



## PET RESORT AT WILLOW WOOD

### Dog Daycare General Information and Policies

Phone: (614) 855-4800 Fax: (614) 939-4493

[www.petresortwillowwood.com](http://www.petresortwillowwood.com)

The purpose of our Doggie Daycare program is to provide a safe, fun and stimulating social environment for your dogs. To help ensure the safety and health of your pet and our other guests, we require all clients to comply with the following requirements:

**AGE:** All dogs must be 12 weeks or older to attend daycare. All dogs over 6 months of age must be spayed or neutered.

**VACCINATIONS:** All dogs must have current vaccinations. This includes DA(2)PP and Rabies. Owners must submit current vaccination records. The Bordetella vaccination is also required.

**FEES:** Fees are as follows: \$20.00/day for the first dog in the family and \$15.00/day for the second or third dogs in the family.

**LATE CHARGES:** This facility closes promptly at 7pm. A dog picked up after this time is subject to a late charge of \$1.00 per minute. Any dog left 30 minutes after closing will be placed in lodging and cared for overnight at applicable rates in addition to the 30 minute late charge.

**RESERVATIONS:** Reservations are required. **Drop in's** (Dogs arriving for daycare without a reservation) will be accepted, but the charge will be \$25.00/day. If you will not be bringing your dog to daycare please give us 24 hours notice.

**DAYS and HOURS:** Monday through Friday 7:00 am to 7:00 pm

**ENROLLMENT:** To be actively enrolled into the daycare program means that your dog has passed the evaluation and you have agreed to an attendance of a minimum

of one day per week. Only actively enrolled dogs will qualify for the discounted daycare while lodging price when lodging with us.

**HEALTH:** All dogs must be in good health. Owners will certify that their dogs are in good health and have not been ill with a communicable condition in the last 30 days. Upon admission, all dogs must be free from any condition which could jeopardize other guests. There are unavoidable viruses and conditions that we may experience by having a community of dogs together but we will make every effort to keep them to a minimum. If your dog is coughing, has diarrhea, or is displaying any signs of being ill, please notify us prior to bringing your dog to daycare. We also require that all dogs be on a flea, tick and heartworm prevention, provided by your veterinarian, all year long.

**BEHAVIOR:** Owners will certify that their dogs have not harmed or shown aggressive or threatening behavior towards any person or any other dog. Please remember, your dog will be spending time with other dogs and their safety and health are our main concern. If a dog is presenting behaviors that are disruptive to the rest of the group, we may have to take steps to change their behavior. The process could be as simple as separating him/her from another dog or the group, or perhaps taking a break from daycare while training classes are attended. In rare cases, we may ask that your dog not return to our daycare program. This does not mean that your dog isn't able to socialize with other dogs, it may simply mean that this environment isn't good for your dog.

We ask that your dog wear a regular, properly fitted collar of nylon or leather and come to daycare every day on a leash.

**INJURIES:** Pet Resort at Willow Wood promises to keep the safety of your pet and the other guests a number one priority. We will maintain a controlled environment for all guests but remember, there is an inherent risk in all dog play and Pet Resort at Willow Wood will not be responsible for injuries resulting from play. If a dog should sustain an injury we will notify the owner immediately and discuss a course of action for the particular situation.

**WELCOME TO PET RESORT AT WILLOW WOOD!!**

*Pet Resort*



*at  
Willow Wood*

## PET RESORT AT WILLOW WOOD

### Pet Personality Profile

#### **General Information**

Dog's Name: \_\_\_\_\_ Owner's Last Name: \_\_\_\_\_

Age: \_\_\_\_\_ Breed: \_\_\_\_\_ Sex: \_\_\_ Female \_\_\_ Male \_\_\_

Is the dog spayed or neutered? \_\_\_ Yes \_\_\_ No

Did you get the dog as a puppy? \_\_\_ Yes \_\_\_ No How old was the dog when you adopted it? \_\_\_\_\_ Do you have any knowledge of the dog's past before you adopted it? \_\_\_\_\_

Does your dog like children? \_\_\_ Yes \_\_\_ No If no, how does he/she behave around children? \_\_\_\_\_

Are there other animals in your household? \_\_\_ Yes \_\_\_ No

How does your dog get along with your other animals?  
\_\_\_\_\_

#### **Health/Grooming**

Does your dog have any allergies? \_\_\_ Yes \_\_\_ No If yes, please list them:  
\_\_\_\_\_

Does your dog have hip dysplasia or arthritis? \_\_\_ Yes \_\_\_ No If yes, what restrictions need to be placed on your dog's activities?  
\_\_\_\_\_

Does your dog like to be brushed? \_\_\_\_Yes \_\_\_\_No

How is your dog about nail clipping? \_\_\_\_\_

Does your dog have any sensitive spots? \_\_\_\_\_

## **Behavior**

Does your dog act afraid of any specific items or noises? \_\_\_\_\_

\_\_\_\_\_

How does your dog react to strangers coming into your house or your yard? \_\_\_\_\_

\_\_\_\_\_

Are there any kinds of people your dog automatically fears or dislikes? \_\_\_\_\_

\_\_\_\_\_

Are there any kinds of dogs your dog automatically fears or dislikes? \_\_\_\_\_

\_\_\_\_\_

How does your dog react to puppies? \_\_\_\_\_

Has your dog ever Growled at someone? \_\_\_\_Yes \_\_\_\_No Describe the  
circumstances: \_\_\_\_\_

\_\_\_\_\_

Has your dog ever Bitten anyone? \_\_\_\_Yes \_\_\_\_No Describe the  
circumstances: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Does your dog have any issues in the following areas:

Mouthiness:\_\_\_\_\_ Housetraining:\_\_\_\_\_

Barking:\_\_\_\_\_ Jumping:\_\_\_\_\_

Has your dog ever growled or snapped at anyone who has taken his/her food away from him/her? \_\_\_Yes \_\_\_No

Has your dog ever shared his/her food with another animal? \_\_\_Yes \_\_\_No

What kinds of toys does your dog prefer?\_\_\_\_\_

Does your dog routinely play with other dogs?\_\_\_Yes \_\_\_No

Has your dog ever had any formal obedience training? \_\_\_Yes \_\_\_No If yes, when and where?\_\_\_\_\_

What commands does your dog know?\_\_\_\_\_

Other comments you feel might be helpful\_\_\_\_\_

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Thank you for taking the time to fill out the personality profile. By answering the questions you have helped us get to know your dog's personality so we can make this a comfortable, enjoyable and safe playtime for your dog.

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## PET RESORT AT WILLOW WOOD

### CLIENT INFORMATION

Owners Name \_\_\_\_\_

Home Address \_\_\_\_\_

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

Email Address \_\_\_\_\_

Home Phone \_\_\_\_\_

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

Work Phone \_\_\_\_\_

Dog's Name(s) \_\_\_\_\_

Breed(s) \_\_\_\_\_

Birth Date(s) \_\_\_\_\_

Gender(s) \_\_\_\_\_

Veterinarian \_\_\_\_\_

Veterinarian's Phone # \_\_\_\_\_

Alternate Contact Name and Phone # \_\_\_\_\_

Other Information \_\_\_\_\_

(Please attach a copy of your dog(s) current vaccination records to this page)

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## Credit Card Payment Authorization

Please fill out and sign

Cardholder Name \_\_\_\_\_

Billing Address \_\_\_\_\_

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

Email \_\_\_\_\_

Home Phone \_\_\_\_\_

**Credit Card #** \_\_\_\_\_

**Expiration Date** \_\_\_\_\_ **CVV Code\*** \_\_\_\_\_

\*4 digits on front of AMEX, last 3 digits on back MC and Visa

By signing below, customer agrees to pay for doggie daycare services provided by Pet Resort at Willow Wood for the billing period as indicated on the invoice provided via email or regular mail.

**Printed Name of Responsible Party** \_\_\_\_\_

**Customer Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

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*Pet Resort*



*at  
Willow Wood*

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**5891 Zarley St. New Albany, Ohio 43054**

**(614) 855-4800**

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I, \_\_\_\_\_, hereby certify that my dog(s) is (are) in good health and have not been ill with any communicable condition in the last 30 days. I further certify that my dog(s) have not harmed or shown aggressive or threatening behavior toward any person or any other dog. I have read and understand the following:

1. I understand and agree that I am solely responsible and liable for any harm, injury or other damages caused by my dog(s) while in the care of Pet Resort at Willow Wood Doggie Daycare and Lodging facility. I understand and agree that there are inherent risks involved while dogs are in a social pack environment and/or engaging in dog play and related activities (the "Activities") and I agree to assume all risk and liability associated with such Activities and my dogs participation therein. I understand and agree that, although Pet Resort at Willow Wood agrees to exercise due diligence and care in providing its services (the "Services"), Pet Resort at Willow Wood shall have no responsibility or liability for loss, injury or damage from disease, theft or fire, or for any harm, injury or other damages caused by my pet to people, other animals or property. I further agree to indemnify and defend Pet Resort at Willow Wood, its employees, members, directors, officers, volunteers, agents and representatives, and hold them harmless from any and all claims arising under or relating to my dog's participation in the Activities.
2. I understand and agree that any problems which develop with my pet will be treated as deemed best by the staff of Willow Wood Animal Hospital and Pet Resort at Willow Wood at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
3. I further understand and agree that in admitting my dog(s) to the facility, the Pet Resort at Willow Wood staff have relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior toward any person or any other dog.

I certify that I have read and understand the policies of the facility as set forth on the preceding pages and that I have read and understand the conditions and statements of this Agreement, including the following:

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- Fees are due and payable weekly and the staff will charge my credit card for the number of days that my dog(s) have attended
  - The Doggie Daycare program is open Monday thru Friday from 7:00am to 7:00pm. On certain days the program will be closed and clients will be notified.
  - The facility closes promptly at 7:00 pm and any dog picked up late is subject to a late fee of \$1.00 per minute.

Any dog left 30 minutes after closing will be placed in lodging and cared for overnight at the applicable lodging rate in addition to the 30 minute late charge.

Printed Name of Responsible Party \_\_\_\_\_

Signature of Responsible Party \_\_\_\_\_

Date \_\_\_\_\_



