



Nana-N-Paws

Doggie Daycare, Training, Grooming & Sleepover Center

NEW CLIENT APPLICATION

PLEASE USE BLUE OR BLACK INK ONLY

PET INFORMATION

Pet's Name: _____ Sex: M / F Spayed/Neutered Y / N Birthday / Age: _____
Breed: _____ Color: _____ Weight: _____
Brand/Type of Food: _____ How Much Per Meal: _____ How Often? _____
Is your dog allowed to have our treats? Y / N Is your dog allowed to have bedding and/or blankets? Y/N

OWNER AND EMERGENCY CONTACT INFORMATION

Owner's Name: _____ Spouse / Additional Owner: _____
Address: _____ City _____ State _____ Zip _____
Cell Phone () _____ Additional Owner's Phone () _____ Work Phone () _____
Spouse/Additional Owner Cell Phone () _____
Email Address: _____ Passcode to confirm your identity over the phone: _____

How do you prefer we contact you?

- Text** **Email** **Phone Call**

***Select a Username and Password for access to the "PetExec Mobile" online App:**

User Name: _____ **Password:** _____

If we can't get in touch with you or your spouse, who can we call? / Is this person authorized to pick up your pet? Y / N

EMERGENCY CONTACT

Name: _____
Cell Phone () _____ Home Phone () _____ Work Phone () _____

Is anyone else authorized to pick up your pet? If so, whom?

Name: _____ (Must bring pictured ID)

How did you hear about us? _____

VET AND HEALTH INFORMATION

Veterinarian / Clinic: _____ Phone () _____

Address: City, State, Zip, _____

Does your dog have any health concerns, allergies or medical restrictions that you are aware of? Y / N

If yes, describe: _____

Is your dog currently on any medication? Y / N If yes, please describe: _____



PET HISTORY AND TEMPERAMENT

Where did you get your dog and how long have you had him/her? _____

Is there anything in your dog's history that we should be aware of? _____

Please describe your dog's overall temperament: _____

Has your dog ever participated in play at a dog park or daycare facility? Y / N. If so, which one? _____

How does your dog react to other dogs? : _____

How does your dog react to strangers? _____

Are there any types of people or dogs that he/she automatically fears or dislikes? Y / N

If yes describe: _____

Has your dog ever been in a fight or bitten another dog or person? Y / N

If yes, describe the circumstances: _____

Has your dog ever escaped or attempted to escape by digging/jumping or climbing fences? Y / N (If yes, circle appropriate one)

What known behavioral problems does your dog have? _____

Does your dog have any specific fears? Y / N If yes, describe the fear and what calms him/her: _____

Is your dog toy or food possessive or barrier aggressive? Y / N If yes, describe: _____

Does your dog have any areas on his/her body that he/she does not like to be touched? Y / N Describe: _____

Has your dog ever received any formal training? Y / N What Type? _____

Is there anything else that you believe we should know about your dog?

~ Please use this blank space and the back of this page for any additional details you would like us to know about your pet ~



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LIABILITY AGREEMENT / MEDICAL RELEASE / PET CARE AGREEMENT

Owner's Name: _____

Address: _____ City: _____ State: _____ Zip: _____

Home Phone () _____ Cell Phone () _____ Work Phone () _____

Dog's Name: _____ Age: _____ Breed: _____



LIABILITY AGREEMENT

THE LIABILITY AGREEMENT/MEDICAL RELEASE/PET CARE AGREEMENT MAY NOT BE MODIFIED AT ANY TIME BY ANYONE OTHER THAN THE OWNER OF NANA-N-PAWS. IF THE LIABILITY AGREEMENT/MEDICAL RELEASE/PET CARE AGREEMENT HAS BEEN MODIFIED WE CANNOT ACCEPT YOUR PET INTO OUR FACILITY.

1. I understand that NANA-N-PAWS DOGGIE DAYCARE has relied upon my representation that my dog is in good health and has not injured or shown aggression or threatening behavior to any person or dog in admitting my dog for services at their facility.
2. I further understand that there are risks and benefits associated with group socialization of dogs. I agree that the benefits outweigh the risks and that I accept that risk. I desire a socialized environment for my dog while attending services provided by NANA-N-PAWS DOGGIE DAYCARE and while in their care. I understand that while the socialization and play is closely and carefully monitored by NANA-N-PAWS DOGGIE DAYCARE staff to prevent injury, it is still possible that during the course of normal play my dog may receive minor nicks and scratches from roughhousing with other dogs. While instances are rare, it is also possible that my dog will sustain an injury from a brief altercation with another dog. Any injuries to my dog will be pointed out by staff upon pick-up unless medical attention is required, at which time attempts will be made to notify me and/or my listed emergency contact immediately while necessary care is being provided.
3. I further understand that NANA-N-PAWS DOGGIE DAYCARE, their owners, staff, partners and volunteers will not be liable, financially or otherwise, for illnesses / injuries to my dog, myself or any property of mine while my dog is participating in services provided by NANA-N-PAWS DOGGIE DAYCARE. I hereby release NANA-N-PAWS DOGGIE DAYCARE of any liability of any kind arising from my dog's participation in any and all services provided by NANA-N-PAWS DOGGIE DAYCARE.
4. I further understand and agree that any problems with my dog, behavioral, medical or otherwise will be treated as deemed best by staff of NANA-N-PAWS DOGGIE DAYCARE in their sole discretion, and in what they view as the best interest of the animal. I understand that I assume full financial responsibility and all liability for any and all expenses involved in regards to the behavior and health of my dog.
5. I further understand by allowing my dog to participate in services offered by NANA-N-PAWS DOGGIE DAYCARE I hereby agree to allow NANA-N-PAWS DOGGIE DAYCARE to take photographs or use images of my pet in print form or otherwise for publication and/or promotion.
6. I further understand that I am solely responsible, financially or otherwise, for any harm or damage caused by my dog while my dog is attending any services provided by NANA-N-PAWS DOGGIE DAYCARE.

7. I understand that if my dog is not picked up on time or by a date specified in a separate agreement I hereby authorize NANA-N-PAWS DOGGIE DAYCARE to take whatever action is deemed necessary for the continuing care of my dog. I will pay NANA-N-PAWS DOGGIE DAYCARE the cost of any such continuing care upon demand by NANA-N-PAWS DOGGIE DAYCARE. I understand that if I do not pick up my dog as agreed upon, NANA-N-PAWS DOGGIE DAYCARE will treat this as an animal abandoned by its owner and will proceed with rehoming at their discretion after the state mandated hold time/. I also acknowledge that I will be fully responsible for all attorney/legal fees and associated costs if I abandon my dog.



MEDICAL RELEASE

This is a required release for all NANA-N-PAWS DOGGIE DAYCARE participants receiving services. First and foremost, the safety and wellbeing of your pet(s) is of the highest importance. Ensuring that your pet remains safe and well cared for is our first responsibility and as such we take it very seriously. We do our best to have our pet parents screen for pre-existing health conditions, but some factors may be beyond our control. In the event that a medical emergency arises while a pet is at our facility or participating in a service that we provide, it is imperative that we are immediately able to get them medical treatment at the closest available facility. We will call ahead to the veterinary offices in closest proximity geographically to us to insure they can handle the emergency present. Your pet will be rushed to the closest available facility or a veterinarian will assess them onsite for treatment, and you will be notified. We notify the owner after we have secured a medical treatment center for the animal to avoid delays that may be caused by emotion on the part of the owner. If the owner cannot be reached, attempts will be made to reach your provided emergency contact. Our goal is to get your pet medical attention as quickly as humanly possible, and any distractions may interfere with that process. For that reason, it is required that all pet parents sign this release.

I understand that in the event of a medical emergency, NANA-N-PAWS DOGGIE DAYCARE, at its sole discretion, will determine the need for immediate attention of a licensed veterinarian. I authorize NANA-N-PAWS DOGGIE DAYCARE to seek medical attention at the closest available veterinary facility. I further agree that I am financially responsible for any medical treatment my pet receives as a result of a medical emergency while attending services provided by NANA-N-PAWS DOGGIE DAYCARE.



PET CARE AGREEMENT (REQUIREMENTS & POLICIES)

VACCINATIONS AND FLEA/TICK PREVENTITIVE:

All pet parents must provide proof of current vaccinations, including rabies, parvo, distemper and Bordetella, prior to or at the time of your pet's visit. No handwritten proof and no self-administered vaccinations will be accepted. Vaccinations must be administered by a licensed veterinarian. **Vaccinations must be current at least 7-10 days prior to your pet's stay.** Titer tests for distemper / parvo will be accepted if your pet can no longer have those vaccinations for medical reasons. However, titers must be current within one year and must be accompanied by a note from your vet explaining the medical reason for your dog's inability to be vaccinated. **Please bring a copy of your pet's current vaccinations with you at your initial visit and each time they are updated. DO NOT RELY ON YOUR VET FAXING THEM OR OUR STAFF OBTAINING THEM FOR YOU.** If you have asked your vet to fax them, please call us in advance to confirm that we have received them. There have been many instances where the vet says they faxed them, but we don't have them. If our records show that they are expired and your vet cannot be reached, we will not be able to allow your pet into our facility. For everyone's safety, there can be no exceptions.

While we do not require heartworm preventative, leptospirosis or influenza vaccines for a variety of reasons, it is strongly recommended that you consult with your primary veterinarian about what is best for your pet.

All pet parents must provide proof of flea/tick preventative. Any pets found to have fleas will be treated with a Capstar pill at a cost of \$10.00 and given a flea bath (prices vary depending on size, breed and coat). For the safety of all of our guests, there can be no exceptions.

REQUIRED ITEMS:

Our guests are all required to have a quick release collar with a name tag attached (no buckle collars, harnesses, choke chains, pinch collars or martingale style collars please as they pose a safety hazard). If your dog does not have a proper collar or name tag upon arrival, one will be provided at a cost of \$8.00 for a collar and \$3.00 for a nametag.

FOOD AND MEDICATIONS:

Please be sure to bring enough food and medicine to cover your dog's stay, plus an extra day or two in case you are delayed. Please do not bring large bags of food as storage space is limited. Should you forget to bring food or if you don't bring enough, limited ingredient in-house food is available for \$5.00 per day (\$2.50 per meal). However, changing your pet's food often causes digestive problems and diarrhea and is therefore discouraged.

PERSONAL BELONGINGS:

Dishes, bedding and toys are provided, so we prefer that you do not bring these items as they could be destroyed or misplaced, for which we cannot be held responsible. We are happy to give your pet treats provided by you. However, we do not allow rawhides, and the only bones allowed are knuckle bones. All items are inventoried upon arrival, so less is preferred. If your pet would be more comfortable with his/her own bedding, an article of your clothing, a favorite toy, etc, feel free to bring it with them. However, we cannot be responsible for those items.

CHARGES:

Overnight guests must arrive before 3:00 p.m. to allow items to be inventoried, meals to be made and kennel tags to be prepared prior to the busy pick-up time to avoid staff having to stay overtime to complete them all. A \$5.00 fee will be assessed for sleepovers dropped off after 3:00 p.m. Daycare is free for any day that they are sleeping over. There will be a daycare charge for the pickup day if your pet is picked up after 10:00 a.m. Monday–Saturday or after 12:00 p.m. on Sunday. The daycare charge begins at 10:01 a.m. Mon-Sat and 12:01 p.m. on Sunday, no exceptions. Please keep in mind that we have been interacting with and caring for your pets since 6:00 a.m. when we let them out to potty, feed them breakfast, clean up after them and start play groups. So, we are already providing 4-6 hours of daycare free, and there has to be a cutoff time. A non-refundable 2.6% processing fee will be assessed for all credit card payments.

Daycare packages are **NON-REFUNDABLE**. Groupons are for daycare only, have no cash value and cannot be used for other services.

Pets dropped off or picked up outside normal business hours (7:00 a.m. - 6:00 p.m. Monday thru Saturday / 10:00 a.m. - 4:00 p.m. Sunday) will be charged an early drop-off / late pickup fee of \$5.00 within each ½ hour increment. Charges begin at 6:01 p.m. / 6:31 p.m., etc. (4:01 p.m. / 4:31 p.m., etc. on Sundays). We apologize for the inconvenience, but early drop-offs and late pickups require office staff to come in early or stay later to accommodate your request. These charges just cover that additional labor cost.

GROOMING:

There will be a fee assessed for any of the following (the fee will be equal to the cost of the scheduled grooming service):

- No call/No Show
- Cancellation with less than 24-hour notice
- Inability to stay for appointment due to lack of proper vaccines

HEALTH AND SAFETY PRECAUTIONS:

For the safety and wellbeing of all of our guests, all pets must be leashed at all times (**no retractable leashes** please as they do not provide adequate control of your pet). Please keep your pet under control at all times. Keep in mind that although your pet may enjoy the company of other dogs, not all dogs share that interest and not all dogs are comfortable being approached quickly by an unknown dog. Also, many dogs who play very well in play group behave very differently when they are with their owners and are often protective. So, we ask that you do not allow your dog to approach other dogs in the lobby uninvited. The same applies to children and yourself. For safety reasons, we do not allow large dogs to have contact with small dogs, unless they are from the same family and it is requested. Therefore, we also ask that you hold your small dog while in the lobby to further avoid contact with large dogs that may also be in the lobby.

If your pet defecates on our lawn, please pick up after them as stool contains bacteria and can contain parasites, and nobody wants to step in it. There are poop bags and a waste basket by the front door for your convenience. Please be courteous.

Periodically, just like with human influenza, canine influenza, parainfluenza or other upper respiratory infections (sometimes referred to as canine cough) goes through the area and affects even vaccinated dogs. Because this virus is airborne, can live on surfaces for 48 hours and a dog can have it and be contagious for an average of 4-7 days before symptoms begin, we ask that if

your dog visits a dog park, vet's office, pet supply store, dog show, training class, grooming salon, daycare or boarding at a different facility, please wait 7 days before visiting Nana-n-Paws as many of these locations have no way of setting controls to reduce the incidents of coughing and/or contagious dogs being on the premises like we do here. If this cannot be avoided prior to your visit here, please notify us prior to arrival and at the time of drop-off. Your dog contacting canine flu is very much like sending your children to school and having them come home with a cold or the flu. It generally runs its course in about 5-7 days and is nothing serious. However, it is always recommended that you see your vet to ensure that there is no secondary infection developing, especially in elderly, very young or immune compromised dogs. Keep in mind that we do everything possible to keep canine flu out of our facility (air filtration system, in-duct UV air purification systems and excessive and constant disinfecting with top-of-the-line hospital grade disinfectant). However, it is always a possibility just like with children at daycare or in school. Just like your child's school cannot guarantee it won't happen to them, nor can they pay their medical bills if they come home with a cold or the flu, neither can we, as there are still factors beyond our control.

DIABETIC DOGS:

While diabetic dogs present certain challenges and require additional care, we do accept them and will follow all of your instructions for their care. However, we are not responsible for diabetic complications and we do require the following:

- * Please verify their insulin brand and dosage at each drop-off and notify staff of any changes in diet.
- * The client is responsible for providing the syringes. We do NOT carry syringes as they are insulin specific and not universal. Please provide enough syringes for them to have a new syringe for each injection. Syringes will NOT be reused. In the event that they run out of syringes or insulin, there will be a \$20 transportation fee for staff to purchase more.
- * Your pet will be weighed upon arrival and every 48 hours thereafter. You will be notified of any change in weight which may affect your pet's insulin dosage. If you cannot be reached, we will follow the direction of your veterinarian or another licensed veterinarian.
- * If your pet is a finicky eater or likes something special added to their food to get them to eat, please provide that item and notify the staff at drop-off.

UNSPAYED / INTACT DOGS:

We do accept unspayed females and intact males, and we make every effort to keep females that are in heat separated from other dogs. However, accidents can happen. NANA-N-PAWS DOGGIE DAYCARE will not be held responsible for, or assume any liability, in the event that an accidental breeding occurs. Please notify the staff if there is a possibility that your dog is in heat or could go in heat during her stay.

PLEASE DO NOT BRING YOUR PET TO DAYCARE IF THEY ARE COUGHING, VOMITING OR EXPERIENCING DIARRHEA, PINK EYE OR ANY OTHER POTENTIALLY CONTAGEOUS CONDITION! IF ANY OF THESE CONDITIONS ARE FOUND TO EXIST AFTER YOUR DEPARTURE, YOUR PET WILL BE VERY COMFORTABLY QUARANTINED IN OUR QUARANTINE ROOM AND YOU WILL BE CALLED TO COME AND PICK THEM UP! ADDITIONAL FEES APPLY FOR THE USE OF THE QUARANTINE ARE AS WELL!

Your signature below confirms that you agree to the terms of the Pet Care / Liability Agreements and the Medical Release and that you have read and understand these documents in their entirety.

Signature of Owner _____ Date _____

Printed Name _____