or liver disorders to become active and can result in illness, seizures, or the death of the pet. Although Bed 'n' Biscuits will take responsible care in the grooming of the pet, owner acknowledges that the stress of grooming may initiate immediate or latent medical problems in your pet. Owner agrees not to hold Bed 'n' Biscuits responsible for reactions to grooming.
6c) Moles/Skin Lesions/Tumors/Other Skin Irregularities: Because these skin irregularities may protrude from the skin, they are vulnerable to nicks or cuts during the grooming process; owner agrees not to hold Bed 'n' Biscuits responsible for any cuts or nicks and skin reactions/irritations due to grooming process.
- Initial 7** **7) Rates:** Owner agrees to pay the current rate per visit per dog for services rendered. You will be advised of rates prior to any work being done; however, certain treatments such as de-matting may not be pre-quoted but may be required to complete the groom. Owner agrees that pet shall not leave the facility until all charges due are paid by Owner or proper payment arrangements are agreed upon by both parties. Owner agrees that all checks are deposited the day after they are received. A service charge of \$25 will be assessed when checks fail to clear the bank on which drawn. The service charge will be increased to \$40 if the check is not redeemed within one week. By signing this agreement and leaving pet with Bed 'n' Biscuits, Owner certifies to the accuracy of all information given about said pet. Bed 'n' Biscuits reserves the right to deny admittance to Owner's pet for any reason at any time.
- Initial 8** **8) Cancellation & No Show Policy:** I understand and agree that if I fail to show up for my scheduled appointment or cancel with less than 24 hours notice I cannot make another appointment until the full cost of the missed appointment has been recovered.

Initial 9

9) Picking Up of Pet: If your pet is left at Bed 'n' Biscuits longer than 2.5 hours past completion of their grooming, daycare charges may apply.

Initial 10

10) Fee collection: Fees are due at the time of service. If for any reason all fees and charges are not paid and it is necessary to pursue collection of said fees and charges through civil action the owner agrees that all related collection expenses and other costs shall be paid by the owner of the pet.

Initial 11

11) Administering Aid: I agree and understand that should my pet become ill or appear in need of medical attention, Bed 'n' Biscuits shall have full discretion in administering treatment. I will pay any and all expenses involved in obtaining the necessary treatment, including, but not limited to, veterinarian visits, medications, examinations and surgery. Bed 'n' Biscuits agrees to make reasonable efforts to contact me should aid be necessary, however, if they are unable to reach me or need to administer aid immediately, Bed 'n' Biscuits may use their discretion and administer aid without contacting me first.

Initial 12

12) Deceased Pet: I agree and understand that should my pet die while at this facility, Bed 'n' Biscuits will make all reasonable efforts to contact me to recover my pet. If I am unavailable to recover my pet within 24-hours, Bed 'n' Biscuits will contact my veterinarian on record for handling of my deceased pet's body.

Initial 13

13) Release of Liability: I agree, understand and hereby release Bed 'n' Biscuits, their owners, staff, partners and volunteers, financially or otherwise, for any illness, injuries to my pet, myself, or any property of mine while my pet is participating in services provided by Bed 'n' Biscuits.

Customer Signature

Date:

Double Coat Shave Down Acknowledgement & Agreement

I understand and agree that I am leaving my double-coated dog with Bed 'n' Biscuits to be shaved. I have also been informed of the following:

- We cannot guarantee that the dog's coat will grow back after shaving
- Depending on how close the coat is clipped, your dog might require sunscreen to protect the dog's skin from being burned.
- Shaving may cause irritation and/or rash.
- Shaving the coat does not necessarily make the dog feel cooler, as the double coat acts as insulation in warm and cool weather.
- Shaving does not reduce shedding; it only makes the shedding coat shorter.
- Clipping down a double-coated dog can look uneven or choppy depending on your dog's coat type and the length requested. Our groomers will do their best to make the haircut look the best possible.

I am aware and understand the above and agree to have my dog shaved if applicable.

Owner Name:

Dog Name:

Owner Signature:

Date:



Daycare/Boarding/Grooming Client Agreement Policies

The purpose of Bed 'n' Biscuits is to provide a safe, fun, and stimulating social environment for your pet during your weekday business hours, weekends, and vacations. To ensure the safety and health of your pet and our other guests, we require all guests comply with the following rules and regulations:

Spaying & Neutering: We do not require dogs to be spayed and neutered. We are not liable for any incidents that may occur. Although we monitor our dogs closely, accidents can happen. Owners that bring in their unaltered dogs are expected to understand the risk of male and female interactions. **All cats must be spayed/neutered before coming to our facility.**

Shots: All dogs must have up-to-date vaccinations. Owners must submit written proof of current DHLPP (Parvo, Distemper, Leptospirosis) and Bordetella vaccinations for dogs, and Rabies vaccinations are required for all dogs and puppies over 4 months of age. **All cats** must be up-to-date on FVRCP (Feline viral Rhinotracheitis, Calicivirus, and Panleukopenia) and Rabies.

Health or Injury: All pets must be in good health. Owners shall certify their pet(s) are in good health and have not been ill with a communicable condition in the last 10 days. Owner also acknowledges that to the best of their knowledge, their pet(s) have not been exposed to any contagious diseases within a 30 day period prior to check-in. Upon admission, all pets must be free from any condition which could potentially jeopardize other guests. Pets that have been ill with a communicable condition within the last 10 days will require veterinarian certification of health to be admitted or re-admitted.

It is the Owner's responsibility to notify staff of any pre-existing injuries, needed medications, or any other health concerns related to their animal.

If pet becomes ill or injured, or if the state of the animal's health otherwise requires professional attention, Bed 'n' Biscuits, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the animal and the expenses thereof shall be paid by the Owner. Bed 'n' Biscuits shall exercise reasonable care for the pet(s) delivered by the Owner to Bed 'n' Biscuits. The Owner further agrees to be solely responsible for any and all acts of behavior of said pet(s) while in the care of Bed 'n' Biscuits, to include payment of costs for injury to staff or other animals or damage to facilities caused by pet(s). Bed 'n' Biscuits is not liable for injury or illness that occurs while in our care.

Behavior: We do not require dogs to take temperament tests or pass behavior evaluations. We do not have any breed restrictions and accept reactive dogs. It is the Owner's responsibility to inform us of any aggressive behaviors. Any and all dogs that are not well socialized will be kept in a separate area away from other dogs. We reserve the right to deny acceptance to any dog at any time.

Enrollment Application & Pet Care Agreement: All pet Owner's must have an up-to-date and approved application and signed agreement on file in our office.

Fees: Fees are based on a daily rate or Saving Package Plan. Saving Package Plans offer substantial discounts from the daily rate and range from 7 to 21 days. All packages expire ONE year after date of purchase.

Any controversy or claim arising out of or relating to the agreement, or the breach thereof, of as the result of any claim of controversy involving the alleged negligence by any party to this agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs as such arbitration and reasonable attorney's fees of the prevailing party.

I have read and agree with all the terms of this agreement:

Owner Signature:

Date: