

Membership & Standard Release Form



CONTACT INFORMATION

Owner(s) Name: _____

Home Phone # _____ Cell Phone # _____

Work Phone # _____ Other Phone # _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Email (please provide for emergencies):

Emergency Contact: _____

(MUST BE AVAILABLE DURING YOUR PETS STAY IN AN EMERGENCY, NAME AND PHONE REQUIRED) Emergency Contact Phone #s: _____

PET INFORMATION

Dog(s)/Cat(s) Name(s): _____

Breed(s): _____

Male [] Female [] / Neutered(M) [] Spayed(F) []

Birthday: _____ Description: _____

Who is authorized for pickup?: _____

Veterinarian Clinic: _____ Phone #: _____

Does your dog have any known medical concerns or problems/allergies: Yes [] No []

Allergies: _____

How did you hear about us? Facebook [] Instagram [] Driving By [] Google [] Radio []
(If referral please include the name of owner):

To be filled out by Winkler Collar Club team member only:

Parvovirus: _____ Distemper: _____ Rabies: _____ Bordetella: _____
FVRCP(Cats Only): _____ FeLV(Cats Only): _____

Has your dog been to a dog daycare before? Yes/No

If so, where?

Does your dog play well with other dogs? Yes/No

If no, please explain:

Has your dog ever shown aggression toward people? Yes/No

Towards other dogs? Yes/No

If yes, please explain:

Has your dog had any formal training? Yes/No

If yes, where and for what:

Does your dog have a history of medical problems? Yes/No

If yes, please explain:

Does your dog need to be fed during the day? Yes/No

If yes, at what times & how much?

(please remember to bring his/her food each day)

Is your dog allowed to have treats during the day? Yes/No/Only treats from home

Does your dog have any allergies or sensitivities (ie: food, bee stings, etc.)? Yes/No

If yes, please explain:

Does your dog have any fears or obsessions? If so, please name them.

Does your dog dig? Yes/No

Can your dog jump fences? Yes/No

If so, how high? (4 foot, 6 foot?)

Is your dog crate, food, or toy aggressive/resource guard? Yes/No

If so, what?

Is your dog crate/kennel trained? Yes/No

How does your dog react to getting their nails clipped?

Please check any boxes that apply to your dog

Mellow/Calm Shy/Submissive Playful High Energy Well-Behaved
 People Aggressive Dog Aggressive Toy Possessive Vocal High Strung
 Escape Artist Rough player Excessive Barker Digger Growls at Strangers
 Eats Rocks Feces Eater Has Separation Anxiety Destroys Furniture
 Fear of Loud Noises Jumps Fences Destroys Toys Excessive Chewer Other Please elaborate
on any of the above if you wish.

Is there anything else that we need to know about your dog?

What is your primary reason for bringing your dog(s) to Winkler Collar Club? (Check all that apply)
Loves to play Socialization Work long hours Travel Extensively Boarding

Standard Release Form

At Winkler Collar Club the safety of your dog is our number one priority. Ensuring that your dog is safe and cared for comes first and is taken very seriously. After each statement, **please initial** that you have read and understood the statement. At the end of this document, please sign your name with the date to confirm you have read and understand the terms of this release form. Any reference in this document stating "I" include yourself, your beneficiaries, your heirs, and your personal representatives. Any reference to "Winkler Collar Club" includes its officers, shareholders, directors, employees, volunteers, assigns, successors, and agents.

1. I understand that Winkler Collar Club relies on the information I provide that my pet is in good health, up to date with vaccinations according to their veterinarian's recommendations, is sociable with other animals(dogs only) and people, and has not displayed threatening behaviours towards any other animal or person. _____
2. I understand and agree that Winkler Collar Club is not liable for injuries to my dog, or myself, or damage to my property while my pet is in their care. By signing, I release Winkler Collar Club from any and all liability of any kind which my dog or myself may suffer while participating in any services at Winkler Collar Club. _____
3. I understand and agree that any problems with my dog including, but not limited to, medical, behavioural, or otherwise will be attended to as deemed best by Winkler Collar Club. I understand and agree that Winkler Collar Club has my pet's best interest in mind while making all decisions while they are in their care. I understand that I am financially liable for any expenses involved regarding the behaviour and health of my dog. _____
4. In the unlikely event that a medical emergency arises while your pet is in our care at Winkler Collar Club, it is of utmost importance that we immediately get him/her professional veterinary treatment. I understand that if a medical emergency arises, Winkler Collar Club may seek immediate attention. I authorize Winkler Collar Club to seek immediate medical attention from the closest licensed veterinarian and I may be financially responsible for the treatment my pet receives. I understand that after medical treatment has been secured I will be notified; I understand that this process is to avoid delay. _____
5. I understand and agree that there are risks when socializing with my dog. I agree that the benefits outweigh the risks and I accept all risks. I understand that while Winkler Collar Club is 100% supervised, there is still a possibility that my dog may be injured while playing. _____
6. I understand and agree that a few of the risks of a mixed pet environment are, but are not limited to; **Kennel Cough**, minor scrapes and cuts, and colds and flu. I understand and agree that Winkler Collar Club makes every effort to ensure that all pets entering the facility are in good health and require veterinary records. I understand that Winkler Collar Club is not responsible for my pet contracting any viruses or infections. _____
7. I understand that by allowing my dog to participate in services at Winkler Collar Club they may take photographs of and use images of my pet in print, online, or otherwise for promotion and/or publication. _____
8. I understand that picks are no later than 10 pm. If I am late then I will be charged \$1/minute. _____

I fully understand this Release Form and am satisfied with the information provided. I have no questions prior to signing this Release below. I am the legal owner or authorized agent for the owner of this pet indicated below, and I am over 18 years of age.

Dog(s) Name(s): _____ Owner's Name: _____

Date: _____ Signature: _____

Grooming Release Form

Your dog is very important to us! The Winkler Collar Club would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible. Safety comes first for everyone, people as well as animals, during the grooming process.

Current Vaccinations

Pets must be up to date on Parvo/Distemper, Rabies and Bordetella. Proof of Vaccination must be given prior to a grooming appointment. You can drop them off, e-mail us a copy, or have your vet e-mail us a copy.

Accidents

Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc... Your pet's safety and comfort is our number one priority. In the event an accident does occur, you will be notified of the accident. If The Winkler Collar Club feels it is serious, and the owner is not on-site, The Winkler Collar Club will seek immediate veterinary care for your pet.

Health/Medical Problems & Veterinarian Authorization-Medical Emergencies

Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. This release gives The Winkler Collar Club full authorization to seek medical treatment from the nearest veterinarian in the case of any medical emergencies while in the care of The Winkler Collar Club. All medical expenses for veterinary care will be covered by the animal's owner upon signing this agreement.

Fleas

If your pet has any fleas you will be asked to reschedule until proper treatment has been given.

Dangerous or Aggressive Animals - Refusal of Service

The Winkler Collar Club has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, The Winkler Collar Club has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and the client will be charged a grooming fee (for what was done up until that point).

Use of Muzzles

Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, The Winkler Collar Club has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to. Other methods are used to calm your pet, muzzling is a last resort.

Payment

Payment is due at the time of pick-up. We accept cash, Visa, Master Card, and E-transfers.

Matted Coats

Pets with severely matted coats require extra attention. Mats in a pet's coat grow tight, and can ultimately damage and tear the pet's skin, which provides a breeding ground for parasite infestations. The Winkler Collar Club will not cause serious or undue stress to your pet by de-matting. Mats can be very difficult to remove and

may require the pet to be shaved. Removing a heavily matted coat can cause nicks, cuts, or abrasions due to skin growths trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus, or bacteria to grow, producing skin irritations that existed prior to the grooming process. After-effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions, and failure of the hair to regrow. In some cases, pets may also exhibit brief behavioral changes. Prevention is the best defense by scheduling regular grooming appointments, every 4-6 weeks. If your pet needs to be shaved to remove matting, by signing below, you acknowledge that you agree to this procedure and any risk. There will be an additional charge for this process: it is time-consuming, and causes extra wear and tear on grooming equipment. The additional charge can be estimated by the groomer prior to the appointment.

Drop Offs & Pickups

If you are more than 10 minutes late for your appointment it will be considered a No Show and be charged accordingly. Pickups later than 15 minutes when we call will automatically be charged a Daycare fee. We work strictly one on one with all our clients. This means they will be the only dog having a service done at that time and will be. We do not kennel dogs once their groom is completed.

Cancellations/No call, No Show

Because we book on an hourly basis and cancellations can leave an empty block in the schedule that could have otherwise been used by another customer, we ask that any cancellations are made at least 24 business hours in advance.

Satisfaction

Your satisfaction is important to us. If you are unhappy for any reason and would like something adjusted, we will be happy to make any adjustments when you pick up your pet from his/her appointment. Once, however, you take your pet home from the appointment, any return visits will be treated as a new appointment and the client will be charged a grooming fee.

Photographs

This release authorizes The Winkler Collar Club to take photos of your pet for client files and for the company website, Instagram, Twitter, and Facebook page. All photos taken are the property of The Winkler Collar Club.

I have reviewed this Service Contract for accuracy and understand the contents of this contract. I affirm that I am the rightful legal owner of the dog(s) for which services are being rendered. I authorize this signed contract to be valid approval for future grooming services, permitting The Winkler Collar Club to accept telephone reservations or emails for service without additional signed contracts or written authorization. I understand that pricing is subject to change. I have read, signed, and agreed to the above.

Owner/ Authorized Agent

Date

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Grooming Cancellation Policy

When clients cancel reservations or do not show up for their reservations without adequate notice, it is frequently too late for us to fill the space that we reserved for them. Due to the loss of revenue because of no-shows and untimely cancellations, we have implemented the following cancellation policies.

- Changing an appointment the day before (up until 6 pm - after 6 pm will be considered a same day cancellation fee) \$25
- Same day cancellation will be 50% of the groom.
- No shows (meaning no phone call or calling after the appointment has already started) 100% of the full grooming fee will apply.
- If you fail to cancel or show up 2 times within a 12 month period we will require the client to pay the full cost of the groom up front if you wish to book an appointment. This charge will not be refunded if you do not follow our cancellation policy guidelines.

ALL RESERVATIONS MUST BE SECURED BY A VALID CREDIT CARD

Cancellations due to weather will not be charged.

Boarding Cancellation Policy

When clients cancel reservations or do not show up for their reservations without adequate notice (at least 12 hours), it is frequently too late for us to fill the space that we reserved for them because the boarders we turned away have already made other arrangements. Due to the loss of revenue because of no-shows and untimely cancellations, we have implemented the following cancellation policies.

Daycare Cancellation Policy

When clients do not show up for their reservations, it is too late for us to fill the space we reserved for them because the daycareers we turned away have already made other arrangements. Due to the loss of revenue because of no-shows, we have implemented the following cancellation policies.

ALL RESERVATIONS MUST BE SECURED BY A VALID CREDIT CARD

Clients that fail to provide us with 12 hours (Boarding) notice for reservation cancellations or no-shows will be charged for the entire scheduled reservation. If you have a package we will take off 1 Night Off.
Clients who no-show for Daycare will be charged for the entire scheduled reservation. If you have a package we will take 1 Day Off.

Cancellations due to weather will not be charged.

Name on card: _____

Card #: _____

Expiry: ___/___

CVC #: _____

Postal Code: _____

Signature: _____

Date: ___/___/_____

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Dogs Day Out Waiver Form

Please Initial On Every Line

_____ I Understand and agree that animals are unpredictable and certain behaviours and unavoidable incidents may occur, especially when outside on city streets.

_____ I Understand and agree that the Winkler Collar Club is not liable for any injuries to my dog while my pet is on a Days Day Out. This may include but is not limited to off-leash dogs, dogs on leash dogs, food on the ground, or traffic.

_____ I Understand and agree that the Winkler Collar Club will use slip leads to be able to control my dog safely, and limit the likelihood of my dog escaping out of the leash unless other training tools are provided (eg. Halti, Gentle Leader, Herm Sprenger Collars, etc.)

_____ I agree to allow Winkler Collar Club to use any training tools I currently use to help assist my dog on his/her walk.

_____ I Understand and agree that the Winkler Collar Club reserves the right to walk other compatible dogs simultaneously.

_____ I Understand and agree that my dog may be asked not to participate due to behaviours shown on a walk.

Is your Dog, Car, Stranger or Leash Reactive? _____

Would you be open to the Club using different training tools for walking [Y]_____ [N]_____

Dogs Name[s]: _____

Date: _____ Signature: _____