

Enrollment Form

General Information :

Parent's Name (please list all parents): _____
Address: _____ City: _____ St: _____ Zip: _____
Home Phone: _____ Cell Phone(s): _____ Work: _____
Email Address(s): _____
Who referred you? (We'd like to say thank you!): _____
Emergency Contact Person (other than yourself or spouse): _____
Relationship: _____ Phone #: _____

Vaccination / Medical History :

Rabies due: _____ DHPP due: _____ Bordetella: _____
Yearly Heartworm Test? Yes No
What brand of Heartworm preventative do you use? _____
Flea and Tick Medication? Yes No
If yes, what brand of flea/tick preventative do you use? _____
Describe any medical/health issues we need to be aware of (i.e. seizures, heart/hip issues, etc.): _____
Is your dog afflicted with anything contagious? Yes No If yes, what: _____
Mirochip? Yes No If yes, Microchip # / Brand: _____

Dog Profile :

Name: _____ Breed: _____ Color: _____
Sex (circle): Male / Female Neutered / Spayed: Yes No
Vet clinic: _____ Treating Veterinarian: _____
Birth date: _____ Weight: _____ (lbs.)
List any known allergies: _____
How long has your dog been in your family? _____ Where did you get your dog? _____
How many people are in your household and what are there ages?
Adult - (Gender-Age of each member): _____
Children - (Gender-Age of each member): _____
Has your dog had any obedience training? Yes No
If yes, to what level? Puppy Beginner Advanced CGC Agility TDI
Is your dog comfortable with having his/her paws touched? Yes No Don't know
Has your dog ever climbed or jumped a fence? Yes No Don't know
Is your dog comfortable with having his/her head touched? Yes No Don't know
Has your dog ever growled or snapped at anyone who's touched his/her bones, food or toys?
 Yes No Don't know
Is your dog comfortable with his/her collar being taken on/off? Yes No Don't know
Does your dog automatically dislike any kind of person (i.e. male/female, loud/quite, black/white, etc)?
 Yes No Don't know
Is your dog comfortable being approached by strangers? Yes No Don't know
Does your dog have any records on file with an animal control agency for acts of aggressive behavior? Yes No
If yes, please explain: _____
Describe any behavioral problems / idiosyncrasies / special sensitivities we should be aware of: _____

Parent Signature: _____ Date: _____ Witness: _____

Client Agreement

I request that my dog(s) be accepted into the daycare, lodging, grooming, training or other programs offered by Shag Bark Pet Spa & Kennel (SBPS). In accepting my dog(s) into the program, I acknowledge that SBPS will be relying on my understanding and agreement with the provisions of this Agreement. This agreement will be in effect for this and all subsequent visits. I understand and agree that (read and initial each box below):

- Dogs are animals whose behavior is a product of influences ranging from breed, personal experiences, training and more and therefore each one reacts differently to each situation and presents a certain level of risk. I understand there are certain risks involved in participating in daycare, lodging, grooming, training and in owning, training, caring for, handling and being in the presence of dogs, including but not limited to injuries to people, property, and animals resulting from altercations with other dogs, dog bites to humans or other dogs and the transmission of disease. I accept full responsibility for any and all acts of behavior of my dog(s), to include payment of costs for injury to themselves, any persons or other animals or damage to facilities caused by my dog(s).
- My dog(s) (**circle one**) (has / has not) harmed or shown aggressive or threatening behavior towards any (**circle relevant**) (person or dog).
- In case of emergency or use of canine transport services, I recognize the risks of injury that accompany said transport and acknowledge that this Agreement is being relied upon by SBPS to permit transport of my dog to and from SBPS or any other necessary location and indemnify and hold harmless SBPS for any loss, damages or injuries that occur due to an accident or otherwise during transport. I accept any and all conditions, rules and regulations promulgated by SBPS associated with the activities, use of the facilities and transport, and hereby agree to comply with them. Any transport services are subject to a \$30.00 per hour fee.
- Dogs not regularly exposed to the level of activity at SBPS may feel the discomfort of sore muscles, sore joints, and fatigue, and dogs not regularly exposed to outside activity and/or play on hard surfaces may experience sore paws, blisters, bruises or abrasions on the paws.
- Dogs not properly or regularly socialized do not necessarily know how to behave politely with other dogs. These dogs are at a higher risk of incidents including, but not limited to bites, fights, fear aggression, resource guarding, behavior problems and/or acting out.
- Dogs at play during daycare, playdates, play times, walks or other can get dirty. Dogs with longer hair can get matted from the level of activity during play. Baths, brush outs and grooming services can be requested and scheduled with advanced notice. Excessively long toenails can break or cause injury to others. If SBPS deems my dog's nails to be too long and a danger to themselves or others they may be trimmed at my expense.
- There are extra risks to my puppy of contracting disease or illness by using SBPS services without being fully vaccinated.
- Any behavior deemed dangerous or inappropriate by SBPS personnel may result in dismissal of my dog(s) from the programs.
- I must pay for all services at the time they are rendered and that my pet shall not be released from the SBPS facility until those payments have been received by SBPS. I am also financially responsible for all services requested on the "Shag Bark Pet Retreat and Spa Guest Services Form". I understand any unpaid fees by me will be sent to collections, and I will be responsible for all collections and legal fees incurred by such actions.
- I agree to leave a valid credit card on file and authorize SBPS to charge that card for all expenses incurred as a result of my pets stay unless a cash payment is rendered at the time of request in lieu of the credit card.
- In the event I was to abandon my dog(s) at SBPS I understand that I am still responsible for all charges that accrue until my dog(s) is/are no longer utilizing any services of SBPS. My dog(s) will be assumed to be abandoned by SBPS and all necessary authorities after 48 hours of no contact or nonpayment beyond the original scheduled pick-up date for the service requested and at that time I give SBPS the right to rehome or remove my dog(s) from SBPS by any means necessary.
- I have read and understand SBPS's "Policies and Procedures".
- I understand that facility staff give any pet that were to be involved in an incident a cursory examination; however, SBPS's staff are not trained veterinarians and will not be liable for the location, treatment, or diagnosis of any injuries incurred on SBPS premises. If my dog(s) is/are involved in an incident at SBPS, I will check my dog(s) further or seek treatment for my dog(s) by a licensed veterinarian at my discretion and cost.
- 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 SBPS. I acknowledge that all such images (electronic, negatives and positives), together with prints and copyrights therein, are the property of SBPS. I give SBPS and persons authorized by SBPS my consent, permission and authorization, without compensation to me, to use, reproduce and alter the images, in print or electronic format (including on the internet and social media), 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 represent that I am at least 18 years of age and acknowledge that the rights granted in this paragraph are irrevocable, worldwide and perpetual, and are binding on my heirs, successors and assigns.
- I grant SBPS and/or its agent's full power of decision concerning the care and well being of my dog(s). Should any medical emergency arise, it is agreed that SBPS or its selected agents can and will make any needed decision concerning medical treatment and choice of care giver, and I will be responsible for reimbursing all such costs to the facility.
- I agree to indemnify and hold harmless SBPS, its owners and personnel from all liability for any loss, damage or injury to persons (including any minor child accompanying owner), animals, or property.
- Any controversy or claim arising out of or relating to this Agreement, or breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in court. In addition to damages, SBPS shall be entitled to court costs and reasonable attorney fees.

Signature: _____ Print Name: _____

Date: _____ Witness Signature: _____

To ensure the safety and health of all animals, customers and staff at Shag Bark Pet Spa & Kennel, Ltd (SBPS), we require all clients to comply with the following Policies and Procedures:

LEASHES : All dogs must remain on leash while on the property, whether outside or in the office. If your dog is not dog friendly please keep them in the car until you check in at the office.

VACCINES/VETERINARY CARE : All pets must have up-to-date vaccinations. Parents must submit written verification that their dogs have current Distemper, Hepatitis, Parainfluenza, Parvovirus, (the first four vaccines are included in the one multivalent vaccine DHPP) Rabies, Bordetella. It is your responsibility to provide ongoing verification of current vaccinations. All veterinary visits must occur at least 7 days prior to arrival at SBPS.

MEDICATIONS : SBPS can accommodate most circumstances involving administering medications (oral & injection) to your pets. Please discuss your individual needs with the SBPS staff so we can develop a plan to help you. There is a \$2/day and \$3/day charge to administer oral medications and injections, respectively. This provides the assurance that only a member of the SBPS management team will be responsible for ensuring that your pet is medicated exactly per your instructions.

HEALTH : All dogs must be in good health. Parents need to certify that their dogs are in good health and are free from any condition that could potentially jeopardize other guests. Dogs who have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted. If at any time, a dog is noticed to have fleas or ticks, treatment will be applied and charged to the parent at the minimum rate of \$30.00. All dogs will be examined for signs of fleas and ticks at check in and **will not** be admitted to daycare or lodging if fleas or signs of fleas or ticks are noticed. This "spot check" is not fool proof, therefore, we highly recommend a flea and tick preventative, excluding flea/tick collars.

HOURS : Hours of operation and drop-off vary by service please note the times below.

Lodging – Drop off and pick up between 6:30 – 9:00 am & 3:00 – 6:00 pm Mon-Fri, & 7:00 – 9:00 am & 3:00 – 5:00 pm Sat-Sun

Grooming – Drop off between 6:30 – 7:30 am Mon-Fri & 7:00 – 8:00 am Sat-Sun, Pick-up when called that groom is completed

Daycare/Playdates – Drop off and pick up between 6:30 – 8:30 am & 3:00 – 6:00 pm Mon-Fri, & 7:00 – 9:00 am & 3:00 – 5:00 pm Sat-Sun

Training – Please show up 5 minutes prior to your scheduled class or lesson time but the room will not open prior to 5 minutes before class.

GROOMING :

Behavior – Every dog responds differently to the processes involved in grooming and we strive to make it as comfortable as possible, but SBPS reserves the right to refuse or stop services at any time during the grooming process if it becomes unsafe for personnel or the pet to continue.

Matted Fur – Pets with matted coats need extra attention during their grooming session and as such may result in additional fees. Mats can be difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts, burns or abrasions due to warts, moles or skin folds trapped in the mats.

DAYCARE :

Sex – All dogs must be spayed or neutered (unless they are under 6 months of age).

Behavior – All dogs must pass the SBPS Daycare Behavioral Assessment which evaluates sociability with humans and dogs in multiple different contexts. Parents must certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Keep in mind that affiliative behaviors between dogs involve reciprocal use of mouths, paws and bodies in acts of chasing, mouthing, wrestling, pawing and more with one another. Although play is closely supervised and monitored occasional injuries might occur.

Enrollment – All dogs must have a completed and approved enrollment form on file. It is important to remember that acceptable social practices for dogs are learned behaviors and if they are not routinely exercised they can diminish with time. If dogs do not regularly (at least once per week) attend daycare their social skills may fall far enough out of practice that they are no longer compatible with the group dynamic. In these cases reassessment may be necessary and fees may apply. If your dog has been out of daycare for 3 months or more, reassessment is required and fees will be applied.

Packages – Discount packages are available in 5, 10 & 20 day versions and must be paid in advance. Pre-paid discounted packages expire after 5 weeks and are non-refundable. Non-expiring packages are also in the same denominations, however not at a discounted price. Our program is flexible enough to accommodate reasonable special requests: however, appropriate fees will apply.

LODGING :

Handling - Dogs lodging at the facility receive at least 5 bathroom breaks a day (not including playtimes) during which are leashed up and walked to a fenced yard outside. This process necessitates that all dogs under our care are comfortable being touched, walked and having leashes put on and off of their heads. If you have any concerns about shyness, approachability or outright aggressive behavior you should discuss these with a SBPS customer service representative so that a trial introduction may be scheduled prior to dropping off for a lodging stay to assess whether we would accept them.

Bedding - If you prefer a plush surface for your dog to lay on while in their bunk there are two options available, a sheepskin bed or a Kuranda® raised bed at a cost of \$1/day and \$2/day, respectively. In order to maintain our stringent sanitary conditions SBPS does not accept any outside bedding.

Feeding - SBPS can adopt your feeding schedule up to three meals a day, including snacks and treats. Important: dry food must be individually bagged per meal, per day (No Bins or Bulk Bags are accepted)

Sex – Unneutered males who have no reactive tendencies and unspayed females in heat are welcome in the facility but do incur a \$4/day upcharge.

Parent Signature: _____

Date: _____

Witness: _____