

# Daycare / Boarding / Grooming Application

## PET OWNER INFORMATION

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Work phone \_\_\_\_\_ Home phone \_\_\_\_\_

Cell Phone \_\_\_\_\_

Email address \_\_\_\_\_

How did you hear about us? \_\_\_\_\_

## **Emergency Contact Information**

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Please list any additional persons who are permitted to pick up your dog(s)

\_\_\_\_\_

\_\_\_\_\_

### **Pet 1 Information: Name** \_\_\_\_\_

Breed \_\_\_\_\_ Weight \_\_\_\_\_ Color \_\_\_\_\_

Age \_\_\_\_\_ Birthday \_\_\_\_\_ Male Neutered: Yes \_\_\_\_\_ No \_\_\_\_\_ Female Spayed:

Yes \_\_\_\_\_ No \_\_\_\_\_

### **Pet 2 Information: Name** \_\_\_\_\_

Breed \_\_\_\_\_ Weight \_\_\_\_\_ Color \_\_\_\_\_

Age \_\_\_\_\_ Birthday \_\_\_\_\_ Male Neutered: Yes \_\_\_\_\_ No \_\_\_\_\_ Female Spayed:

Yes \_\_\_\_\_ No \_\_\_\_\_

### **Pet 3 Information: Name** \_\_\_\_\_

Breed \_\_\_\_\_ Weight \_\_\_\_\_ Color \_\_\_\_\_

Age \_\_\_\_\_ Birthday \_\_\_\_\_ Male Neutered: Yes \_\_\_\_\_ No \_\_\_\_\_ Female Spayed:

Yes \_\_\_\_\_ No \_\_\_\_\_

### **Tell us more about your Dog:**

We care for your fur babies and we absolutely provide a safe environment for all of our guests. Therefore, it is very important to answer these questions honestly for the safety of your dog, other dogs and for D Dogs Lodge staff. Multi-pets: Please specify or differentiate by pets' initial.

### **PET HISTORY**

How does your dog react when meeting new dogs? \_\_\_\_\_

What behavior does your dog display with other dogs in a group setting such as dog parks or play groups? \_\_\_\_\_

Has your dog ever been bitten or attacked by another dog? Yes \_\_\_\_ No \_\_\_\_

Has your dog ever shown aggression towards small or large dogs? Yes \_\_\_\_ No \_\_\_\_

Has your dog ever bitten or harmed another dog in any way? Yes \_\_\_\_ No \_\_\_\_ If Yes, how? \_\_\_\_\_

Does your dog mount other dogs? Yes \_\_\_\_ No \_\_\_\_

Does your dog enjoy playing with dogs with similar play styles? Yes \_\_\_\_ No \_\_\_\_

Does your dog prefer to be off on his own/her own? Yes \_\_\_\_ No \_\_\_\_

Is your dog food or toy protective? Yes \_\_\_\_ No \_\_\_\_

Does your dog have separation anxiety? Yes \_\_\_\_ No \_\_\_\_

Is your dog shy? Yes \_\_\_\_ No \_\_\_\_

Does your dog bark excessively? Yes \_\_\_\_ No \_\_\_\_

Is your dog destructive to toys and other objects/furniture? Yes \_\_\_\_ No \_\_\_\_

Is your dog crate trained? Yes \_\_\_\_ No \_\_\_\_

Does your dog eat bad things (i.e. poop, tennis balls)? Yes \_\_\_\_ No \_\_\_\_

Has your dog ever bitten an adult or child? Yes \_\_\_\_ No \_\_\_\_

Has your dog ever shown aggression towards adults or children? Yes \_\_\_\_ No \_\_\_\_

Does your dog come when called? Yes \_\_\_\_ No \_\_\_\_

Does your dog jump fences? Yes \_\_\_\_ No \_\_\_\_ If yes, how high? \_\_\_\_\_

Is your dog obedience trained? Yes \_\_\_\_ No \_\_\_\_ If yes, what commands? \_\_\_\_\_

Has your dog ever been boarded before? Yes \_\_\_\_ No \_\_\_\_

Anything else we should know?

\_\_\_\_\_

\_\_\_\_\_

### **PET MEDICAL HISTORY**

Has your dog been diagnosed with any medical condition, such as?

Heart condition? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Thyroid disease? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Allergies? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Seizures (frequency, severity, cause of occurrence, behaviors)? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Physical limitations (arthritis, limb, blind, deaf, etc.)? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Cancer? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Bloat? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

Any other condition than listed above? Yes \_\_\_\_ No \_\_\_\_ If yes, please describe? \_\_\_\_\_

## **AUTHORIZATION TO RELEASE VETERINARY RECORDS**

PLEASE EMAIL THE RECORDS REQUEST BELOW AS SOON AS POSSIBLE TO D DOG'S LODGE as noted below:

Attn: \_\_\_\_\_ lodging@ddogslodge.com

### **Pet Parent Information:**

Full Name: \_\_\_\_\_

### **Pet Information:**

Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Please include copies of:

Vaccination Records:

**Canine:** Rabies, Bordetella, DHLPP and Influenza

**\*Proof of vaccines must be submitted to us prior to your arrival.\***

I hereby certify that I am the owner (Pet Parent) or authorized agent of the Pet Parent of the above described pet (s). Further, I hereby request and authorize my pet veterinarian to release the requested vaccination information for my pet(s) to D DOG'S LODGE. I release the veterinarian and staff from any legal responsibility or liability for the release information to the extent indicated as authorized herein. This authorization expires 90 days from the date of the signature, I understand I may revoke this authorization, but the revocation may not be applied retroactively once the information specified herein has been released.

PET PARENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## **RELEASE MEDIA FORM**

I hereby give D Dog's Lodge permission to use any photo or video taken of my pet(s):

Pet 1 name: \_\_\_\_\_

Pet 2 name: \_\_\_\_\_

Pet 3 name: \_\_\_\_\_

On the period of \_\_\_\_\_ to \_\_\_\_\_ at 240 Circle Dr. – Maitland, FL 32751 for promotional, on-line or commercial purpose. I am of legal age.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_ Date: \_\_\_\_\_

### **Evacuation Policy**

If your pet is boarding with us when a hurricane or severe storm makes landfall, we will follow the policies listed below:

- If in the path of an impending hurricane about to make landfall, our facility will close for business and will remain closed until the hurricane passes and our facility is safe to operate
- In the event of a category 1 or 2 hurricane, our facility will plan according to local authorities and contact pet owners in regards to the risks or leaving their pet. If the local schools shut down, our facility will close as well.
- If your pet is boarding with us and a category 1, 2, 3, 4, or 5 hurricane is due to make landfall, we will call you 24hrs prior to estimated landfall to retrieve your pet. If you are unable to pick up, an emergency contact must retrieve your pet within 4 hours of call. We are no longer liable for your pet once a severe storm makes landfall.
- Your pet MUST be picked up. In the case of evacuation, the staff of D Dog's Lodge will leave the facility, but will be unable to take any remaining pets. We do not have a "ride out" team, and our facility is not designed for heavy storms.

Please remember that all decisions made by our facility are final and for the safety our staff and your pet. Our facility is not designed to sustain strong hurricane winds, so evacuation is a must under certain conditions. Our facility is NOT a shelter and we will be unable to properly house pets in the case of an emergency.

Owners Signature \_\_\_\_\_ Date \_\_\_\_\_

## **VETERINARY INSTRUCTIONS AND RELEASE FORM**

Owner's Full Name: \_\_\_\_\_

Pet 1 - Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet 2 - Name: \_\_\_\_\_ Breed: \_\_\_\_\_

Pet 3 - Name: \_\_\_\_\_ Breed: \_\_\_\_\_

If any of the pets named above becomes ill or injured, I request that a representative of my care provider Marques Enterprise US Inc. (D Dog's Lodge) take the Pet(s) to:

Veterinary Office Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Alternative Vet Office name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Marques Enterprises US Inc. and its representatives are released from all liability related to any prior medical condition my pet(s) had/has that would cause him/her to get easily injured or ill. I give permission to my pet caregiver Marques Enterprise USA Inc. to transport my pet(s) to and from the veterinary clinic to seek treatment for any of my pets as listed above and to approve treatment for fees and charges up to \$\_\_\_\_\_. I give permission for the veterinary to administer care and/or medications. I will assume full responsibility upon my return for payment and/or reimbursement for veterinary services rendered up to the above stated amount. If neither of veterinary offices named above is available, I authorize my pet caregiver to take my pet(s) to another veterinary office. I understand that the caregiver cannot be held responsible for the results of the veterinary treatment or the loss of my pet. This agreement is valid starting on the date below whenever my pet hotel provider Marques Enterprise USA Inc. cares for my pet(s).

Owner's signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

## **RULES AND REGULATIONS**

1. All dogs must be on a leash when arriving and leaving the facility and must have a nylon, cloth or leather collar on while in daycare. No choke chains or prong collars are allowed while in Daycare.
2. Toys are provided by the daycare, so please do not bring toys from home unless your dog is also boarding here. No rawhide chews are allowed at any time.
3. Any meals or medications must be supplied by the dog owner. Please place them in a plastic bag or container with their name (first and last name) on the outside and be sure to give special instructions in writing attached to the container.
4. Food, treats and medications will need to be brought with you each Daycare day and taken home each night.
5. Only socialized dogs are allowed to participate in daycare. Any signs of aggression toward another dog or person will terminate their daycare privileges.
6. All dogs, whether Boarding or in Daycare, will be checked for flea infestation. D Dog's Lodge reserves the right to give each dog found to have fleas a bath and/or a liquid flea preventative. Dog owner(s) will be responsible for paying full retail price for the bath and flea preventative. Dogs attending Daycare and Boarding are required to be on a monthly flea control program.
7. Proof of Rabies, DHLPP and Bordetella vaccinations are required and must remain current, unless your dog is under the care of a holistic veterinarian.
8. Pets must be at least 16 weeks, and dogs older than 7 months must be spayed or neutered to attend Daycare or stay overnight.
9. If pets are not picked up by 6:30 p.m. sharp when boarding he/she might spend the night and be charged the normal boarding rate.
10. A 25% deposit is required at the time of reservation on non-holidays, 50% for holiday reservations and 100% for Thanksgiving, Christmas and New Year's Eve reservations. The balance is due at time of check-out. In case of cancellation an in-store credit for the deposit will be issued for future boarding or daycare reservations only. Cancellations must be received within 14 days prior to the Holiday for which the reservation is made. Dog Daycare appointment cancelation must be made 48 hours prior to the schedule drop off time reservation. Prepaid daycare packages may not be used toward for boarding reservations. By failure to fulfill any reservation will result in a single dog Daycare charge.

I certify that the above information and answers are accurate and true to the best of my knowledge.

Owner(s) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Boarding and Daycare Contract

This is a Contract between D Dog's Lodge (hereinafter called "Marques Enterprises US Inc") and the pet owner whose signature appears below (hereinafter called "Owner").

1. Participation in Doggie Daycare will expose your pet/s to exercise and interaction with other pets which could result in injury or illness to your pet/s. You fully acknowledge and understand the inherent risks involved in allowing your pet/s to participate in Doggie Daycare and give your full consent allowing your pet to participate in Doggie Daycare. You accept all risks involved with your pet/s participating in Doggie Daycare and agree that Marques Enterprises US, Inc. is not liable for any injuries or illnesses resulting from your pet/s participating in Doggie Daycare. You are responsible for all costs for illness or injury resulting from your pet/s participating in Doggie Daycare. You are responsible for all material costs/damages to Marques Enterprises, US Inc. resulting from your pet/s participating in Doggie Daycare.
2. Owner agrees to pay the rate for boarding in effect on the date pet is checked into the Marques Enterprises US Inc (as posted in office).
3. Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the time said pet is in the care of Marques Enterprises US Inc.
4. Owner further agrees that the pet shall not leave Marques Enterprises US Inc until all charges are paid to Marques Enterprises US Inc by Owner. All charges incurred by Owner shall be payable upon drop off of pet, any extra charge Owner shall be payable upon checking out of pet, or when billed by Marques Enterprises US Inc at the address listed on Contract. Marques Enterprises US Inc shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from boarding the pet at Marques Enterprises US Inc. If Owner does not pick up the pet within 15 calendar days after the day the pet was due to be picked up, the pet shall be deemed to be abandoned. The person into whose custody the pet was placed for care shall first try for a period of no less than 10 days to find a new owner for the pet, and if unable to place the pet with a new owner, shall thereafter find a shelter for the pet so abandoned.
5. When older pets are boarded, they are placed under a great deal of stress because of removal from their normal home environment. This stress can cause latent (dormant) physical conditions (such as heart, liver and kidney disorders) to become active. This can result in illness or death of said pet.
6. Owner specifically represents that he or she is the sole owner of the pet, free and clear of all liens and encumbrances.
7. Owner specifically represents to Marques Enterprises US Inc that the pet has not been exposed to rabies, distemper, parvo virus, feline leukemia or other contagious diseases within a thirty-day period prior to boarding.
8. If the pet becomes ill or if the state of the pet's health otherwise requires professional attention, the Marques Enterprises US Inc, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet, and the expenses thereof shall be paid by Owner.
9. This Contract contains the entire agreement between the parties. All terms and conditions of this Contract shall be binding on the heirs, administrators, personal representatives and assigns of Owner and Marques Enterprises US Inc.



10. Any controversy or claim arising out of or relating to this Contract, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Contract, shall be settled by arbitration in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of this award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

#### 11. AGGRESSIVE BEHAVIOR

To protect the health and well-being of your pet(s), other's pets, our staff, and clients – Marques Enterprises US Inc reserves the right to alter, refuse, or cancel service if:

- Your pet displays aggressive or destructive behavior.
- Your pet has any history of aggressive or destructive behavior.

\_\_\_\_\_ (Initial) My pet has no history of aggressive or destructive behavior.

\_\_\_\_\_ (Initial) My pet has displayed instances of aggressive or destructive behavior. Details of aggressive behavior:

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**YOU ARE SOLELY RESPONSIBLE FOR ANY EXPENSE RESULTING FROM YOUR PETS DESTRUCTIVE OR AGGRESSIVE BEHAVIOR. BY ENTERING INTO THIS AGREEMENT, YOU AGREE TO INDEMNIFY, DEFEND, PROTECT AND HOLD MARQUES ENTERPRISES US INC., IT'S OWNERS, EMPLOYEES, ASSOCIATES AND AGENTS HARMLESS FROM AND AGAINST ANY AND ALL DAMAGES, CLAIMS, LOSSES, COSTS, LIABILITIES OR EXPENSES (INCLUDING, BUT NOT LIMITED TO, INJURIES TO ANY PERSON/ANIMAL OR DESTRUCTION OF ANY PROPERTY) ARISING OUT OF YOUR PET'S BEHAVIOR, REGARDLESS OF WHETHER OR NOT YOUR PET HAS EXHIBITED SUCH BEHAVIOR IN THE PAST OR THE ACTIONS OR INACTIONS OF MARQUES ENTERPRISES INC., ITS OWNER'S, ASSOCIATES OR AGENTS.**

Marques Enterprises US Inc. will not provide services to any aggressive pet(s). We reserve the right to refuse service to aggressive breeds including, but not limited to, Pit Bull or Pit Bull mix breeds.

Marques Enterprises US Inc Representative \_\_\_\_\_

Pet Owner \_\_\_\_\_ Print Name \_\_\_\_\_

## Salon Contract

This is a Contract between Marques Enterprises US inc (hereinafter called "Salon") and the pet owner whose signature appears below (hereinafter called "Owner").

1. Owner agrees to pay the rate for grooming in effect on the date pet arrives into the salon.
2. Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the time said pet is in the care of Salon.
3. Owner further agrees that the pet shall not leave Salon until all charges are paid to Salon by Owner.
4. Owner specifically represents that he or she is the sole owner of the pet, free and clear of all liens and encumbrances.
5. Owner specifically represents to Salon that the pet has not been exposed to rabies, distemper, parvo virus, feline leukemia or other contagious diseases within a thirty day period prior to arrival.
6. All charges incurred by Owner shall be payable upon pick-up of pet, or when billed by Salon. Salon shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from grooming the pet at Salon. If Owner does not pick up the pet within 15 calendar days after the day the pet was due to be picked up, the pet shall be deemed to be abandoned. The person into whose custody the pet was placed for care shall first try for a period of not less than 10 days to find a new owner for the pet, and, if unable to place the pet with a new owner, shall thereafter find shelter for the pet so abandoned.
7. If the pet becomes ill or if the state of the pet's health otherwise requires professional attention, the Salon, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet, and the expenses thereof shall be paid by Owner.
8. This Contract contains the entire agreement between the parties. All terms and conditions of this Contract shall be binding on the heirs, administrators, personal representatives and assigns of Owner and Salon.
9. Any controversy or claim arising out of or relating to this Contract, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Contract, shall be settled by arbitration in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of this award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

Salon Representative \_\_\_\_\_ Date \_\_\_\_\_

Pet Owner \_\_\_\_\_ Date \_\_\_\_\_

**TRANSACTION POLICIES AND PAYMENT METHODS**

Payment is due before or upon completion of any service. **D Dog's Lodge** reserves the right to adjust fees for services without notice. Prices are subject to change.

**D Dog's Lodge** accepts Cash, VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS and Personal/Business Checks (with proper identification) as tender for services rendered.

You may place a credit card on-file for services. Your Credit Card will be charged for services if no other form of payment is presented at the time services are completed. Your signature below indicates that you have placed your Credit Card on file and authorize **D Dog's Lodge** to charge for completed services or prepayment of specified services (i.e. Daycare Packages, Holiday Boarding Deposits, etc.).



**DISCOVER**  
CARD

Credit Card Number: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ CID Number: \_\_\_\_\_ Billing Zip Code: \_\_\_\_\_

Name as it appears on Credit Card: \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**SERVICE CANCELLATION POLICY** - Cancellation notification for most service must be given at least twenty-four (24) hours prior to scheduled service to avoid charges (specified services may require varied cancellation requirements). Notice for cancellation must be made (by phone or in person) at the providing **D Dog's Lodge** Facility. Failure to give proper cancellation notice will result in a minimal charge or the loss of deposit.

**Holiday Lodging Reservations** require an advance deposit to hold reservations. Holiday deposits are refundable up to 14 days prior to the holiday for which they are made. Lodging Reservation Deposits become non-refundable / non-transferable within 14 days prior to the holiday for which the reservation is made.

**Doggie Daycare appointment cancellation** must be made by 7:00 am of the appointment date. Failure to fulfill any reservation will result in a single Doggie Daycare Day charge.

**COLLECTION POLICY** - If any charges including but not limited to boarding, grooming, training, medical, veterinary services, property or personal injury are not paid within ten business days after services are rendered **D Dog's Lodge** reserves the right to take appropriate legal action.

**RETURN CHECK / CREDIT CARD CHARGE BACK POLICY** - Settlement for all returned check or credit card chargebacks must be made within ten (10) days of bank notice. Settlement for returned checks / credit card charge backs must be made in cash, money order or credit card. Returned check / credit card chargebacks will receive a minimum \$25.00 transaction fee.

**CLIENT ENROLLMENT** - Clients may enroll to receive services during open enrollment season. Services are only provided for currently enrolled clients. Client enrollment is subject to expiration. Client enrollment will automatically expire when no services have been provided, to any given client, for a period of one year.

**SERVICE AGREEMENT COMPREHENSION AND APPROVAL**

This Service Agreement covers the relationship between you and **D Dog's Lodge** each time you receive services from **D Dog's Lodge**. You affirm the terms of the Service Agreement and the truthfulness and accuracy of all statements you have made regarding you and your pet/s.

You (the Pet Owner) hereby release and agree to hold **D Dog's Lodge**, its owner's, employees, associates and agents harmless from any and all manner of damages, claims, losses, liabilities, costs or expenses, causes of action or suits, whatsoever in law or equity (including without limitation, attorney's fees and related costs) arising out of or related to any services provided by **D Dog's Lodge**, its owners, employees, associates or agents.

Services will not be provided by **D Dog's Lodge** without your agreement with the Service Agreement. Your signature conveys you understand and agree to all content, conditions and terms specified within the Service Agreement. Terms and conditions of this Service Agreement are subject to change, revision and update. Any changes to the Service Agreement are posted at [rangerspetoutpost.com](http://rangerspetoutpost.com). A current Service Agreement can be obtained at [ddoggslodge.com](http://ddoggslodge.com).

PET/S OWNER NAME (Print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

PET/S OWNER NAME (Print) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

Initial \_\_\_\_\_

**RESERVATIONS ARE REQUIRED FOR ALL SERVICES.**