



PAMPER & PLAY – DOG DAYCARE & SPA CUSTOMER DETAILS & AGREEMENT

(Used for Dog Daycare Enrolment, Grooming & Holidays)

Requirements for dogs attending PAMPER & PLAY - DOG DAYCARE & SPA

- Must be a small breed and over 10 weeks old
- Must be registered with their Council at 3 months of age
- Must be micro-chipped
- Must be desexed by 6 months of age with certificate
- Must be C3 & Kennel Cough vaccinated (certificate to be provided)
- Must be on regular tick and flea and worming prevention
- Must be non-aggressive towards other dogs and humans

DOG DETAILS (please print)

Dog's First Name _____ Last Name _____

Breed/Mix _____ Date of Birth ____ / ____ / ____ Sex: Male / Female

Primary Colour _____ Markings _____

Neutered / Spayed / Intend to desex _____ Date desexed ____ / ____ / ____ Certificate Provided: YES / NO

Vaccination Date ____ / ____ / ____ Certificate Provided: YES / NO

Council Registration Number _____

Micro-chip Number _____

Dog's Vet Name and Address _____

Vet Phone Number _____

PAWRENT DETAILS (please print)

Pawrent's First Name _____

Address _____

Suburb _____ STATE: _____ Postcode _____

Mobile _____ Work Phone _____

Email for correspondence, bookings and receipts _____

2nd Contact /Emergency _____ Phone _____

Alternate Person Who May Pickup Your Dog _____

Any Special Password needed? YES / NO _____

Health & Grooming

How old was your dog when you got him/her? _____ Weeks / Months/ Years

If adopted, do you know the past history? YES / NO _____

How many people are in your household? _____ Do you have any other pets? YES / NO

If YES, How Many _____ How do they get along? _____

Health Concerns? (Mark X all that apply):

Allergies		Take medication		Arthritis
Blind/ cataracts		Cancer		Deaf
Diabetes		Epilepsy		Food Allergies
Infections (Fungal/ Bacterial)		Heart or kidney		Heartworm
Hot spot		Kennel Cough/ Cough		Infections: Eye and Ears
Joint Pain/Limp		Ringworm		Skin Allergies/ Dandruff
Skin lumps, Tags, warts, moles		Past Surgery		Seizures
Hip Dysphasia				

Recent injury or Pre-existing Medical condition? _____

If YES, please describe _____

Do these restrict activities or movements? _____

Allowed treats or snacks? _____

Sick lately? Or Diarrhea or vomiting YES / NO Treatment? _____

Has your dog been groomed or professionally washed before? YES / NO

If YES when and where? _____

For new clients, how many weeks since your last groom or wash? _____

Grooming Anxiety & Behaviour Concerns? (Mark X all applicable):

Bath		Brush		Clipper Blades
Crate		Comb		De-matting
Dryer		De-shed or De-moulting		Lead / Tether
Nail trimming		Petted		Running Water
Scissors		Clipper Rash		Touched or held by a stranger

Any sensitive areas on the body? _____

If YES, when and where? _____

Have you been refused a groom or advised your dog needed a muzzle? YES / NO

Had a previous grooming incident? YES / NO

If YES, when and where? _____

Do we have your permission to transport your dog to a vet if necessary? YES / NO

Behaviour

Does your dog fear (sensitive or reactive) to ANY of the following? (Mark X all applicable):

<input type="checkbox"/>	Large dogs	<input type="checkbox"/>	Loud Noise	<input type="checkbox"/>	Mower
<input type="checkbox"/>	Storm	<input type="checkbox"/>	Thunder	<input type="checkbox"/>	Vacuum
<input type="checkbox"/>	Stranger	<input type="checkbox"/>	Males	<input type="checkbox"/>	Workmen
<input type="checkbox"/>	People with hats	<input type="checkbox"/>	Puppies	<input type="checkbox"/>	Children
<input type="checkbox"/>	Wheelchair	<input type="checkbox"/>	Prams	<input type="checkbox"/>	

If you have marked any of the above please identify and elaborate _____

Currently does your dog display ANY of the following? (Mark X all applicable):

<input type="checkbox"/>	Anxious	<input type="checkbox"/>	Excessive Bark	<input type="checkbox"/>	Bark for attention
<input type="checkbox"/>	Chew or destroy	<input type="checkbox"/>	Crate trained	<input type="checkbox"/>	Dig to Escape
<input type="checkbox"/>	Dominance	<input type="checkbox"/>	Escape Artist	<input type="checkbox"/>	High Energy
<input type="checkbox"/>	Howl or Cry	<input type="checkbox"/>	Jump over fences	<input type="checkbox"/>	Jump up
<input type="checkbox"/>	Have separation anxiety	<input type="checkbox"/>	Mouthiness	<input type="checkbox"/>	Rough Player
<input type="checkbox"/>	Are they House trained	<input type="checkbox"/>	Leash pulling	<input type="checkbox"/>	Vocal
<input type="checkbox"/>	Upset when Home Alone	<input type="checkbox"/>	Coprophagia (stool eating)	<input type="checkbox"/>	Incontinent

If you have marked any of the above, please describe circumstances _____

What do you do with your dog when you are not at home? _____

Has your dog ever displayed ANY of the following (Mark X all applicable):

<input type="checkbox"/>	Fight History	<input type="checkbox"/>	Dog Aggressive	<input type="checkbox"/>	Growl at a person
<input type="checkbox"/>	Bite History	<input type="checkbox"/>	Bitten a person	<input type="checkbox"/>	People Aggressive
<input type="checkbox"/>	Been attacked by another dog	<input type="checkbox"/>	Shares toys/bed with other dogs	<input type="checkbox"/>	
<input type="checkbox"/>	Growled, bitten or snapped at another dog for approaching their food or toys?				
<input type="checkbox"/>	Growled, bitten or snapped at someone for approaching their food?				
<input type="checkbox"/>	Are you able to remove things/food from your dog's mouth				

If you have marked any of the above, please describe circumstances _____

Has your dog attended dog daycare before? YES / NO If YES, where? _____

Has your dog had any formal training / puppy pre-school obedience/good manners training? YES / NO

If YES, please detail where and when _____

Basic Obedience (circle all that apply) _____ Sit, Stay, Heel, Drop, Drop Stay, Recall (come)

Please detail any other information about your dog that you feel would be helpful or important for us to know?

How did you hear about PAMPER & PLAY - DOG DAYCARE & SPA? _____

I certify that I have answered the above questions truthfully, fully and to the best of my ability.

Pawrent Signature _____

Parent Name _____

Date _____



PAMPER & PLAY - DOG DAYCARE & SPA

CUSTOMER AGREEMENT

PAMPER & PLAY - DOG DAYCARE & SPA agrees

- To provide a secure, clean & caring environment for your dog
- Your dog will be played with, socialized, rested, and cuddled throughout their stay with PAMPER & PLAY - DOG DAYCARE & SPA for Daycare or Holidays
- If your dog is unwell or injured, we will contact you immediately on the phone numbers that you have provided

Dog Daycare, Grooming and Holidays

Please read the terms and conditions below, initial or tick each condition and sign at the bottom if you agree:

___ I consent to PAMPER & PLAY - DOG DAYCARE & SPA taking images, video, or recordings of your pet ("the Images") to be used as a part of our advertising and social media campaign, newspaper, website, flyers, and brochures for daycare, grooming and holiday services. I understand and agree that PAMPER & PLAY - DOG DAYCARE & SPA own all Intellectual Property Rights, including but not limited to Copyright, in the Images.

___ I agree that my dog(s) meets all the requirements to attend PAMPER & PLAY - DOG DAYCARE & SPA.

___ I agree to provide a copy of my dog's proof of desexing and annual C3/C5 vaccination certificate and to PAMPER & PLAY - DOG DAYCARE & SPA staff.

___ I will not bring my dog(s) if they display symptoms of being unwell e.g., kennel cough; unusually tired; ringworm; recent injury; commenced treatment; surgery; diarrhea; vomiting or coughing.

___ I will notify PAMPER & PLAY - DOG DAYCARE & SPA of my dog's current and pre-existing health conditions, allergies, or behaviour issues as soon as I become aware of them but BEFORE my next appointment.

___ I understand that if my dog is unwell or injured and I am not contactable, I authorize for PAMPER & PLAY - DOG DAYCARE & SPA staff to take my dog to their preferred vet for treatment (\$50.00 vet transportation fee) and I will pay the full expenses associated with that treatment when I collect my dog. Please advise a value of care you authorize PAMPER & PLAY - DOG DAYCARE & SPA to arrange with the vet on your behalf in the event we cannot contact you, your spouse, or your emergency contact \$ _____

___ PAMPER & PLAY - DOG DAYCARE & SPA and any associated company is not liable for any injury that may arise in my dog because of a current or pre-existing condition.

___ I will notify PAMPER & PLAY - DOG DAYCARE & SPA staff if my dog(s) has recently displayed aggressive behaviour towards other dogs or people.

___ I understand that if my dog shows aggression towards other dogs or staff members at daycare, grooming or holidays, the service may be refused or ceased. I may be contacted and asked to collect my dog immediately. I understand that I will be required to pay for the service, and I will not be entitled to a refund.

___ I understand that if my dog is aggressive or bites other dogs or staff members, PAMPER & PLAY - DOG DAYCARE & SPA reserves the right to refuse service and that all bites will be reported to the local authorities as required by law.

- I accept all reasonable risk of injury to my dog(s) that may occur in normal activities including feeding, walking, and playing with other dogs.
- I understand that PAMPER & PLAY - DOG DAYCARE & SPA is a crated facility and I accept the risks involved and agree that PAMPER & PLAY - DOG DAYCARE & SPA is not liable for any injuries or illnesses resulting during my dog's attendance.
- I expressly waive and relinquish all claims against PAMPER & PLAY - DOG DAYCARE & SPA, its employees, and representatives, except those arising from negligence on the part of PAMPER & PLAY - DOG DAYCARE & SPA
- I understand and agree that PAMPER & PLAY - DOG DAYCARE & SPA shall not be held responsible for any damage to my property, or that of others, caused by my dog during the period in which they are in its care.
- I understand that under no circumstances will PAMPER & PLAY - DOG DAYCARE & SPA be liable for consequential damages.
- I understand that I am liable for any medical care expenses and damages that result from injuries caused by my dog.
- In the unlikely event that my dog passes away, and I am not contactable, I authorize PAMPER & PLAY - DOG DAYCARE & SPA staff to do the following: Hold for collection/ Contact Pets in Peace/ Other: please advise: _____
- I agree that if my dog arrives with fleas &/or ticks, my dog will be flea bathed & treated accordingly and I will be charged for any expenses including but not limited to, fleas rinse shampoo, capstar tablet, cleaning and disinfecting the facility and additional cost associated with time.
- I understand that PAMPER & PLAY - DOG DAYCARE & SPA has the right to refuse service to me and my dog at any time for any reason.
- I understand that PAMPER & PLAY - DOG DAYCARE & SPA office hours of operation are 7:00am – 6:00pm for Daycare and I will pick up my dog by 6.00pm or incur a late fee for every 15 minutes (or part thereof) if I am late. Dog holidays drop offs and pickups are as negotiated.
- In the event the pet is uncollected by close of business and contact cannot be made with the owner or the emergency contact, the local council will be contacted to arrange collection.
- I understand that refunds are not offered for early pickup.
- I understand that late cancellations (less than 12 hours) and/or no shows for bookings will be charged full fees. Cancellations of contracted dog daycare days will be charged full fees where PAMPER & PLAY - DOG DAYCARE & SPA are unable to arrange a replacement dog. PAMPER & PLAY - DOG DAYCARE & SPA is under no obligation to arrange a replacement dog for any daycare cancellations.
- I understand if an unpaid balance remains unpaid for 15 days or more, unless another arrangement is made, my account will be turned over to a collection agency and that as a result I will be liable for collection costs and attorney fees in addition to the unpaid balance.

Holidays

___ I acknowledge there is a 25% surcharge charged for public holidays and acknowledge the 25% non-refundable deposit that is due when booking my dog's holiday.

___ I acknowledge that all fees are to be paid in advance of the service.

Grooming

___ I understand that PAMPER & PLAY - DOG DAYCARE & SPA we believe in humanity over vanity and most importantly SAFETY First. We will not compromise on health or comfort. Frail aged, aggressive, or anxious dogs may be groomed for cleanliness and comfort and not the "the perfect style groom."

___ I understand that Grooming can be a stressful experience for some pets. To ensure the safety and welfare of the dog, the owner (or authorised person) must inform PAMPER & PLAY - DOG DAYCARE & SPA of the following:

- A heart condition or a pre-existing medical condition, illness, or injury.
- Recovering from a recent surgery.
- Is under any form of sedation.

___ I understand that dogs with double coats can have problems with their skin and hair after a shave down. These include, but not limited to, loss of hair growth, the coat not growing back in the same texture and/or colour, alopecia, bald patches, hyper pigmentation of the skin, darkening of the skin where the coat has not grown back, sun burn, loss of guard hairs and the top layer of coat and regrowth growing in different directions.

1. The coat (hair) protects your dog's skin from the damaging Queensland sun. When groomed shorter, your dog is highly susceptible to sunburn. It's advised that you take measures to ensure they are adequately protected by shade, colouring, or pet-safe sunscreen.
2. A dogs coat provides a pocket around them. This function keeps them cool in summer and warm in the winter. Once removed, you pet cannot thermo-regulate beyond panting and is more easily affected by extreme heat or cold temperatures.
3. Clipper irritation occurs after being groomed and results in a rash developing in pets with sensitive skin.
4. There are no guarantees that your dog's coat will grow back the same as it was prior to grooming. Cutting or shaving may change the colour, texture and density of your dog's coat, along with hormonal changes from desexing. While the coat may return to normal with uninterrupted growth it may not. It may also grow back patchy as undercoat and topcoat grow at different rates and the growth of undercoat often the growth of topcoat.

___ In the knowledge that any and/or all the above conditions may occur, I authorise PAMPER & PLAY - DOG DAYCARE & SPA to shave my double coated dog and agree not hold PAMPER & PLAY - DOG DAYCARE & SPA responsible for any conditions that occur on my dog.

___ I acknowledge that grooming equipment is sharp and extreme care is taken in all situations, animals are wiggly/ moving creatures. We would never intentionally harm your dog and accidents are rare. The possibility of the pet getting cut, nicking the skin, tail, scratched, having an allergic reaction, while in our care can happen.

___ I acknowledge that PAMPER & PLAY - DOG DAYCARE & SPA reserves the right to charge additional fees for any groom that is longer than 60 mins (1 hour) when a dog is difficult to handle, bath, dry or style. Exhibit unsafe behaviour, has health concerns, is frail aged, coat that need "de-matting" or is matted.

____ I understand that in the case of fungal infections like hot spots, ringworm etc, I acknowledge there will be an additional minimum cost of \$10 to cover sanitation of equipment / environment to ensure the safety of all pets.

____ I understand if there is matting in my dog's coat, PAMPER & PLAY - DOG DAYCARE & SPA groomers may have to shave my dog's coat extremely short to the skin & they may show signs of skin irritations and sores due to matting, wet undercoat & dirty coat. In addition, because the groomer is working so close to the skin, your dog can be nicked or cut and there is a risk of hematomas forming due to the tension being released from matting removal and Veterinary assistance maybe required after the de-matting process.

____ I understand the risks associated with de-matting my dog and I release PAMPER & PLAY - DOG DAYCARE & SPA from any liability associated with the above-mentioned process & any & all problems that may be uncovered &/or occur during the stripping & de-matting process. In addition, should my dog need veterinary care after or during the process, I agree to pay any & all veterinary fees.

____ I acknowledge and agree that PAMPER & PLAY - DOG DAYCARE & SPA has an extra charge up to \$50 in addition to the fees for my dog's groom if his/her coat is matted due to the extra time taken and the additional wear on PAMPER & PLAY - DOG DAYCARE & SPA equipment.

____ I understand grooming fees may change from time to time and additional fees may apply based on the needs and condition of my dog at the time of the current appointment (not necessarily on previous appointments) including but not limited to: Late drop off; Late pick up post notification; additional support to be groomed (age, surgery, anxiety, injury, uncooperative and/or difficult & aggression)

I have read and understood the above terms and conditions and I certify my acceptance for my dog(s)

_____ of these terms and conditions by signing below.

Pawrent Signature _____

Pawrent Name _____

Date _____