



# Dog Day Care Application Form

Please fill in this form which gives us important information about your dog/s so we can provide the best care possible while he/she is at Urban Dogs.

Owner/s Name:

Phone:

Owner/s Name:

Phone:

Address:

Postal Address (if different):

**Email:** By supplying this, you agree to receive periodic email from Urban Dogs, such as an invite to our photo sharing site, special events and important notices. If you don't supply this you won't receive automated reminders about packages, so please remember to enquire at reception before they expire.

Dog's Information:

	Dog 1	Dog 2
Name:		
Breed:		
Colour:		
Age:		
Date of Birth:		
Sex:		
Spayed or Neutered:		
Microchip Number:		

Vet Clinic Name:

Phone:

How would you prefer to get your news about what's going on at Urban Dogs:

Emails

Facebook

Text

Other people authorised to pick up your dog/s: (emergency contacts and who you permit to drop/collect your dog on your behalf).

Name:	<input type="text"/>	Phone:	<input type="text"/>
Name:	<input type="text"/>	Phone:	<input type="text"/>
Name:	<input type="text"/>	Phone:	<input type="text"/>

**Please note for the safety of all dogs we will not release your dog to anyone not on this list without prior notification from the owners.**

**Also note we have multiple staff on shifts at Urban Dogs, if the staff do not recognise the person picking up your dog we have security protocol they must follow. We apologise in advance if this holds you up however we need to verify you are authorised – we would rather this than release your precious family member to the wrong person.**

What is the main reason you would like your dog to attend dog day care?

Is there any issues with your dog that you would like us to help with?

## Health

**All dogs must have up-to-date vaccinations for:** 5 in 1 (DHPPV, distemper, parvo etc), Kennel Cough and Lepto Virus.

**Important: We would have viewed and taken copies of the current vaccination certificate prior to play. Please bring your certificates in after every yearly vaccination booster.**

Does your dog have any health concerns (i.e. Hip Dysplasia/Seizures/Physical limitations, Medical Conditions/Allergies/Recent Surgeries)? Y / N - if yes please provide details:

We require all dogs to be on an on-going flea prevention programme? Are they currently on one? Y / N

## Your Dog's Personality

Does your dog socialise well with other dogs? Y / N

Has your dog ever been asked not to return to a dog day care? Y / N - if yes, why?

Has your dog ever shown negative behaviour around food, people or other dogs? Y / N - if yes, please detail:

Is your dog worried or frightened by:

People  Noises  Other dogs  Strangers

If yes, please detail:

Are there any areas on your dog's body they don't like being touched or petted? Y / N - if yes where?

Does your dog jump fences? Y / N - if yes what height?

Does your dog exhibit signs of separation anxiety? Y / N

Is there anything that you would prefer us not to do with your dog (i.e. Play Tug)

Please describe any other relevant aspects of your dog's personality that you think are relevant. Likes, dislikes, preferred play, sharing of toys etc:

How long has your dog been in your family?

If adopted, please describe what you know of your dog's history (this helps us to understand different behaviours):

How many human family members in your household:

Adults

Children

## Training

Would you be interested in any obedience training at Urban Dogs in addition to day care? Y / N / Possibly

Does your dog have a potty or quiet command? Y / N - if yes, what are they?

Potty

Quiet

## Food/Snacks

We suggest when your dog is coming to day care they are fed in the morning and evening. If you are worried about weight you can still feed the same amount just over the 2 meals. Feel free to bring lunch in if required - we always feed dogs separately.

Is your dog watching his/her figure? Y / N

Can snacks be fed to your dog while in our care? Y / N (We use all natural snacks)

Any allergies or special feeding instructions?

Please list any medications that your dog is taking:

Medication details:

What is your dog being treated for?

**If any of the above information changes, please notify us immediately.**

How did you hear about Urban Dogs Dog Day Care? (If you were referred to us by someone please let us know who so we can thank them)

For the Health and Safety of all other clients the following documents must be shown to and kept on record at Urban Dogs:

- Signed Urban Dogs Application form (this form)
- Vaccination Certificate our vet (copy would have been taken on trial day)
- Spayed/neutered certificate (copy would have been taken on trial day)



## TERMS & CONDITIONS

(We will email you a copy of the Terms and Conditions once we receive the signed form back)

***Dog safety is our priority, so please make sure all dogs arrive and leave the facility on lead.***

### **Hours and Payment Requirements**

Urban Dogs usual hours of operation are 6.30 am – 6.30 pm Monday through Friday, Public holiday hours of operation may vary. Drop off and pick up any time during these hours. We have nap time between 11:30 am -1:30 pm so please try and let us know in advance if you are coming at these times so we can separate your dog ready for pick up so as not to disturb the rest of the pack.

Late fees will be charged for picks ups after closing hours (\$10 every 15 minutes), however if you are later than 7:00 pm your dog may be admitted into overnight care for which you will be charged, your dog can then be picked up from Urban Dogs the following day after 10:30 am (if this is a weekend pick up will be available on the Monday following at 10:30 am). Additional costs for this will be charged to the client. (Just give us a call in this instance to let us know where you are so we can help if possible)

All services are to be paid for in advance (we accept direct debit, cash, credit card or eftpos). Where a half day service has been requested, but you are late for pick up, you may be charged the full day rate. (As above, please call us in this instance to let us know where you are so we can help if possible)

Note: Concession cards expire – Rates information is on our website.

The security of your dog is very important to us therefore dogs will only be released to the owners or named contacts as listed on this form. We will not release to any other person unless prior arrangement has been made with us from the owners, ID may also be required from the person picking up the dog.

Where fees remain unpaid, these may be sent to collections, and as such you will be responsible for all collections and legal fees incurred by such actions taken.

### **Behaviour**

You acknowledge that Urban Dogs reserves the right to refuse admittance to your dog at any time if problems arise from their behaviour, any behaviour deemed dangerous or inappropriate by Urban Dogs or its staff may result in dismissal of my dog(s) from the facility. Note, we will always work with you first in this instance, with training advice and solutions wherever possible.

### **Health and Emergency Procedures**

Every dog reacts differently and animals, by nature, are unpredictable and, therefore, present a certain level of risk. By using our service, you acknowledge and understand that there are certain risks involved in participating in day care and that Urban Dogs or its staff will not be liable for any injuries or illnesses resulting during your dog's attendance. In the unlikely event that your dog is injured by another dog, you will not hold Urban Dogs or its staff responsible for the injury. If your dog injures another dog or person, you will be solely responsible for the injury. By using our services, you accept that you may be liable for any expenses occurred due to the actions of your dog including, but not limited to, medical expenses and damage to property.

In admitting your dog(s) into Urban Dogs, you understand that the facility has relied on your representation that your dog(s) is/are in good health, has/have not been ill with any communicable disease within the last 30 days and that your dog has been vaccinated as indicated by records presented. You also understand that it is your responsibility to provide on-going verification of current vaccinations. However, it is still possible for a dog to become ill, even if vaccinated. Urban Dogs reserves the right not to allow your dog into our facility if your dog looks sick, injured, or if we feel your dog requires professional medical care.

If any medical problems develop while your dog is in the care of Urban Dogs, you authorise Urban Dogs to do whatever they believe is necessary for the safety, health and well-being of my dog and you agree to pay all expenses incurred. If that happens, Urban Dogs will endeavour to contact you as soon as possible using the contact information you have provided.

Urban Dogs has an emergency evacuation plan in place. Urban Dogs staff are trained in Pet First aid including CPR. In the event of an emergency, every attempt will be made to contact the dog's owners and the Emergency Contacts listed on this form. If contact cannot be made, then we will act in a way that we feel is in the best interest of your dog which includes providing professional veterinary services.

Please understand that Urban Dogs staff give all dogs involved in any type of incident a cursory examination; however, Urban Dogs staff are not trained veterinarians and will not be liable for the location, treatment or diagnosis

of any injuries incurred at Urban Dogs. You agree not to hold Urban Dogs or its staff liable for any decisions they make and you shall be responsible for all costs incurred with the care of your dog which includes, but is not limited to, emergency veterinary care.

If you refuse medical treatment for your Dog, Urban Dogs, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your pet as comfortable as possible until picked up by you, and you hereby authorise us to provide any such service at your expense.

## **General**

Dogs not regularly exposed to the level of activity at Urban Dogs may feel the discomfort of sore muscles, sore joints and fatigue. Dogs playing at dog day care can at times get dirty, especially dogs with longer fur, from the level of activity at day care. Excessively long toenails may cause injury, you will be notified if your dog's nails are too long. If the nails have not been trimmed by your dog's next visit, Urban Dogs will have them trimmed at your expense due to health and safety reasons.

In the unlikely event your dog is abandoned as defined by local Council law, we will make every attempt to contact the owners and emergency contacts and your listed veterinarian, we will also send a letter to the address given on this form before further action is taken. If your dog is not picked up within 7 days of the expected pick up date, your dog may be given up for adoption.

To avoid the potential spread of diseases we require dogs to stand down from day care for a period of 7 days after attending any other day care/kennel facility. Please discuss with Urban Dogs staff before bringing your dog to day care if you are unsure.

Photographs, videotape or digital recordings are taken of the facility, dogs, customers and staff on a regular basis for, among other things, use in advertising by Urban Dogs. I acknowledge that all such images (electronic, negatives and positives), together with prints and the copyrights therein, are the property of Urban Dogs. I give Urban Dogs and persons authorised by Urban Dogs my consent, permission and authorisation, without compensation to me, to use, reproduce and alter the images, in print or electronic format (including on the internet), either alone or in combination with other images, text and graphics. I waive my right to approve the finished photograph, advertising copy, print material or electronic files that may be used in conjunction with the images.

I agree that my dog is registered with the local Council and I will continue to keep the registrations up to date.

I have disclosed to Urban Dogs all relevant information regarding my dog's history and understand it is my responsibility to keep Urban Dogs informed of any changes to my dog's behaviour or health in the future.

I waive all claims against Urban Dogs and its employees and representatives, except those arising from negligence on the part of Urban Dogs. I also agree that Urban Dogs will not be liable for any consequential damages or damages beyond the replacement value of my dog.

These terms do not limit any liability of Urban Dogs under the Consumer Guarantees Act.

I confirm that I have read and understood the Rules and Regulations\* and Pre-Play assessment information as published at [www.urbandogs.co.nz](http://www.urbandogs.co.nz) and that Urban Dogs reserves the right to refuse entry at any time for any reason.

\*Rules and Regulations are subject to change at any time without notification.

I (the owner) confirm to Urban Dogs that I am the legal owner of my dog and am at least 18 years of age and agree that all information provided is true and correct to the best of my knowledge.

I have read and agree to the terms above.

Signed by owner:

Date: