Hello,

Welcome to Dogs Day Out! We are so happy you decided to bring your canine companion to stay with us! We strive to bring you the best customer service and even better care for your dog. We are a force-free facility using modern science-based knowledge and methods in dog training and canine behavior to make sure your dog has a safe and fun experience here with us.

You will find in this packet plenty of information about our policies, how we manage your pets throughout the day, and papers we need filled out and signed before your dog can attend their first day at daycare.

It is our mission to provide our customer’s canine companions a safe place while you are at work or are away from home. Our well-trained staff take pride in making sure that your pet is safe, active, and getting the enrichment that they just wouldn't get while home alone.

We are driven to further mental, physical, and emotional wellness and balance for your canine companion through socialization, play, and modern science based force-free training methods. Our customers can take solace that their dog(s) will be as happy, playful, and safe as possible.

We thank you for joining the Dogs Day Out community. If you have any questions about the packet you've received or other concerns please feel free to call us. The number is

**(802)851-8034**, our hours are from 7 a.m. to 6 p.m. and please check us out online at

And like us on Facebook and visit our website www.dogsdayoutvt.com

Thank you!

Sincerely,

Dogs Day Out Staff

**Dogs Day Out:** Dog Daycare

**FOR OFFICE USE ONLY:**

Enrollment forms\_\_\_ Shots\_\_ Spayed/Neutered\_\_ Staff Screened\_\_

Computer Entry\_\_ First Day\_\_ Notes\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please fill out the following forms completely and to the best of your knowledge.

**Owner Information**

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

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

EMAIL:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home/Cell Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Emergency Contact**

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

EMAIL:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home/Cell Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Work Phone:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized people for pick ups:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Pet Information**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ D.O.B.:\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Color:\_\_\_\_\_\_\_\_\_\_\_\_

Gender:\_\_\_\_\_\_\_ Weight:\_\_\_\_\_\_\_\_\_lbs. Veterinary Practice: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date you acquired dog:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is your dog spayed or neutered? \_\_\_\_\_\_\_\_ At what age was this done?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Pet Personality Profile**

Has your dog ever been to daycare before? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is there any other animals in your house? If so, please list type, gender, type of each:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**Health/Grooming**

Does your dog have a problem with fleas?\_\_\_\_\_ Any Allergies?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your dog have hip dysphasia?\_\_\_\_\_\_\_ If yes, what restrictions need to be placed on your dog?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

How does your dog react to getting their nails clipped?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your dog have any sensitive areas on their body?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where are your dogs favorite petting spots?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Behavior**

Does your dog act afraid of any specific items or noises? If so please explain:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

Does your dog bark or growl at anyone passing your home or yard?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

How does your dog do around puppies?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has your dog ever:

Growled at someone?\_\_\_\_\_\_ What were the circumstances?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bitten a dog or human?\_\_\_\_\_\_ What were the circumstances?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your dog show an over-interest in small dogs or animals?\_\_\_\_\_\_\_\_\_\_\_If

Does your dog have a problem with any of the following: (if so explain)

Mouthiness:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ House training: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Barking:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Digging:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Jumping:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has your dog ever growled or snapped at someone trying to take their food or toys? \_\_\_\_\_\_\_\_\_

What were the circumstances?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has your dog ever shared food or toys with other animals?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your dog play with toys?\_\_\_\_\_\_ If yes, what kind of toys do they like and what games do they like to play?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your dog play with other dogs?\_\_\_\_ if yes, describe what the play is like?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Has your dog had any formal obedience training? \_\_\_\_\_ If so, when and where?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ What cues or commands does your dog know?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Does your dog have a preferred treat?\_\_\_\_\_\_ If so, what is it?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other comments about your dog that you feel might be helpful?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Dog Daycare General Information and Policies**

The purpose of Dogs Day Out is to provide a safe, fun, and stimulating social environment for dogs during the weekday business hours. To ensure the safety of your dog, other guests, and staff we require all guests comply with the following rules and regulations:

AGE: All dogs must be 12 weeks of age or older. The are no age limits but we like to remind pet parents that some aging and elderly dogs may be happier at home.

SPAYED AND NEUTERED: All dogs 7 months or older must be spayed or neutered in order to attend daycare. The reason for this policy is to eliminate any chance of accidental mating and helps reduce hormone driven behaviors.

VACCINATIONS: All dogs must be up to date on the vaccinations for their age at least 3 days prior to their first day. This includes Rabies, Bordetella, DHPP, current flea and tick preventative treatments (i.e., Advantix or Frontline), and fecal testing. Dogs must stay up to date with the vaccinations listed to continue attending daycare.

HEALTH: All dogs must be healthy. Owners must certify that their dog(s) are in good health and have not been ill with a communicable disease in the last 15 days. Upon admission, all dogs must be free of any condition which could potentially jeopardize other guests. Dogs that have been ill with a communicable condition in the last 15 days will require a veterinarian certification of health to be admitted or re-admitted. This also includes fleas.

BEHAVIOR: All dogs must be non-aggressive and not food or toy protective. Owners will certify that their dogs have not shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember that your dog will be spending time with staff and other dogs and the health of all animals and staff is our top priority. Because of this we have a zero tolerance policy for aggression. Dogs are animals and have individual personalities and fights happen sometimes but we can not have the same dog with a pattern of multiple altercations with other dogs in daycare. All serious altercations will be reported to pet parents.

**We reserve the right to cancel your dogs attendance to Dogs Day Out at anytime if your dog is or has become aggressive, OR is a continual common denominator in dog altercations, scuffles, or fights.**

We pride ourselves on providing a safe environment for the dogs. And we want canine friends we can trust to spend the day with us so everyone can have fun and socialize in a safe way. Though our staff is well trained to recognize when a fight is about to happen, intervene, and stop fights. Dogs who are continually a problem cannot for the safety of staff and dogs alike remain at Dogs Day Out. ***No exceptions.***

NEW DOG PROBATIONARY PERIOD: All new dogs who have gone through paperwork and a staff screening will have a two-visit probationary period. This is to see not only if your dog gets along with other dogs, but also to see if they are a good candidate for daycare. Bad daycare candidates can be aggressive, continually cause fights, extremely fearful, can be overanxious, or have undeveloped canine communication skills. Some dogs just may not like daycare and that’s ok. We just want to be sure everyone is safe and that your canine companion is happy and enjoys being at daycare.

ENROLLMENT PAPERWORK: All dogs must have complete up-to-date pet information, veterinary records, liability waivers, and must also attend the free on-site dog meet and greet screening on file by your canine companion’s first day at daycare.

DROP-OFF & PICK-UP: We are open Mondays through Friday 7a.m. to 6p.m. Drop-off time is between 7a.m. and 9 a.m., special arrangements can be made for an occasional early or late drop off with 24 hr notice. Any unplanned early arrivals will have to wait until opening, late arrivals may be charges a $1/minute charge unless previously arranged. Dogs must be brought into the facility on leash, with collar and identification (tag or proof of microchip), and any medications if needed also give your dog time to go to the bathroom before arriving. Pick-up is between 3 p.m. and 6 p.m. Staff is off duty **at** 6:30 p.m. Any late pick-ups after 6:00 p.m. will be charged $1.00 per minute.

*\*Please do not bring dogs in wearing shock, pinch/prong collars, or choke chains these items are against our views, we are a positive reinforcement facility and we will remove them from your dog.*

FEEDING AND MEDICATIONS: We do not feed dogs during the day unless your dog is under 7 months of age or needs to eat with medications. If your dog needs to have veterinarian prescribed medications throughout the day, you must provide proper dosage and **legible** instructions for administering them.

RESERVATIONS, RESCHEDULING, AND CANCELLATIONS: Reservations are required (some exceptions can be made for emergencies only with manager approval). Reservations must be made within 48 hours notice of when you plan on bringing your dog. **Rescheduling and cancellations must be made within 24-hour notice. Anything less will be charged full fees.**

FEES: Per Dog, per week

1-Day Pass: $35

15 Day Pass: $ 446.25

Please sign and date if you've read and understand all of the policies above.

Signature: Date:

**Owner Agreement for Dog Daycare**

I,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, herby certify that my dog(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are in good health and has/have not been ill with any communicable condition in the last 15 days. I further certify that my dog(s) has/have not harmed or shown aggressive or threatening behavior towards a person or any other dog. I have read and understand the following:

1. I understand that I am solely responsible for any harm caused by my dog(s) while my dog is/are attending Dogs Day Out.
2. I further understand that and agree that in admitting my dog(s) to the daycare facility, that Dogs Day Out staff have relied on my representation that my dog(s) is/are in good health and has/have not harmed or shown aggressive or threatening behavior towards any person or dog. And that you are aware that if aggressive in anyway will not be permitted to daycare. Initial\_\_\_\_\_\_\_\_\_\_
3. I further understand and agree that Dogs Day Out and their staff and volunteers, will not be liable for any problems that develop, provided reasonable care and precautions are followed, and I hereby release them of any liability of any kind whatsoever arising from my dog’s/dogs’ attendance and participation at the daycare.
4. I further understand and agree that dogs can sometimes receive minor cuts, scratches, and other minor injuries while playing at daycare and any problems that develop with my dog(s) will be treated as deemed best by staff and volunteers of Dogs Day Out, at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
5. I further understand that if my dog causes fights with dogs or harm to staff or exhibits any aggressive behavior whatsoever that Dogs Day Out observes the right to revoke my dogs attendance to daycare.
6. I hereby give Dogs Day Out staff permission to perform CPR and/or First Aid on my dog if needed and I hereby release them of any liability of any kind whatsoever arising from CPR/ First Aid performed including any subsequent veterinary care needed afterward. Initial\_\_\_\_\_\_\_\_\_\_\_\_

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

FEES: Fees are to be paid before or by the last day scheduled for your dog for that week. Unless you have opted and paid for the monthly option.

DAYS AND HOURS: Monday through Friday 7:00 a.m. to 6:00 p.m. There is NO overnight facility. Staff goes off duty by 6:30 p.m. and any pick-ups after 6:00 p.m. will result in a $1.00 per minute charge.

RESERVATIONS: Required. 48 hour or more notice.

CANCELLATIONS with less than 24 hours notice will be charged full fees.

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Print Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**What Your Dog Will Be Doing Each Day:**

Many people believe that once you bring your dog to daycare that it's a rumpus non-stop playtime, and that is only partially true. We like to keep a structured schedule of playtime and nap times as well. Here's why. Dogs, like us, have times throughout the day of ebbs and flows of energy. In our experience, some dogs will rest on their own periodically throughout the day. Like kids, they need a settle down or nap time, but some dogs won't on their own, and when they are having fun who can blame them? When there's a lot of stimulation, we like to maintain structure and routine so that the dogs will learn to look forward to down time. It is also very unhealthy to keep dogs at a high level of stimulation all day long. Having adrenaline and other lactic acids pumping through them can be stressful and even harmful. So, we schedule some down time for them. We do allow you to bring a dog chew or chew toy for your dog to have during this time. Here is what a typical day may look like for your dog depending on the play group. (Play groups structured into 10-15 dogs per Staff Member based on size, age, and play type of the dogs.)

Dogs Arrive 7-9am --- light down time. Before we go outside, we like to wait for everyone to arrive and greet each other before we go out to play.

***Please*** sign your dog in at the front desk there is a sheet that asks for dog name, owner name, time of drop of and estimated time of pick up. ***Please fill this out completely***. We like to have your dog ready for you when you get here to pick them up.

Supervised Playtime 9am-Noon—our Playtime will be monitored and supervised by our well trained staff to make sure everyone is being safe and having fun.

Nap Time Noon-1:30pm—dogs will be brought inside and given a chance to calm down and rest up before another fun and exciting playtime.

Playtime 1:30pm- 4:30pm—it’s time to go out and burn more energy! Maybe sniff around for sticks or other fun things.

Dogs Depart 4pm-6pm—as dogs start to go home, we bring them inside for a light down time. Dogs can relax, play with their chew toys, and if needed get toweled down and cleaned up before they head home.

**Dog Daycare General Information and Policies Customer Copy**

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