

WILLOW WOOD PET RESORT AND TRAINING CENTER

Dog Daycare General Information and Policies

Phone: (614) 855-4800 Fax: (614) 939-4493

www.petresortwillowwood.com

The purpose of our Doggie Daycare program is to provide a safe, fun and stimulating social environment for your dogs. To help ensure the safety and health of your pet and our other guests, we require all clients to comply with the following requirements:

AGE: All dogs must be 12 weeks or older to attend daycare. All dogs over 6 months of age must be spayed or neutered.

VACCINATIONS: All dogs must have current vaccinations. This includes DA(2)PP, Bordetella, and Rabies. Owners must submit current vaccination records, and whenever vaccinations have been updated.

FEES: Fees are as follows: \$25.00/day for the first dog in the family and \$22.00/day for the second or third dogs in the family. We also do half days at \$15.50. We have daycare packages available in a 10 day pass or 20 day pass at a discounted rate. Please note that packages are non-transferable and non-refundable. The first day evaluation is \$27 and covers the dog staying to play for that day.

LATE PICKUP: Any dog left 30 minutes after closing will be placed in lodging and cared for overnight at applicable rates.

DAYS and HOURS: Monday through Friday 7:00 am to 7:00 pm, Saturday 8:00 am to 4:00 pm.

HEALTH: All dogs must be in good health. Owners will certify that their dogs are in good health and have not been ill with a communicable condition in the last 30 days. Upon admission, all dogs must be free from any condition which could jeopardize other guests. There are unavoidable viruses and conditions that we may experience by having a community of dogs together but we will make every effort to keep them to a minimum. If your dog is coughing, has diarrhea, or is displaying any signs of being ill, do not bring your dog to daycare. We also require that all dogs be on a flea, tick and heartworm prevention, provided by your veterinarian, all year long.

BEHAVIOR: Owners will certify that their dogs have not harmed or shown aggressive or threatening behavior towards any person or any other dog. Please remember, your dog will be spending time with other dogs and their safety and health are our main concern. If a dog is presenting behaviors that are disruptive to the rest of the group, we may have to take steps to change their behavior. The process could be as simple as separating him/her from another dog or the group, or perhaps taking a break from daycare while training classes are attended. In rare cases, we may ask that your dog not return to our daycare program. This does not mean that your dog isn't able to socialize with other dogs, it may simply mean that this environment isn't good for your dog. We ask that your dog wear a regular, properly fitted collar of nylon or leather and come to daycare every day on a leash.

WELCOME TO WILLOW WOOD PET RESORT & TRAINING CENTER!

Client Information

Owners Name _____

Home Address _____

City _____ State _____ Zip _____

Email Address _____

Home Phone _____

Cell Phone _____

Work Phone _____

Dog's Name(s) _____

Breed(s) (_____ Weight _____

Birth Date(s) _____ Color _____

Gender _____ Spayed/Neutered? Yes or No

Veterinary Clinic _____

Alternate Contact Name and Phone # _____

Does your dog have any known allergies? _____

Credit Card Payment Authorization

Please fill out and sign

Cardholder Name _____

Billing Address _____

City _____ State _____ Zip _____

Email _____

Home Phone _____

Credit Card # _____

Expiration Date _____

By signing below, customer agrees to pay for doggie daycare services for the number of days your dog attended day care. Your credit card will be charged on Friday.

Printed Name of Responsible Party _____

Customer Signature _____ **Date** _____

**Willow Wood Pet Resort and Training Center
5891 Zarley St. New Albany, Ohio 43054**

I, _____, hereby certify that my dog(s) is (are) in good health and have not been ill with any communicable condition in the last 30 days. I further certify that my dog(s) have not harmed or shown aggressive or threatening behavior toward any person or any other dog. I have read and understand the following:

1. I understand and agree that I am solely responsible and liable for any harm, injury or other damages caused by my dog(s) while in the care of Willow Wood Pet Resort and Training Center. I understand and agree that there are inherent risks involved while dogs are in a social pack environment and/or engaging in dog play and related activities (the "Activities") and I agree to assume all risk and liability associated with such Activities and my dog's participation therein. I understand and agree that, although Willow Wood Pet Resort and Training Center agrees to exercise due diligence and care in providing its services (the "Services"), Willow Wood Pet Resort and Training Center shall have no responsibility or liability for loss, injury or damage from disease, theft or fire, or for any harm, injury or other damages caused by my pet to people, other animals or property. I further agree to indemnify and defend Willow Wood Pet Resort and Training Center, its employees, members, directors, officers, volunteers, agents and representatives, and hold them harmless from any and all claims arising under or relating to my dog's participation in the Activities.
2. I understand and agree that any problems which develop with my pet will be treated as deemed best by the staff of Willow Wood Animal Hospital and Willow Wood Pet Resort and Training Center at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
3. I further understand and agree that in admitting my dog(s) to the facility, the Willow Wood Pet Resort and Training Center staff has relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior toward any person or any other dog.

I certify that I have read and understand the policies of the facility as set forth on the preceding pages and that I have read and understand the conditions and statements of this Agreement, including the following:

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- Fees are due and payable weekly and the staff will charge my credit card for the number of days that my dog(s) have attended
 - The Doggie Daycare program is open Monday thru Friday from 7:00am to 7:00pm and Saturday 8:00 am to 4:00 pm. On certain days the program will be closed and clients will be notified.
 - The facility closes promptly at 7:00 pm.

Any dog left 30 minutes after closing will be placed in lodging and cared for overnight at the applicable lodging rate.

Printed Name of Responsible Party _____

Signature of Responsible Party _____

Date _____

Willow Wood Pet Resort & Training Center Pet Care Policy

Willow Wood Pet Resort & Training Center has a long-standing reputation for providing the very best care of our clients' pet companions. Based on this reputation and the trust our clients have in our community, we are happy to offer an additional service that underscores our continuing commitment to provide the highest quality of pet care.

Willow Wood Pet Resort & Training Center has a Pet Care Policy that will reimburse our clients up to \$300 in eligible veterinary expenses for illnesses or injuries that occur during their visit. The details of this benefit for our clients' pet are presented below.

WHICH PETS ARE COVERED?

All pets lodging at Willow Wood Pet Resort & Training Center or participating in the Doggie Daycare program will be covered by the Pet Care Policy.

ELIGIBLE EXPENSES

Eligible expenses include diagnostic and/or treatment expenses provided by a licensed veterinarian that are directly related to an illness or injury that arises as a result of the pet's visit to Willow Wood Pet Resort & Training Center. This includes illness or injuries that arise during the pet's visit, or illnesses or injuries that become evident up to five days after the pet leaves. Expenses that are not eligible for reimbursement include: pre-existing conditions; illnesses or injuries sustained by the pet before arriving at Willow Wood Pet Resort & Training Center; age-related illnesses or injuries; injuries inflicted by pets in the same family; illnesses to pet whose vaccinations are not current; airborne illnesses; and any natural disasters including hurricanes, tornados, and floods.

MAXIMUM REIMBURSEMENT:

The maximum reimbursement is \$300 per year.

FEE

The Pet Care Policy is provided for a nominal charge of only \$1 per pet per day, which will be included automatically on the owner's invoice when payment is made for lodging or doggie daycare.

HOW TO SEEK REIMBURSEMENT

Pet owners must follow these steps in order to request reimbursement for eligible expenses.

1. The illness or injury must be reported to the General Manager within five days of the pet's departure from the Willow Wood Pet Resort & Training Center to qualify for reimbursement, and the pet must have been evaluated by a licensed veterinarian within five days.
2. The pet owner is responsible for paying all veterinary expenses directly to the licensed veterinarian or animal clinic. Willow Wood Pet Resort & Training Center will not make payments to the veterinarian. To be eligible for reimbursement, the pet owner is also required to make full payment to Willow Wood Pet Resort & Training Center for any lodging or doggie daycare expenses incurred during their pet's visit.
3. The pet owner must submit a copy of the veterinarian's diagnosis and treatment charges within two weeks of the pet's departure from Willow Wood Pet Resort & Training Center. The request for reimbursement should be submitted to the General Manager via e-mail, fax, or hand-delivery to ensure the information is received promptly.

4. Willow Wood Pet Resort & Training Center may require a conference call with the treating veterinarian to learn more about the illness or injury or confirm that the illness or injury was not due to any pre-existing conditions. In these cases, pet owners must give their veterinarian authorization to speak to a Willow Wood Pet Resort & Training Center manager regarding their pet's condition. Otherwise, the warranty will be void.

5. Within 10 days of receiving the request for reimbursement and a copy of veterinary expenses and diagnosis, Willow Wood Pet Resort & Training Center will mail a check payable to the pet owner to reimburse eligible expenses up to a maximum of \$300 per year. If there is any question about the applicability or necessity of diagnostic test or treatment, Willow Wood Pet Resort & Training Center will seek the counsel of one or more independent veterinarians prior to determining final reimbursement eligibility, which shall be determined in Willow Wood Pet Resort & Training Center's sole discretion. Willow Wood Pet Resort & Training Center maintains the right to disqualify expenses that are not in the opinion of our consulting veterinarians, directly related to the diagnosis and/or treatment of the pet's illness or injury.

CANCELLATION

Willow Wood Pet Resort & Training Center may terminate this Pet Care Policy at any time. If cancelled, Willow Wood Pet Resort & Training Center shall reimburse the owner for eligible veterinarian expenses incurred during the period of time in which the Pet Care Policy fee was charged to the owner.

SEVERABILITY

If any part of this Agreement shall be deemed unenforceable or illegal or in conflict with the General Statutes of The State under which this Agreement shall be governed, then the parties agree that the portion of this Agreement deemed illegal or in conflict with the Statutes shall be void, but the remainder of the Agreement shall be valid and enforceable.

Print Name _____

Signature _____

8. Provide details of your dog's diet – <i>type</i> (kibble, canned, raw/natural): <i>brand</i> (Innova, Iams, Purina, etc):
9. Are there any particular types of people your dog seems to automatically fear or dislike?
10. Has your dog ever growled at someone? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were the circumstances and how did you respond?
11. Has your dog ever bitten someone? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were the circumstances and how did you respond?
12. To the best of your knowledge, what does your dog do when you're not at home?
13. Has your dog ever climbed/jumped a fence? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were the circumstances?
14. Is your dog frightened by thunderstorms? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, describe typical behavior & what specifically helps your dog's fear.
15. Is your dog frightened of or nervous around anything else? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain.
16. Does your dog play with any toys? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what kinds of toys does your dog like?
17. Has your dog ever growled or snapped at anyone who has taken his/her food or toys away from him/her? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were the circumstances and how did you respond?
18. Which commands does your dog know? (please check all that apply) <input type="checkbox"/> Sit <input type="checkbox"/> Stay <input type="checkbox"/> Down <input type="checkbox"/> Come <input type="checkbox"/> Heel <input type="checkbox"/> Rollover <input type="checkbox"/> Kisses <input type="checkbox"/> High Five <input type="checkbox"/> Other: _____
19. What kind of a collar do you use to walk your dog? <input type="checkbox"/> Buckle <input type="checkbox"/> Nylon/Chain Sliding Ring <input type="checkbox"/> Harness <input type="checkbox"/> Head Collar <input type="checkbox"/> Prong/Pinch
20. Is it effective in keeping them under control? <input type="checkbox"/> Yes <input type="checkbox"/> No

21. Has your dog ever gotten away from someone when out for a walk? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain circumstances:
22. Has your dog ever escaped from your house or yard? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain circumstances:
23. Does your dog have a command to go to the bathroom? If yes, what is the command? <input type="checkbox"/> Yes <input type="checkbox"/> No Command: _____
24. On what surface does your dog generally go to the bathroom?
25. Does your dog have any bathroom related issues or concerns?
26. Do you currently have any issues with your dog chewing inappropriate items or being destructive? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain circumstances:
27. Does your dog have a command to be quiet? If yes, what is the command? <input type="checkbox"/> Yes <input type="checkbox"/> No Command: _____
28. Is your dog crate trained? <input type="checkbox"/> Yes <input type="checkbox"/> No
29. Other comments or information about your dog that you feel might be helpful?

Complete this section if you would like your dog to have has a social evaluation.

30. Complete table with information on other pets in household:

Breed	Age	Sex	Spayed or Neutered
1.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.		<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have cats? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many cats do you have?			

31. Complete the following grooming and health information:

a. How often do you brush or comb your dog's coat?	b. How does your dog react to having his/her nails clipped?
c. Does your dog like to be brushed? <input type="checkbox"/> Yes <input type="checkbox"/> No If no, what have you tried to make it more enjoyable?	

d. Does your dog have any sensitive areas on his/her body? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, where?	
e. Where are your dog's favorite petting spots?	
f. How frequently is your dog walked outside?	g. How long are your walks?
h. Indicate from the following the overall level of exercise that best describes your dog's routine: <input type="checkbox"/> Couch Potato Spends days sleeping, occasional walks and/or playtime with humans or other dogs. <input type="checkbox"/> Mild Exerciser Spends days outdoors, short daily walks and/or regular playtime with human or other dogs. <input type="checkbox"/> Moderate Exerciser Long or multiple walks daily and/or regular playtime with human or dogs. <input type="checkbox"/> Athlete Regular jogs/runs and/or regular participation in a dog sport activity such as agility, flyball, Frisbee, etcetera.	

32. Complete the following behavior information:

a) Indicate from the following the level of dog socialization that best describes your dog's routine: <input type="checkbox"/> None – No knowledge of other dog interaction <input type="checkbox"/> Minimal – On lead encounters only <input type="checkbox"/> Moderate – Some off-lead playtime on occasion with visitor's/neighbor's/friend's dog(s) <input type="checkbox"/> Extensive – Regular visits to dog social events, off lead dog parks, dog daycare, etcetera	
b) Does your dog like children? <input type="checkbox"/> Yes <input type="checkbox"/> No	
c) How does your dog behave around children?	d) How does your dog get along with other household animals?
e) Do any visitors bring their dog(s) to your house? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how do they get along?	
f) How does your dog react to a stranger coming into your home or yard?	
g) Does your dog ever bark or growl at anyone passing outside your home or yard? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:	
h) Are there any types and/or breeds of dogs your dog seems to automatically fear or dislike?	
i) How does your dog react to puppies?	
j) How does your dog react to another dog approaching it in a park, at the beach or on a walk? a. On Leash:	b. Off Leash:
k) Does your dog play with other dogs? If yes, please describe size, breed & temperament of the other dogs.	

<p>a. Male and Females <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>b. Only males <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>c. Only females <input type="checkbox"/> Yes <input type="checkbox"/> No</p>			
<p>l) What kinds of games does your dog play with other dogs?</p>			
<p>m) What kinds of games does your dog play with people?</p>			
<p>n) Has your dog ever shared his/her food or toys with other animals? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how does your dog react to another dog approaching his/her food or toys?</p>			
<p>o) Where does your dog sleep? <input type="checkbox"/> Inside the house <input type="checkbox"/> Outside the house <input type="checkbox"/> Inside/Outside-varies</p> <table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <p>In which room in the house does your dog sleep?</p> </td> <td style="width: 50%; vertical-align: top;"> <p>Where in the room does your dog sleep?</p> <p><input type="checkbox"/> Crate <input type="checkbox"/> Owner's bed <input type="checkbox"/> Dog Cushion/Bed on floor</p> <p><input type="checkbox"/> Other <i>(Please describe)</i></p> </td> </tr> </table>		<p>In which room in the house does your dog sleep?</p>	<p>Where in the room does your dog sleep?</p> <p><input type="checkbox"/> Crate <input type="checkbox"/> Owner's bed <input type="checkbox"/> Dog Cushion/Bed on floor</p> <p><input type="checkbox"/> Other <i>(Please describe)</i></p>
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<p>p) Has your dog ever jumped up on someone? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were the circumstances?</p>			
<p>q) How does your dog act when you get home at the end of the day?</p>			
<p>r) What does your dog do to show he/she is happy?</p>			
<p>s) Is your dog allowed on the furniture at home? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>			
<p>t) Does your dog have any problems in any of the following areas? If yes, please explain.</p> <p>a) Mouthiness: <input type="checkbox"/> Yes <input type="checkbox"/> No b) Housetraining: <input type="checkbox"/> Yes <input type="checkbox"/> No c) Barking: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>d) Digging: <input type="checkbox"/> Yes <input type="checkbox"/> No e) Ignoring commands: <input type="checkbox"/> Yes <input type="checkbox"/> No</p>			
<p>u) Does your dog know any tricks? If yes, please describe. <input type="checkbox"/> Yes <input type="checkbox"/> No</p>			