



Main: 214-559-0855 ~ Fax: 214-559-0841  
2512 Oak Lawn Avenue, Dallas, TX 75219 ~ [www.luccabella.com](http://www.luccabella.com)

### **First Time Client Information & Services Agreement**

#### **Section I**

#### **OWNER AND/OR AUTHORIZED PERSON INFORMATION**

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Contact Phone Number..... \_\_\_\_\_  
 Alternate Contact Phone Number ..... \_\_\_\_\_  
 Email Address..... \_\_\_\_\_  
 How did you hear about us?..... \_\_\_\_\_

#### **VETERINARY CLINIC INFORMATION** (Note: We require proof of vaccinations)

Clinic Name: \_\_\_\_\_ Phone: \_\_\_\_\_  
 Street: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

#### **CANINE(s) INFORMATION** (for 2 or more dogs, please use additional form)

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Color: \_\_\_\_\_  
 Gender: \_\_\_\_\_ Weight: \_\_\_\_\_ Birth Date: \_\_\_\_\_ Spayed/Neutered? \_\_\_\_\_

Please list most recent date of the following vaccinations:

Rabies \_\_\_\_\_ Bordatella \_\_\_\_\_ DHLPP \_\_\_\_\_

Please tell us what Heartworm and Flea prevention treatment you use for this dog \_\_\_\_\_

Please describe any medical or physical problems/special needs (e.g. seizures, deaf, blind, diabetic, knee surgery, hip replacement)

\_\_\_\_\_  
\_\_\_\_\_

Has your dog ever exhibited aggressive behavior towards people or other dogs? YES NO

If yes, please explain: \_\_\_\_\_

Has your dog ever bitten a person? YES NO

If yes, please explain: \_\_\_\_\_

Ever been bitten by another dog? YES NO

If yes, please explain: \_\_\_\_\_



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### **AUTHORIZATION TO RELEASE DOG(S) TO PERSON(S) OTHER THAN OWNER AND/OR AUTHORIZED PERSON(S)**

Lucca Bella Doggie Spa & Boutique will release your dog to the following person(s) with proper I.D:  
(Please print name(s) and contact information, if applicable)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

\_\_\_\_\_ By initialing here, you may verbally (by telephone) or in writing (by fax or email) request that Lucca Bella Doggie Spa & Boutique release your dog(s) to someone other than the person(s) listed above, and you release Lucca Bella Doggie Spa & Boutique of and from any and all responsibility for releasing your dog(s) to any person Lucca Bella Doggie Spa & Boutique believes to be authorized by yourself.

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### **Section II**

*Lucca Bella Spa, LLC, doing business as Lucca Bella Doggie Spa & Boutique is a Limited Liability Company, duly organized and in existence under the laws of the State of Texas, to provide dog grooming, day care and sale of pet products; it is not a veterinarian provider of health services nor its employees are veterinarians and do not have professional backgrounds in animal medicine, thus are not expected to diagnose or detect illnesses in the dogs under our care.*

- 1. He (she) is the OWNER AND/OR AUTHORIZED PERSON of the dog(s), brought in for grooming service(s) and/or day care and/or other service(s) certifies to the accuracy of all information provided to Lucca Bella Doggie Spa & Boutique in regard with identification, health condition and other information as represented in Section I of this form AND that as of this date his (her) dog does not have ANY communicable illness of any kind;*
- 2. Each time dog(s) is brought to Lucca Bella Doggie Spa & Boutique facilities, OWNER AND/OR AUTHORIZED PERSON is recertifying that the dog(s) is in good health and has not had ANY communicable illness of any kind for a period of 30 days prior to dog(s) being checked in;*
- 3. Failure to comply with this requirement constitutes a breach of contract as it will expose other dogs to illness communicable while at Lucca Bella Doggie Spa & Boutique facilities and may subject OWNER AND/OR AUTHORIZED PERSON to indemnification and redress of damages to Lucca Bella Doggie Spa & Boutique;*
- 4. While statement by OWNER AND/OR AUTHORIZED PERSON of vaccination is required by Lucca Bella Doggie Spa & Boutique, OWNER AND/OR AUTHORIZED PERSON acknowledges he (she) is aware that vaccines do not 100% protect against all communicable illnesses that may affect a dog and Lucca Bella Doggie Spa & Boutique is not able to tell a dog is carrying any communicable disease;*
- 5. OWNER AND/OR AUTHORIZED PERSON authorize Lucca Bella Doggie Spa & Boutique to obtain medical and vaccination records for your dog(s) from the veterinarian listed above and you hereby authorize your veterinarian to provide these records to Lucca Bella Doggie Spa & Boutique. And, OWNER AND/OR AUTHORIZED PERSON authorizes Lucca Bella Doggie Spa & Boutique to share any pertinent medical and/or other information with any person Lucca Bella Doggie Spa & Boutique deems necessary.*

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6. OWNER AND/OR AUTHORIZED PERSON acknowledges and agrees he (she) is assuming all risks of illness, harm or otherwise to his (her) dog(s) by allowing his (her) dog(s) to be in contact and/or socialize with other dogs at Lucca Bella Doggie Spa & Boutique facilities;
7. Although OWNER AND/OR AUTHORIZED PERSON represent that his (her) dog(s) is non-aggressive, in certain conditions their behavior may change, posing threat or even harm to other dog(s), constituting an event beyond the control of Lucca Bella Doggie Spa & Boutique or its employees; in such an instance OWNER AND/OR AUTHORIZED PERSON states to be the sole responsible party for any and all acts or behavior of his (her) dog(s), including payment of costs for injury to employee(s), vendors, customers and or other animals or damage to Lucca Bella Doggie Spa & Boutique facilities;
8. Services shall be provided by Lucca Bella Doggie Spa & Boutique according to Table of Services and Fees in effect at time service is requested and agreed upon each time dog is brought in for services.
9. Payments must be made at pick up time; no exceptions made and shall be either in cash, personal check, debit or credit card. Lucca Bella Doggie Spa & Boutique retains the right to change payment options though, at its sole discretion.
10. Returned checks will incur a Returned Check Fee of \$30.00. This fee is in addition to the amount for the services rendered.
11. OWNER AND/OR AUTHORIZED PERSON agrees that his (her) dog(s) shall not leave premises without payment in full of all charges, or proper arrangements that are agreed upon by both parties.
12. We respectively request a 24 cancelation call and/or notification if you are unable to keep the scheduled appointment. A fee of \$50.00 may be assessed for appointments that are missed without a minimum 24 hour notification.
13. OWNER AND/OR AUTHORIZED PERSON agrees that if he (she) is a “no show” at pick up hour for grooming and/or day care services or other services, Lucca Bella Doggie Spa & Boutique is hereby entitled by OWNER AND/OR AUTHORIZED PERSON to deliver dog(s), at OWNER AND/OR AUTHORIZED PERSON's expense plus an additional \$50.00 fee per dog, to a Dog Boarding facility of Lucca Bella Doggie Spa & Boutique's choosing, to board dog(s) until the day and time OWNER AND/OR AUTHORIZED PERSON shows up to pick up his (her) dog(s).
14. OWNER AND/OR AUTHORIZED PERSON agrees that if he (she) is late (considered late starting one minute after closing time), to pick up dog(s) he/she will be charged a minimum **\$2.00 per minute after time of close.**
15. Lucca Bella Doggie Spa & Boutique will not feed dog(s) but will provide water only. On occasion, Lucca Bella Doggie Spa & Boutique will give dog “treats” consisting of natural ingredients. It is the responsibility of OWNER AND/OR AUTHORIZED PERSON to notify Lucca Bella Doggie Spa & Boutique if they do not want their dog(s) to be given any treats.
16. OWNER AND/OR AUTHORIZED PERSON acknowledges that the daycare playrooms are unsupervised except for periodic cleaning throughout the day. OWNER AND/OR AUTHORIZED PERSON acknowledges in the day care facility, or even when grooming services are performed, dogs drink water from water containers that are of common use and notwithstanding all Lucca Bella Doggie Spa & Boutique's efforts to assure hygiene, contamination by virus, bacteria and other micro organisms may occur. OWNER AND/OR AUTHORIZED PERSON expressly waives any rights to hold Lucca Bella Doggie Spa & Boutique liable for any illnesses, diseases, and harms or otherwise to his (her) dog(s).
17. In extreme cases dogs may be muzzled for their protection, protection of other dogs and staff members; OWNER AND/OR AUTHORIZED PERSON agrees with this provision.



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18. *In emergency situation OWNER AND/OR AUTHORIZED PERSON agrees to have his (her) dog taken, at OWNER AND/OR AUTHORIZED PERSONS expense, to the Veterinary Clinic of Lucca Bella Doggie Spa & Boutique's choosing. OWNER AND/OR AUTHORIZED PERSON expressly waives any rights to hold Lucca Bella Doggie Spa & Boutique liable for any treatment, services provided by selected veterinarian clinic.*
19. *OWNER AND/OR AUTHORIZED PERSON agrees that pictures of his (her) dog taken at the Lucca Bella Doggie Spa & Boutique facilities or during events by Lucca Bella Doggie Spa & Boutique authorized personnel may be used by Lucca Bella Doggie Spa & Boutique for advertising and/or other purposes without any compensation to OWNER AND/OR AUTHORIZED PERSON; and the use of WEB CAMS at its facilities for surveillance or remote viewing by dog OWNER(s) AND/OR AUTHORIZED PERSONS will not constitute invasion of OWNER AND/OR AUTHORIZED PERSONS privacy nor unauthorized exposure of dogs.*
20. *Lucca Bella Doggie Spa & Boutique has "PARTNERS" who provide additional pet care services. Although Lucca Bella Doggie Spa & Boutique may refer PARTNERS to OWNER AND/OR AUTHORIZED PERSON, OWNER AND/OR AUTHORIZED PERSON agrees to hold harmless Lucca Bella Doggie Spa & Boutique for any and all issues arising from OWNER AND/OR AUTHORIZED PERSONS' engagement with PARTNERS. PARTNERS are not in any form associated with Lucca Bella Spa, LLC.*
21. *OWNER AND/OR AUTHORIZED PERSON hereby releases and waives Lucca Bella Doggie Spa & Boutique from any liability of any nature for any injury, death, escape or loss of his (her) dog arising out of Lucca Bella Doggie Spa & Boutique or its employee's actions or failure to act, and actions by other dogs, while in the custody of Lucca Bella Doggie Spa & Boutique. In the event his (her) dog causes any injury to person or any other dog at Lucca Bella Doggie Spa & Boutique facilities, OWNER AND/OR AUTHORIZED PERSON agrees to hold Lucca Bella Doggie Spa & Boutique harmless and indemnify and subrogate Lucca Bella Doggie Spa & Boutique from any action brought against it and for any defense, settlement, ort judgment against it and will assume all liability for the actions of his (her) dog.*
22. *Lucca Bella Doggie Spa & Boutique reserves the right to deny any and all services at its sole discretion.*
23. *This Agreement covers the relationship between Lucca Bella Doggie Spa & Boutique and OWNER AND/OR AUTHORIZED PERSON. Each time you bring your dog(s) to Lucca Bella Doggie Spa & Boutique, you affirm the terms of the Agreement and the truthfulness and accuracy of all statements you make in this Agreement.*
24. *This agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, administrator, personal representatives and assignees of the OWNER AND/OR AUTHORIZED PERSON and Lucca Bella Doggie Spa & Boutique.*

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### **Section III**

I have read and understand this agreement in its entirety and I certify the information provided herein is accurate and complete.

\_\_\_\_\_  
Name of Owner and/or Authorized Person:

\_\_\_\_\_  
Signature of Owner and/or Authorized Person:

\_\_\_\_\_  
Date: