



Happy Pets Doggy Day Care Centre - Jan 2019
Unit 9, Haxter Close, Roborough, PL6 7DD - 01752 922016



Your Name: _____

Contact Number: _____

Email Address: _____

(please provide this clearly as this is how you will receive your invoices)

Your Address: _____

Emergency Contact Details: _____

Vet Surgery & Number: _____

Please note that in an emergency we will always use our emergency vets which is Vets4Pets Woolwell. If you have a problem this this, please let us know.

Dog/s Name: _____

Dog/s Breed/s & Gender/s: _____

Dog/s Date of Birth/s: _____

Neutered/Spayed: YES/NO If applicable: date of last season: _____

Please note that we do not accept females on season.

If applicable: date/age neutering will be taking place: _____

My dog/s can have treats supplied by Everything Pets Ltd YES/NO

My dog/s can participate in agility YES/NO

Everything Pets can use photos of my dog/s on social media/advertising

YES/NO

If NO, this may be tricky for us when photographing all the dogs having fun.

I agree that my dog/s are all up to date with their vaccinations, worming, flea & tick treatments and I agree to keep this up throughout my dog/s time at Everything Pets Ltd. We may ask to see regular copies of vaccination certificates.

I agree YES/NO Signed: _____ Dated: _____

Vaccination Details: (Details of vaccinations & dates last had & when due)

Everything Pets Ltd have taken a copy of my vaccination records YES/NO
Please bring it to your next session / send photo copy to info@happypetsdogdaycare.co.uk

Flea/Tick/Worm Details: (Details of dates last had & when due)

I agree that if fleas, ticks or lice are found on my dog, I authorise Everything Pets Ltd or a registered vet can use the appropriate product authorised by the VMD. All costs incurred must be paid by the customer. YES / NO

Microchip Number: _____
(If you cannot find the number we will be chip checking and can get at this point)

My dog/s is allowed outside the premises for walks & toilet breaks? YES / NO

Is your dog/s allowed off the lead? YES / NO

IF YES, I accept responsibility for accident, injury or loss, caused by or to my dog/s.

If yes, Signed: _____

I accept that Everything Pets Ltd proceeds with extreme caution when allowing dogs of the lead. You may find that even though you have allowed us to, we may not feeling able to let your dog/s off the lead during their walk. This is at the discretion of Everything Pets Ltd and I will not pressure them to make may dog be off the lead. Walks are seen as just a break from the indoors and not a form of exercise due to the amount of physical activity happening in the centre.

I agree for my dog/s to be kept in the centre with dogs from other households:

I agree YES/NO Signed: _____ Dated: _____

I agree for my dog/s to be travel in a suitable vehicle with dogs from other households:

I agree YES/NO Signed: _____ Dated: _____

If NO then your dog may miss out on walks in exciting areas.

Everything Pets Ltd will house your dog in the centre in relation to their size, breed, pack position and friends. Whilst we will always do our best to house your pooch with similar size dogs, however on some occasions this may not always be beneficial to your pooch (ie depending on the amount of dogs of the same size in on one day). We would like permission for your pooch to play, and be with pooches of all shapes and sizes if we feel it is necessary and beneficial.

I give my permission for Everything Pets Ltd to let my pooch play with all dogs (big and small) whilst in doggy day care: YES/NO

Signed: _____

If no, why?:

Does your dog/s have any health/allergies/medical concerns? YES/NO

If so, please elaborate: _____

Dog/s Behaviour / Character Traits: _____

I have told Everything Pets about any behaviour and/or characteristics about my dog/s (separation anxiety, aggression towards certain breeds, chewing, toilet training etc). I understand that failing to disclose any information may have devastating circumstances and if this is the case, I agree that Everything Pets will not be held liable for any incidents that occur involving your dog/s that they are not aware of and hold the right to terminate all services immediately and you may be held liable if you fail to disclose any information.

I agree YES/NO Signed: _____ Dated: _____

I agree to keep up with payment on a regular weekly basis or on the invoicing timescales. Failure to do so and continuous reminding will result in a termination of our services. I agree to the monthly fee and to pay this on 1st of every month - any later may result in immediate termination of our services. I agree to save my card on file via the Square invoicing app (you will receive your invoices via email) and give Everything Pets Ltd permission to charge my card if I fall 7 days behind with payment from the date of the invoice. If you are unhappy with this, please let us know as we may prefer an upfront option.

My dog is not registered under the dangerous dogs act 1991.

I agree that if I am dropping off/collecting my dog from the centre I will be as punctual to the times agreed as possible. If you are running early/late please let us know as soon as possible. Happy Pets Doggy Day Care Centre close at 6pm. Ensure you have a plan in place if you are running late as Everything Pets Ltd may not be able to help after 6pm. If a member of staff is able to stay past 6pm then there will be a £3 charge per 15 minutes.

I agree that to cancel a Doggy Day Care Session I need to do so by at least 6pm the evening before day care is due to commence. Cancelling before 6pm will incur NO charge. Cancelling between 6pm the day before day care is due to commence and 730am on the day day care is suppose to happen, we will charge 50% of the session cost.

If you provide a key or allow us entry to your key safe, you agree for Everything Pets Ltd and any of its team members to be granted access to your property and agree for any of the team to pickup and drop-off your pooch. If you provide a key, we colour code your key and keep in a safe. No property details are on the key fob. If we are unable to access your property (ie key left in the door etc), or you say you will be home and aren't, you will still be charged for the day care session.

If Everything Pets Ltd collects and drop-offs my dog/s - in such occasion they can't (broken down van etc), I agree to make every effort possible to still bring my dog/s to day care.

I agree to tell Everything Pets Ltd that my bitch is coming into season and that she will be unable to attend doggy day care. Although all males are neutered, constant aggravation to the bitch on season can be stressful.

I agree that if my dog/s show any signs of illness / parasite infestation, I will contact Everything Pets Ltd immediately to talk through the symptoms to decide if the illness is potentially transferable and at that point a decision will be made if your dog can come to the centre until the illness has passed. Whether it's a bad tummy, cough, sickness etc no matter how insignificant it

may seem, it is very important you contact Everything Pets Ltd so they can make a risk assessment and decide if the illness is infectious. Failure to tell Everything Pets Ltd may have devastating consequences and other dog/s may become ill. If your dog/s show signs of illness when arriving at the centre / we pickup from your house, we hold the right to refuse entry to the centre. If this is the case you/your emergency contact will be contacted immediately.

I agree to let Everything Pets Ltd aware of any changes to behaviour, water intake, diet or stall consistency.

I agree that if Everything Pets Ltd has to terminate care for my dog/s due to Doggy Day Care not being suitable for the dog/s needs, I agree to not slate over social media and leave negative reviews as our decision would have only been for the good of the dog/s.

Everything Pets Ltd requires 2 weeks notice of permanent cancellation. The Client agrees to provide such notice or pay the amount that would be due during this notice period. The Client may cancel with notice at any time; there is no minimum term of contract. Please note if you pay in advance, we won't issue a refund.

The Client will take responsibility for any costs which may be incurred, by either veterinary or other, as a result of any damage, accident, or sickness caused to or by their dog and will pay any such expenses on demand. Everything Pets Ltd may act in the Client's absence as guardian of their dog and may perform or take any action which they deem necessary in order to protect and keep in good health the Client's dog.

I agree that Everything Pets Ltd may email with newsletter and events at the centre. I agree to Everything Pets Ltd Dog Day Care Noise & Behaviour Policies.

I agree that we may use a slip lead of our own on your dog/s when on toilet breaks and on walks for their own safety. If you do not wish for a slip lead to be used, please ensure you let one of the team know and bring a harness or collar tight enough that your dog/s cannot escape.

I agree to fill our the veterinary release form on the next page.

Customer Name: _____

Signature: _____

Date: _____

VETERINARY RELEASE FORM

If (pet name): _____ on this form becomes ill or injured I, the owner (owner name): _____ authorise Everything Pets Ltd and any of its representatives to take my dog/s to the vet's provided above, or in an emergency the closest possible vet.

If applicable please provide (if you don't have insurance please skip):

Insurance Company: _____ Insurance Number: _____

Policy Number: _____

I authorise the attending veterinarian to treat any pet listed on this sheet and I accept all responsibilities for all fees and charges incurred in the treatment of any of my pets.

I agree that Everything Pets Ltd can authorise anaesthetic.

I agree that if neither I or my emergency contact cannot be reached, I authorise Everything Pets Ltd to act on my behalf and authorise any treatment deemed necessary by the veterinarian, except euthanasia.

I give my permission to approve treatment up to £1000 and may be required to pay depending on circumstances.

Everything Pets Ltd: *Aaron Wilkinson*

Signed by: _____

Signature: _____ Date: _____