

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 are recommended to be spayed or neutered. If we have issues with an un-neutered male they might not be able to attend daycare until neutered.

VACCINATIONS: All dogs must have current vaccinations. This includes DALPP, Bordetella, Canine Influenza, and Rabies. Owners must submit current vaccination records, and whenever vaccinations have been updated.

FEES: Fees are as follows: \$26.00/day for the first dog in the family and \$23.4/day for the second or third dogs in the family. We also do half days at \$17.00. 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 \$29 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!

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
(614) 855-4800
www.petresortwillowwood.com

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 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 _____

Pooch Personality Profile

Complete a profile for each dog enrolled at Willow Wood Pet Resort & Training Center. Complete responses assist us in providing high quality care for your dog. There are no right or wrong answers as all dogs are unique. Please type or print clearly. If additional space is required to answer a question add an attachment sheet.

Owner's Name(s):	Phone No:	Today's Date:

Profiled Dog Information

If multiple Dog Personality Profiles are being submitted, this is **Profile #** _____ **of** _____
(Please also be sure to insert your dog's name at the bottom of each of the following page, thank you!)

Dog's Name:	Breed:
1. How long have you owned your dog?	Years: Months:
2. Where did you get your dog? <input type="checkbox"/> Newspaper Ad <input type="checkbox"/> Breeder <input type="checkbox"/> Pet Store <input type="checkbox"/> Animal Shelter <input type="checkbox"/> Animal Rescue Group <input type="checkbox"/> Friend <input type="checkbox"/> Found As Stray <input type="checkbox"/> Other _____	If adopted, what knowledge do you have of your dogs past history?
3. Has your dog ever been boarded at a pet facility/resort or veterinarian previously? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, were any problems or concerns noted during or after the stay? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:	
4. Please describe your dog's flea/tick control and prevention program:	
5. Does your dog have any allergies? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain:	
6. Does your dog have any physical disabilities? <input type="checkbox"/> Yes <input type="checkbox"/> No Please explain disability & cause: If answered yes, what restrictions need to be placed on your dog's activities or movements? <input type="checkbox"/> No jumping <input type="checkbox"/> No running <input type="checkbox"/> No hard play <input type="checkbox"/> No contact with other dogs <input type="checkbox"/> Other (Please explain)	

7. Does your dog have any pre-existing medical conditions? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please explain: If answered yes, and medication is used to control the condition provide name and dosage.
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?

Buckle Nylon/Chain Sliding Ring Harness Head Collar Prong/Pinch

20. Is it effective in keeping them under control?

Yes No

21. Has your dog ever gotten away from someone when out for a walk? Yes No If yes, please explain circumstances:

22. Has your dog ever escaped from your house or yard? Yes No If yes, please explain circumstances:

23. Does your dog have a command to go to the bathroom? If yes, what is the command?

Yes 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?

Yes No If yes, please explain circumstances:

27. Does your dog have a command to be quiet? If yes, what is the command?

Yes No Command: _____

28. Is your dog crate trained?

Yes No

29. Other comments or information about your dog that you feel might be helpful?

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. a. Male and Females <input type="checkbox"/> Yes <input type="checkbox"/> No b. Only males <input type="checkbox"/> Yes <input type="checkbox"/> No c. Only females <input type="checkbox"/> Yes <input type="checkbox"/> No	
l) What kinds of games does your dog play with other dogs?	
m) What kinds of games does your dog play with people?	
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?	
o) Where does your dog sleep? <input type="checkbox"/> Inside the house <input type="checkbox"/> Outside the house <input type="checkbox"/> Inside/Outside-varies In which room in the house does your dog sleep? Where in the room does your dog sleep? <input type="checkbox"/> Crate <input type="checkbox"/> Owner's bed <input type="checkbox"/> Dog Cushion/Bed on floor <input type="checkbox"/> Other (<i>Please describe</i>)	
p) Has your dog ever jumped up on someone? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, what were the circumstances?	
q) How does your dog act when you get home at the end of the day?	

r) What does your dog do to show he/she is happy?

s) Is your dog allowed on the furniture at home? Yes No

t) Does your dog have any problems in any of the following areas? If yes, please explain.

a) Mouthiness: Yes No b) Housetraining: Yes No c) Barking: Yes No
d) Digging: Yes No e) Ignoring commands: Yes No

u) Does your dog know any tricks? If yes, please describe. Yes No