

DogServices

Boarding · Daycare · Grooming · Training

New Pet Questionnaire

Date: _____

Your Name: _____

Address: _____

City, State: _____ Zip: _____

Phone: (H) _____ (W) _____ (C) _____

Email address: _____

Emergency Contact Name & Phone Number: _____

Pet's Name: _____ DOB _____

Breed: _____ Color: _____

Sex: Neutered Male Intact Male Spayed Female Intact Female

Veterinarian Name & Clinic: _____

How long have you had your pet? _____

From where did you obtain your pet? _____

Is/Was your pet **CRATE TRAINED**? _____

Is your pet **HOUSE TRAINED**? _____

How many hours is your pet accustomed to spending in a crate on a daily basis? _____

Does your pet have any food allergies? If so, please list: _____

Do you have any objections to us giving your pet treats? _____

Is your dog on any medications or does she/he have any medical problems that we need to be aware of?
Please list and explain:

Does your pet suffer from any chronic illnesses (seizures, stress diarrhea, etc.)

Please answer the following questions as thoroughly as possible:

Does your pet **guard objects** or **food** from people? If yes, please explain.

Has your pet ever **growled, snapped** at or **bitten** a person? If yes, please explain.

Has your pet **boarded** or been to **day care** at another facility? If so, was it a positive experience for your pet?

Has your pet been in an **altercation** with another dog? If yes, please explain.

Is your pet afraid of **thunderstorms**? If yes, does she/he have medication (type and dosage)?

Has your pet ever **jumped** or **climbed** a fence? If yes, list type and height of fence.

Does your pet have any behavioral problems that we should be aware of? (for example, **doesn't like small dogs, men, women, children, strangers, other dogs; doesn't like collar or a specific part of body touched, eats rocks etc.**)

How did you hear about us? Please check one

Google Angie's List Yelp Friend
 Bing Care.com Phonebook Name _____
 Yahoo Facebook Website

Thank you very much for your time. DogServices' goal is to provide a fun and safe environment for your pet.

Database Employee Initials _____
 Bonus Bonz Date _____

Dear Client:

In accordance with the Virginia Comprehensive Animal Laws, DogServices is required to provide to you the following notice each time your pet boards overnight or stays the day for daycare. Please read the following statement and sign at the bottom acknowledging you have been made aware of the information listed below.

NOTICE

The boarding of animals is subject to Article 4 (3.2–6518 Et. Seq.) of Chapter 65 of Title 3.2. If an animal becomes ill or injured while in the custody of a boarding establishment or groomer, the boarding establishment or groomer shall provide the animal with emergency veterinary treatment for the illness or the injury.

The consumer shall bear the reasonable and necessary costs of emergency veterinary treatment for any illness or injury occurring while the animal is in the custody of the boarding establishment or groomer. The boarding establishment or groomer shall pay for veterinary treatment for any injury that the animal sustains while at the establishment or under the care or custody of a groomer if the injury resulted from the establishment's or groomer's failure, whether accidental or intentional, to provide the care required by 3.2-6503, or if the injury is a result of the actions of the boarding establishment or groomer. Boarding establishments and groomers shall not be required to bear the cost of the veterinary treatment for injuries resulting from the animals' self-mutilation.

Printed Name: _____ Date: _____

Signature: _____

Dog's Name: _____

DogServices Rep: _____ Date: _____

Name _____ Dog's Name _____

IMPORTANT EMERGENCY INFORMATION

Since an emergency may happen at any time with your dog, please take the time to have your wishes recorded below. This information is most critical for our staff and any emergency room personnel. During your dog's stay our staff will make every effort to contact your listed veterinarian for any medical emergency or medical information. However, after hours, weekends, and holidays, we must use the Dogwood Veterinary Emergency & Specialty Center or Veterinary Referral & Critical Care.

Every time you leave town and your dog is in our care, please check with your listed emergency contact to make sure they'll be available to transport your dog to and from the veterinarian's office, Dogwood or VRCC. Your emergency contact also needs to know a history of any medical problems that you may have experienced with your dog. For example, if your dog sometimes limps after playing ball, gets diarrhea easily, or occasionally is lethargic and cranky, it would be helpful to have that history available. Then if your dog exhibits these same behaviors when in our care, your contact person will know this is normal for your dog.

When your emergency contact person is not available, we will transport your dog either to your veterinarian's office, Dogwood or VRCC. Our customary charge is \$25.00 per trip. If our staff transports your dog, we need to convey your wishes during your absence. Listed below are some questions that need careful consideration. We want to assume no responsibility for any decision that would normally be made by you, your family, and your personal veterinarian without your approval.

1. If it is not life threatening, do you want x-rays taken? Yes _____ No _____
2. If it is not life threatening, do you want blood work done? Yes _____ No _____
3. If it is not life threatening, do you want the vet to do the minimum to keep your dog comfortable until your dog can be transported to your personal vet or do you want the emergency room vet to complete treatment?
 - a. Minimum only
 - b. Complete treatment
 - b. If complete treatment is selected, do not exceed \$ _____
4. If surgery is involved (for example, bloat) please consider the following:
 - a. Complete the surgery no matter what the cost
 - b. Complete the surgery with a maximum cost of \$ _____
5. If a decision is made not to do the surgery and euthanasia is recommended how would you like to have the emergency room personnel dispose of your pet's body?
 - a. Refrigerate until I return and I will pick up my pet
 - b. Private cremation with ashes returned to me
 - c. Cremation with no return of ashes
 - d. Public disposal

Thank you for taking the time to consider these options. We know it is never easy making such decisions about your dog. All of the staff at DogServices are dog lovers and absolutely can relate to these tender decisions.

Owner Signature: _____ Date: _____

DogServices
4800 Thalbro Street
Richmond, VA 23230
P. 804-288-DOGS (3647)

Little DogServices
4916 West Marshall Street
Richmond, VA 23230
P. 804-358-PUPS (7877)

DogServices West
4545 A Pouncey Tract Road
Glen Allen, VA 23059
P. 804-360-8082



Thank you for choosing DogServices!

We appreciate that you entrust us to care for your pets and would like to welcome you to our family. DogServices strives to provide the highest level of care for your pet(s) during their stay with us.

DogServices is a *community play facility*. Your pet(s) are teamed with dogs that are similar in size, play-style and temperament. We strive to team every animal, but occasionally we have some pets that do not enjoy the company of other dogs. These dogs are placed out-alone based on their inability to get along with other pets. Dogs that are deemed out-alones are continually re-evaluated to determine if we are able to team them in the future.

Below is a list of our requirements and requests, these are in place to keep your dog safe and ensure an enjoyable daycare and boarding experience, please read over and sign.

- **Scheduling Daycare and Boarding Appointments:** **PLEASE CALL AND SCHEDULE** in advance your pets' daycare and boarding. This allows us to ensure that your pet has an appropriate play group and an enjoyable experience. We hate to turn people away, *so please, call and reserve* a space!!! Please note that we book up fast for holidays. Should an emergency arise – do not hesitate to contact us should you need a last minute or emergency boarding appointment, we will make every effort to accommodate you.
- **Holiday Boarding** – We require at least a 3 day minimum for reservations over the holidays. There is a holiday surcharge of \$3.00 per day in addition to your normal boarding fees. If you only need one night we are more than happy to accommodate you, but you will be required to pay for 3 days. If you need to cancel your holiday reservation, we ask that you give us a 48 hour notice as we usually have a wait list. If you fail to provide us with a cancellation or failed to show for your appointment you will incur a \$30 cancellation fee each pet.
- **Daycare during holidays:** Please note that we will have **LIMITED DAYCARE DURING HOLIDAYS**, *please call and schedule your daycare appointment in advance.*
- **For meals:** Prior to arriving we ask that you please measure and bag your pet's food for each meal. Please be sure to include at least 1 extra meal.
- **For pets requiring medication,** we ask that you bring *only* what they will need for their visit and at least one extra day of medication. Medication should be brought in *original prescription bottle*, label should include dosage instructions, prescribing veterinarian, type and milligrams of medication.
- **Vaccines:** Please ***check with your vet*** to ensure that your pets are up to date on all vaccines **5 days prior to their boarding/daycare reservation, and 10 days for puppies.** Please bring all updated vaccines with you, or have your veterinarian's office fax them to us, so that we may update our records. If your pet is exempt from any of the required vaccines, we will need documentation from your veterinarian stating the reason your pet is exempt. Ensuring that all

pets at our facility are current on their vaccines is an important part of making sure all our dogs stay happy and *Healthy!*

- **Required vaccines** - Your pet(s) are important to use! Please be assured that we take every precautionary step to keep your pet(s) safe and healthy. Please see attached list of required vaccines and associated waiting period.
- **Please** keep your pet on a short leash in our lobby, we discourage meet and greets with other dogs in our entryways!
- **Collars:** All dogs need to wear a *snap or buckle* collar. **For safety reasons:** we request that dogs **do not wear training collars, prong collars, chain training collars, shock collars, or martingale collars.** Please make sure that name tags are attached to or sewn into collars to help with quick identification!
- **Leashes:** Please bring your dog in on a regular flat leash, **no retractable leashes.**
- **Boarding visit:** Please bring any food, treats, toys and medications that your pet will require for their stay. **We not accept RAWHIDES of any kind.** Nyla bones and Kong's are accepted. Please check with our staff if you are unsure if your provided bones are acceptable. *We provide bowls and bedding.* Please do not bring large bags of food, containers, and crates as we often do not have room to store these items. If your pet requires a special bowl such as a slow feeder, we will gladly accept those items.
- **Bedding:** Since we provide bedding for each animal, we request that you do not bring any bedding. Should you choose to bring in bedding, please be advised that **DogServices is not responsible for any loss or damage for customer bedding. This includes any type of stuffed beds, towels, blanket etc.**
- **Check In:** We ask that you have your pet(s) checked in prior to 4pm. This gives us a chance to test them with their teammate for their stay.
- **Emergency Contact:** We request at each boarding check-in to be provided us with a **local** emergency contact should we are unable to reach you. Your emergency contact should be made aware that you are going out of town. Also make sure your emergency contact is aware of your wishes should your pet become ill. *We will make every attempt to contact you before contacting your emergency contact.*
- **Intact Females:** Please be advised that we **DO NOT** take any females that are deemed to be in heat. *Should your pet go into heat during their stay, we will contact you/emergency contact for them to be picked up immediately.*
- **Intact Animals:** Please note that **we can only accommodate a certain number of intact dogs** for daycare & boarding pet **per day** and visit, intact animals often have limited options for teammates, and therefore may not benefit as much from our style of community play. Please note that there is a \$4.00 per day surcharge for pet on 15 months that are intact, this is in addition to your regular boarding fees.
- **Accident/Injuries:** We strive to provide the safest possible environment for your pets while they are in our care – it is our top priority. We work very diligently to place animals on correct teams. However, in a community play facility, we can have unforeseen altercations that may result in injury to one or more pets. If an altercation does happen, *we will notify you immediately.* We will work to determine which animal is the instigator. If your pet is deemed the aggressor you will be responsible for any vet bills resulting from injury.

- **Check –Out** – DogServices operates just like a hotel. If you do not wish to incur another day of boarding fees: **CHECK OUT IS AT NOON.** If you are unable to make it before noon for check-out, we do offer an *extended day rate*. Late checkout is between 12-2pm. The cost of a late check-out is an additional \$15.00 per pet. After 2pm you will be charged for an additional day of boarding. Please let us know at check-in or at your earliest opportunity during your travels if you require this service. ***Payment in full is due at check-out.*** If you are having someone other than yourself pick up your pet, *you must make payment in advance.*

Thank you for your consideration on the policies stated above. If at any time you have any questions, please feel free to contact the manager at your boarding/daycare locations. We are always happy to help. Again, THANK YOU for choosing DogServices, we look forward to getting to know you and your pet.

Client Name

Client Signature

Date

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