



## New Client Application

Owners Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home #: \_\_\_\_\_ Work #: \_\_\_\_\_ Cell #: \_\_\_\_\_

Email: \_\_\_\_\_

How Did You Hear About Us? \_\_\_\_\_

## Emergency Contacts

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name: \_\_\_\_\_

Number: \_\_\_\_\_ Relationship: \_\_\_\_\_

## Pet Bio

Dog 1 Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Weight: \_\_\_\_\_ Coloring: \_\_\_\_\_

Spayed/Neutered: \_\_\_\_\_ Micro-Chipped?: \_\_\_\_\_

Dog 2 Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Weight: \_\_\_\_\_ Coloring: \_\_\_\_\_

Spayed/Neutered: \_\_\_\_\_ Micro-Chipped?: \_\_\_\_\_

Dog 3 Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Weight: \_\_\_\_\_ Coloring: \_\_\_\_\_

Spayed/Neutered: \_\_\_\_\_ Micro-Chipped?: \_\_\_\_\_

**\*\*\*MEDICATIONS\*\*\***

Dog	Medication	Dosage/Condition

**\*\*VETERINARIAN CONTACT INFORMATION\*\***

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

Address: \_\_\_\_\_

**\*\* Please attach copy of all vaccination records \*\***

**All dogs must be current on all age appropriate vaccinations ( Rabies, DHPP, Bordetella) prior to boarding or daycare.**

## Pet Personality Profile

### Attributes

- Fence -climber
- Digger
- Jumps
- Protective
- Mouthy
- Fear of noise
- House Broken
- Crate-Trained
- Afraid of people

### Personality

- Outgoing
- Verbally Sensitive
- Timid
- Affectionate
- Pushy
- Laid back/Mellow
- Lazy
- Playful
- Independent

### Behavior

- Will Bite
- May Bite
- Growls
- Snaps
- Shows Teeth
- Freezes
- Trembles
- Moves Away
- A Perfect Angel

### My Pet:

Grabbing Collar

### Likes

### Dislikes

### Plays Best With ( Dogs Only):

No Dogs

Getting Hugs



Big Dogs

Being Brushed



Little Dogs

Being around other dogs



Older Dogs

Being touched while asleep



Younger Dogs

Being touched on ears



Puppies

Being touched on paws



Being touched on mouth



Being touched on tail



Having nails clipped



Professional Obedience Education:.....None.....In-Home.....Group Class.....Private Lessons

Has this Pet ever been boarded before?.....Yes.....No      If no, why not?\_\_\_\_\_

Has this Pet ever been to daycare before?.....Yes.....No      If no, why not?\_\_\_\_\_

1. Has your dog ever bitten, or attempted to bite another animal or person?...Yes.....No  
If yes, what were the circumstances? \_\_\_\_\_  
\_\_\_\_\_

2. Has your dog ever shown any tendencies toward guarding food, toys, or any other  
"high value" items?...Yes.....No  
If yes, how? \_\_\_\_\_

3. Has your dog ever shown any destructive behavior ( i.e chewing/scratching door  
trims and/or walls )?...Yes.....No  
If yes, how? \_\_\_\_\_

4. What kind of toys does your dog like? \_\_\_\_\_

5. Does your dog de-stuff toys?...Yes.....No

6. Does your dog have separation anxiety?...Yes.....No

7. Does your dog have allergies?...Yes.....No If yes, what are they? \_\_\_\_\_

8. Is your dog compatible with:

- Baths ...Yes.....No
- Nail clippings...Yes.....No

## **Policies and Procedures**

### Health Care

- All guest must be in good health and must not have been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in, includes boarding, daycare and grooming. DDW will not allow admission of any guests that have a terminal illness and are in the late stages of that illness.
- Each guest receives a pre-entry evaluation prior to admittance to daycare and/or boarding. This helps ensure a flea-free, healthy environment. Pet's showing signs of illness ( vomiting, coughing, gagging, sneezing or diarrhea ) will not be admitted.
- Dogs must be on a flea preventative. If fleas, ticks or other parasites are present on your dog, he/she will be treated at your expense.
- All dogs must be spayed/neutered over 6 months of age, unless waived by Owner/management.

- If a DDW employee notices a serious change in the health or behavior status of your dog, we will do our best to notify you. If we feel medical attention is necessary, we will take steps to get medical attention as soon as possible. If DDW believes the condition is relatively minor, such as allergies, scratches, etc., we will notify you upon pick-up. Minor issues will be noted in your dog's file.
- Bordetella: Is an upper respiratory condition known as "canine cough" or "kennel cough", which is caused by a virus and bacteria. The virus mutates, similar to the flu virus in humans, and the vaccination is not 100% effective against canine cough. Canine cough is a risk associated with daycare and boarding in any dog day care facility.

## **Things to be aware of for Daycare play**

Some dogs experience sore muscles and joints if they are not used to playing for extended periods of time. This is completely normal and should go away. DDW asks that if this is bothersome, to please bring it to our attention and we can lessen the playtime or change your dog's daily routine.

We require that all dogs be evaluated by one of our approved staff members before signing up for play days. It is very important to DDW that all dogs in our care are happy and relaxed while in our care. Should a dog not be a good fit for our daycare program we will recommend other alternative. Your dog's comfort and happiness is our first priority.

Please keep in mind that dogs who are not well socialized may be at greater risk of not knowing how to politely interact with other dogs, and are at higher risk of altercations with other dogs.

## **Cancellation Policy**

DDW requires advanced notice for cancellation and change in drop off/pick up dates made to all boarding and daycare reservation as follows:

- **Boarding:** For non-holiday reservations, we reserve the right to change up to half the cost of total number of nights reserves at next reservation. If reservation was for one night then the customer must pay for that night. For holiday reservations without proper notification, refunds for deposits will not be given and changes in drop off or pick up dates will result in a charge for the full amount of the reservation dates.
  - ❖ Non-holiday reservations: 24 hours advanced notice
  - ❖ New Years, Spring Break, Easter, Memorial Day, July 4th, and Labor Day cancellation: 72 hour advanced notice
  - ❖ Thanksgiving and Christmas: 21 days advance notice

- **Daycare:** \$33 per dog penalty fee at the time of next reservation if 24 hour notice is not given for a cancellation. If you have purchased a prepaid package, you can choose to alternatively deduct one day from your package for each dog on the package.

## **Dog Daycare & Boarding Service Agreement**

This Dog Daycare and Boarding Service Agreement is entered into between DDW and the Pet Owner. The term "Pet" refers to all Pets owned by the Owner utilizing DDW daycare/or boarding services. Pet Owner accepts DDW services on the terms and under the conditions recited below. The parties, intending to be legally bound, hereby agree as follows:

**\*initial in the space provided\***

\_\_\_\_\_ **DISCLOSURE - By executing this Agreement and leaving Pet with DDW, Pet Owner certifies to the accurate disclosure of all information provided to DDW, either in writing or orally, about the Pet.** Pet Owner specifically represents that he or she is the sole Owner of the Pet, free and clear of all liens and encumbrances. Pet Owner addresses to disclose to DDW all known medical conditions and/or behavior problems which may affect Pet's care. Pet Owner represents that Pet is healthy, free of any kind of infectious diseases and meets all of DDW's published vaccination standards. Pet Owner represents that Pet is also free of contagious parasitic problems, wheater internal of external ( including fleas and lice ), and is free of any contagious skin disorder.

\_\_\_\_\_ **SERVICE AND HEALTH - DDW reserves the right to refuse service to Pet for ANY reason, a anytime, including, but not limited to: lack of proof of vaccinations, Pet displays signs of untreated or potentially contagious conditions and/or Pet exhibiting aggressive or unacceptable behavior.** Pet Owner agrees that if any fleas are discovered on the Pet during check-in or at anytime during Pets time at DDW, Pet Owner authorises DDW to administer a flea bath to the Pet at Pet Owner's expense. For additional information concerning DDW health care, please refer to DDW Policies and Procedures. Pet Owner represents that each time Pet is brought to DDW, Pet Owner is recertifying that the Pet is in good health and has not had any communicable illness of any kind for 30 days prior to check-in. Pet Owner further agrees to inform DDW of any change in the Pets conditions and/or behavior prior to subsequent check-ins.

\_\_\_\_\_ **ASSUMPTION OF RISK - Pet Owner acknowledges and is aware that the employees of DDW are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the animals at DDW. In addition, Pet Owner acknowledges and is aware that no amount of supervision, sanitation or personalized care can prevent a Pet from contracting an airborne virus or communicable disease. Pet Owner understands and assumes all risks and responsibility for any health issues or injuries to Pet while at DDW. Pet Owner understands and agrees that Pet Owner is solely responsible for any health issues or harm to Pet while at DDW. Pet Owner understands these risks are hereby releases DDW, its employees, officers or agents, from any and all losses, damages, cost and expenses ( including legal fees ) arising out of or in connection with any injury, communicable disease, airborne virus, or any other**

medical condition contracted by Pet Owners Pet at DDW. This also applies to any claims for injuries or damages related to such medical care or transport. Pet Owner by disappearance, escape, theft, death, or otherwise. Furthermore, Pet Owner agrees to be held solely responsible for any and all acts and behavior of said Pet while in the care of DDW, Including payment of costs of injury to staff, customers, other animals or damage to facilities caused by the Pet.

\_\_\_\_\_ **PERSONAL ITEMS AND BELONGINGS** - Pet Owner understands that all personal items Pet Owner brings to DDW or on the Pet are at Pet Owners sole discretion and that DDW will not be held liable for any damages or losses to the items or injuries to Pet associated with these items.

\_\_\_\_\_ **MEDICAL ATTENTION** - Pet Owner authorizes DDW to seek medical attention for Pet from any qualified veterinarians and to transport Pet to and from that veterinarian when DDW deems such medical care is necessary for the Pet's health. Pet Owner grants DDW full authority and discretion regarding the medical treatment of Pet. Pet Owner agrees to pay for all costs associated with medical treatment in full at the time of check-out.

\_\_\_\_\_ **PAYMENT** - Pet Owner agrees to pay the applicable service rates effective when the Pet is checked into DDW and to pay for any additional services requested by Pet Owner. DDW represents the right to require credit card information and a deposit of up to half the cost of the total number of boarding days at the time of reservation or prior to check-in at DDW's discretion ( i.e. holidays, peak reservations times, etc. ). Payments may be made by cash or credit card. Discounted packages must be paid for in advance.

\_\_\_\_\_ Pet Owner agrees that pet shall not leave the DDW facility until all charges are paid in full by Pet Owner. In the event Pet is under veterinarians care and Pet Owner picks up Pet from veterinary clinic, Pet Owner agrees that all charges are due in full immediately to DDW and must be paid for prior to Pet being released from the clinic. DDW shall have, and is hereby granted, a lien on Pet and all unpaid charges resulting in form services provided by DDW. DDW may exercise its lien rights within ten days after DDW had given written notice to Pet Owner via certified mail.

\_\_\_\_\_ **MULTIPLE DOG FAMILIES** - If Pet Owner requests to board Pet together with other "family members" in the same suite, Pet Owner acknowledges and understands that actions of Pet(s) may be unpredictable and such an arrangement may be significantly increase the chance of injury and aggression. Any applicable multiple family discounts may no longer apply. Pet Owner hereby holds DDW harmless from any such claim of action as a result of boarding Pet(s) together.

\_\_\_\_\_ **SOCIALIZATION** - Pet owner authorizes DDW to allow Pet to engage in social play with other dogs. In doing so, Pet Owner understands that Pet may become injured by interacting with other dogs. Pet Owner also understands that DDW has evaluated Pet and other dogs attending the daycare and will use reasonable care to ensure that no injuries result. However, **Pet Owner is responsible for any injuries to Pet, to any other animals, to any people and for damages that may occur while Pet is at**

**DDW. Pet Owner agrees to hold DDW harmless from any such injuries and/or damaged while Pet is at DDW.** Pet Owner agrees to be solely liable and to pay for all veterinary charges required to properly treat Pet and/or any other animals for any resulting injuries, all medical charges required to properly treat any person injured, and all damages incurred.

\_\_\_\_\_ **ABANDONMENT** - If Pet is not picked up by Pet Owner ( or by authorized personnel ) within 7 calendar days after the day Pet is scheduled to depart, Pet Owner understands that Pet shall be deemed to be abandoned and DDW had the right to place Pet with a new owner, rescue center or shelter. Pet Owner shall remain liable for all fees due and, in addition, agrees to pay any and all cost in the prosecution of these statutes. Pet owner is to be notified of such action by receipted mail, and no further notice shall be deemed necessary.

\_\_\_\_\_ **TRANSPORTATION** - Pet Owner authorizes DDW to transport Pet(s) in a motor vehicle for pick up and/or drop off services, veterinary visits, and for any other reason. Pet Owner understands the risks associated therewith and agrees to hold DDW harmless from any claims of actions.

\_\_\_\_\_ **PREPAID PACKAGES** - Pet Owner understands that prepaid service packages expire 1 year from date of purchase and are not refundable under any circumstances. Pet Owner further understands that after the sale, unforeseen circumstances may arise that are not within the control of DDW which may prevent Pet Owner from fully utilizing a prepaid package, including, but not limited to: the death of the Pet, the relocation of Pet Owner, behavioral changes in the Pet, and the decision to stop utilizing DDW services. DDW also reserves the right to refuse or terminate services to any Pet or Client for any reason, at any time. In any case, any unused portion of the sale ( after deducting used services at regular standard rates ) shall be only transferable for use on other services from DDW within the year the package was purchased.

\_\_\_\_\_ **PICTURES/VIDEOS** - Pet owner authorizes DDW to take images and/or videos of the pet while under the supervision of DDW, and understand that the rights of these images or videos taken of the Pet belong to DDW. The Pet Owner agrees that DDW may use such images or videos of the Pet with or without his/her name for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

\_\_\_\_\_ **INDEMNITY AGREEMENT** - PET OWNER AGREES TO INDEMNIFY, HOLD HARMLESS AND DEFEND DDW IN ANY MATTER FROM AND AGAINST ALL CLAIMS, DAMAGES, LOSSES, AND EXPENSES, INCLUDING ATTORNEY FEES, ARISING OUT OF AND/OR RELATION TO THE SERVICES PROVIDED BY DDW, ANY INJURY TO PET OR ANY ILLNESS CONTRACTED BY PET WHILE IN DDW CARE.

\_\_\_\_\_ **CONTINUING OBLIGATIONS** - Pet Owner understands and agrees that each and every provision in this agreement shall be in for and effect and shall apply to each and every occasion on which Pet Owner boards or deposits Pet(s) with DDW for daycare, extended boarding or other services, as the case may be. This agreement shall remain in full force and effect until it is cancelled or modified in writing by the parties.



Pet Owner hereby certified that Pet Owner has read and understands the terms set forth above. By signing this document, Pet Owner agrees to abide by all of the terms, conditions and statement of this Agreement.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

## Doggie Dog World Cancellation Policy

DDW requires advanced notice for cancellation and changes in drop off/pick up dates made to all boarding and daycare reservations as follows:

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- **Daycare:** \$33 per dog penalty fee at the time of next reservation if 24 hour notice is not given for a cancellation. If you have purchased a prepaid package, you can choose to alternatively deduct one day from your package for each dog on the package.

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

Print name: \_\_\_\_\_

## Policies and Guidelines

- We require all new clients to complete our temperament test by attending a social evaluation day.
- Guest who are not accustomed to high levels of activity or playing within groups sometimes require adjustment period. Fatigue, sore paws, excessive thirst or sore muscles are common signs of such.
- Dogs are pack animals and often play and wrestle with one another. They are under supervision however they can get nicks, scrapes, scratches and the occasional punctures as a result of rough playtime. If the injury seeks attention, we will contact you immediately. If it is minor, we will advise you at departure.
- During play time or pack time they are in a leash free environment which allowed them to freely interact with other dogs and attendants. We keep our space clean but there is the chance of communicable illness.
- Our minimum age is 3 months/12 weeks with at least two rounds of vaccinations including Bordetella and DAPP. All puppies over 6 months of age need to be spayed or neutered, unless given permission by DDW owner or supervisor. Please make sure to provide us with all current vaccination records. We require Bordetella ( every 6 months unless specified by your vet - if expired must be given at least 5 days before coming to stay with us ), Rabies, and DAPP or DHLPP.