

# Grateful Dogs Clubhouse

202 Illinois Street

El Segundo, CA 90245

Main: 310-364-0011 Fax: 310-364-0012

info@gratefuldogs.net

## Parent Orientation Information

Welcome to Grateful Dogs!

The first step in becoming a member of our pack is to submit this completed paperwork as well as your pup's most current vaccines to our email [Info@gratefuldogs.net](mailto:Info@gratefuldogs.net). Once we have received your paperwork and record of all completed vaccines, a member of our team will reach out to you to set up a parent orientation. Please note we require all pups to be a minimum of 4 months old, over 4 pounds, and have completed all their vaccinations including **Canine Influenza**, Rabies, Distemper/Parvo, and Bordetella (Lepto is recommended). All dogs must be spayed or neutered by 6 months to attend the Clubhouse. If you adopted your pup from a shelter or if you are unsure of their background, we require 30 days from their adoption date to be able to attend the Clubhouse.

During the Orientation, a member of our team will review our policies and procedures and answer any questions you may have regarding our services. This process takes approximately 30-45 minutes.

Following your Orientation, we ask that you leave your dog for a "Trial Day" of daycare. During this Trial we evaluate your dog to ensure they are happy and comfortable at our facility. The cost of your pups Trial Day is \$43; if multiple dogs in a family are doing their trial on the same day, each dog is \$40. We require your dog to stay for a minimum of 4 hours on this day, however, they are welcome to stay longer if they are doing well. Trials are done every day of the week, except Fridays, and dogs should be dropped off by 11am (by 12pm on Sundays.) Our goal is to be sure this is the right setting for your pet. Trials can be scheduled at the end of your orientation or afterwards with the front desk. All Trials must be completed within 30 days of your Orientation.

Once your dog has completed their Trial Day, our staff will make an overall recommendation on how to proceed forward. The recommendation will be based on your dog's behavior and comfort level, in conjunction with your needs for our services. If your dog seems nervous or anxious, we may recommend more daycare, half days of daycare, or daycare on weekends only, depending on your needs.

Thank you for your interest in Grateful Dogs. We look forward to meeting you and your pup!

### Orientation Checklist

- \_\_\_\_\_ Sent in **New Client Paperwork** completely filled out
- \_\_\_\_\_ Sent record of up-to-date **Canine Influenza** vaccine due on \_\_\_\_\_
- \_\_\_\_\_ Sent record of up-to-date **Rabies** vaccine due on \_\_\_\_\_
- \_\_\_\_\_ Sent record of up-to-date **Distemper/Parvo (DHPP)** due on \_\_\_\_\_
- \_\_\_\_\_ Sent record of up-to-date **Bordetella** vaccine due on \_\_\_\_\_



**Grateful Dogs**  
**New Client Information**

**OWNER INFORMATION**

Name of Owner(s): \_\_\_\_\_  
\_\_\_\_\_

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

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

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

Owner (1) Contact: \_\_\_\_\_  
NAME DAYTIME TELEPHONE

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

Owner (2) Contact: \_\_\_\_\_  
NAME DAYTIME TELEPHONE

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

Veterinarian: \_\_\_\_\_ Number: \_\_\_\_\_

**PET INFORMATION**

Dog's name #1: \_\_\_\_\_ Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Birthday: \_\_\_\_\_

Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Spayed / Neutered (circle)

How long have you had your dog? \_\_\_\_\_

Has your dog had any previous owners? \_\_\_\_\_

Where did you get your dog (breeder, rescue, etc.)? \_\_\_\_\_

Has your dog been off leash with other dogs / to dog park(s), daycare? If so, how did they do?  
\_\_\_\_\_

Dog's name #2: \_\_\_\_\_ Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Birthday: \_\_\_\_\_ Breed: \_\_\_\_\_

\_\_\_\_\_ Color: \_\_\_\_\_ Spayed / Neutered (circle)

How long have you had your dog? \_\_\_\_\_

Has your dog had any previous owners? \_\_\_\_\_

Where did you get your dog (breeder, rescue, etc.)? \_\_\_\_\_

Has your dog been off leash with other dogs / to dog park(s), daycare? If so, how did they do?  
\_\_\_\_\_

**EMERGENCY CONTACT**

Our goal is to take excellent care of your dog while providing piece of mind to you. Some parents prefer that their emergency contact is called, while others would prefer to be called for any reason. While your dog is overnight boarding with us please indicate which best describes you:

**Always call me first**, no matter how minor. I do not mind being disturbed at any time.

Call my Emergency contact first. I prefer not to be disturbed unless it's an emergency.

Emergency Contact: \_\_\_\_\_

Relationship: \_\_\_\_\_

Home phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

***\* You will be asked to provide an emergency contact number each time your dog boards with us. Please be sure your emergency contact is aware. \****

**BEHAVIOR**

Are you having any behavior challenges with your dog(s)? \_\_\_\_\_

Has your dog(s) had any formal training?

**Please mark yes or no for the following:**

- 1 Has your dog ever bitten or gone after a small animal?
- 2 Has your dog ever been in a fight?
- 3 Does your dog react aggressively to certain breeds of dogs?
- 4 Has your dog ever bitten a person?
- 5 Does your dog have any sensitive areas on his/her body?
- 6 Is your dog sensitive to being handled by their collar?
- 7 Does your dog have any problems sharing toys and/or food?
- 8 Can your dog jump or climb fences?
- 9 Does anything or anyone automatically trigger fear in your dog?
- 10 Is your dog frightened by any loud noise?
- 11 Is your dog an excessive barker?

	YES	NO

*If you answered yes to any of the previous questions please give details below. Indicate the question # and an explanation:*

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**FEEDING**

Brand of Food: \_\_\_\_\_

How much? \_\_\_\_\_ How many times a day? \_\_\_\_\_ AM / PM

List any Food Allergies: \_\_\_\_\_

Can we give your dog(s) treats to help them assimilate with the pack? Yes / No

If your dog(s) isn't eating is it ok to add the following to their meal:

- |                         |          |
|-------------------------|----------|
| Wet / Canned Food       | Yes / No |
| Cheese                  | Yes / No |
| Chicken / Chicken Broth | Yes / No |
| Pumpkin                 | Yes / No |

## HEALTH / AGE

Senior dogs and puppies under nine (9) months may be at greater risk for age-related illnesses or events. For dogs over ten (10) years of age, the stress of boarding or being in a cage-free environment may increase the need for medical attention. For any dog over ten (10) years of age, a "Senior Waiver" must be completed for our files. Puppies under nine (9) months who are still developing physically and mentally may be at higher risk for skeletal issues, growing pains, fractures, illnesses such as kennel cough or giardia, and acceleration or increased severity of inherited conditions.

My dog is currently age: \_\_\_\_\_. I understand the additional age related risks. \_\_\_\_\_ Initial

**All dogs over 6 months must be neutered / spayed.** If your dog has NOT yet been neutered/spayed when are you planning on having this procedure completed? \_\_\_\_\_

Are there any medical issues we should be aware of?

\_\_\_\_\_

Does your dog have any allergies? \_\_\_\_\_

Is your dog sensitive to grooming? \_\_\_\_\_

Does your dog have any special needs? \_\_\_\_\_

\_\_\_\_\_

Is your dog on any medications? \_\_\_\_\_

Please List Medications:

Reason:

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

In the event your dog requires minor first aid may we administer any of the following:

*Benadryl* (for allergies) Yes / No

*Ascriptin* (for limping, pain, or swelling) Yes / No

*Pepcid* (upset stomach) Yes / No

Does your dog(s) have any of the following:

Diabetes

Neurological and/or Spinal Issues

Seizures

Heart Disease

Other Health Issue Specify: \_\_\_\_\_

## GRATEFUL DOGS CONTRACT

I, \_\_\_\_\_, as owner of \_\_\_\_\_  
hereby acknowledge and agree to the following:

### **HEALTH MAINTENANCE:**

Your dog is under 24 hour supervision, monitored by experienced personnel. Should minor health concerns arise while your dog(s) are in our care, general first aid will be administered. (For example, but not limited to: dirty ears, hot spots, hives, abrasions, long nails causing discomfort, etc.) For more serious concerns or medical emergencies that arise, we will take the following steps:

- We will follow your instructions listed in the Emergency Contact information. If we observe a serious issue we will make every attempt to contact you, the owner. If you cannot be reached we will try to reach the provided emergency contact.
- We will call your vet if they are in close proximity to our facility. If they are not, we will bring your pet to Bay Animal Hospital, or another local vet.

**I agree to be responsible for all incurred vet fees and charges.**

**INITIAL\_\_\_\_\_**

Senior dogs over age ten (10) and puppies less than nine (9) months may be at a greater risk for some age-related illnesses or events. For senior dogs, the stress of boarding or being in a cage free environment may increase the need for medical attention and a specific "Senior Waiver" must be completed for our files. Puppies under nine (9) months who are still developing physically and mentally may be at higher risk for skeletal issues, growing pains, fractures, illnesses such as kennel cough or giardia, and acceleration or increased severity of inherited conditions.

**INITIAL\_\_\_\_\_**

All dogs must be current on vaccines (Bordatella, Distemper/Parvo, and Rabies) and on preventative flea control. Owner is responsible for maintaining current vaccines and keeping dog(s) current on flea control. If we find any fleas on your dog(s) while in our care, we will administer Capstar at a nominal charge.

**INITIAL\_\_\_\_\_**

### **DOG BITES:**

In the event your dog bites or injures another dog or person, you, the *owner*, assume all legal and financial responsibility. If medical attention is required, any dog(s) will be brought to Bay Animal Hospital, or another local vet.

**INITIAL\_\_\_\_\_**

### **FEE POLICY:**

#### **Late Pick-Up Fees**

1 - 5 Min	Grace Period
6 - 10 Min	\$10
11 - 15 Min	\$15
16 - 20 Min	\$20
21-30 Min	<b>\$30</b>

**Over 30 min Emergency overnight dog(s) must spend the night.**

Late pick-up fees will be charged for any dog(s) not picked up before close of business hours\*. Any dog(s) not picked up within 30 minutes after close of business must spend the night and will be charged for an overnight stay in addition to daycare fees incurred. It is not guaranteed you will be able to pick up your dog(s) any time after close of business. I understand and adhere to the late pick-up fee policy.

*\*Please note our hours of operation change during holidays and peak seasons.*

**INITIAL\_\_\_\_\_**

Payment in full is due upon pick up of your dog. A credit card must be left on file prior to your dog's visit. If you leave without reconciling your account the credit card on file will be automatically charged. If someone other than you picks up your dog, the credit card on file will be charged.

**INITIAL\_\_\_\_\_**

Daycare packages expire exactly 3 months from date of purchase. Daycare packages are non-refundable and can't be transferred or used as credit towards other purchases. INITIAL \_\_\_\_\_

**CANCELLATION POLICY:**

Reservations must be cancelled 48 hours in advance. If you fail to give required notice, you will be charged the cost of your first nights stay. Failure to cancel any reservation will be considered a "no-show". All no-shows will be charged for their full intended stay. INITIAL \_\_\_\_\_

July 4<sup>th</sup>, Thanksgiving, Christmas, and New Year reservations require a **7 day** cancellation notice. Reservations not cancelled with a minimum notice of 7 days prior to the start of their intended stay will be charged 50% of their intended stay, in addition to your forfeited holiday deposit. Partial changes or revisions are considered cancellations. All no-shows for a July 4<sup>th</sup>, Thanksgiving, Christmas, or New Year reservation may be charged their full intended stay.

INITIAL \_\_\_\_\_

**GENERAL RELEASE:**

Grateful Dogs is extremely dedicated to the health, care and well-being of your dog(s) and will do everything possible to make sure your dog's stay and visits with us are as comfortable and safe as possible.

- I certify that I have read the policies of Grateful Dogs and agree to all terms.
- I authorize Grateful Dogs to contact my vet for any necessary information.
- I have seen and/or understand the nature of the Grateful Dogs facility and accept all responsibility in the event my dog jumps or climbs the secured fences. I acknowledge that Grateful Dogs will alert Animal Control immediately and accepts no responsibility.
- I understand the risks a cage free daycare and boarding environment may pose for my dog and expressly agree that Grateful Dogs assumes no liability for veterinarian costs, fees or other charges that may be incurred as a result of injuries or illnesses suffered as a result of being in a cage free facility.

**Even though Grateful Dogs requires that every dog be vaccinated annually for Kennel Cough with the Bordetella vaccine, the vaccine does not protect your dog from every new strain of the virus. Being in a cage free environment, the risk for contracting Kennel Cough is elevated, regardless of the vaccine. I understand this risk and acknowledge that Grateful Dogs assumes no responsibility for vet bills associated with Kennel Cough.**

INITIAL \_\_\_\_\_

I am the owner and/or agent of the dog(s) mentioned above on this form, and I am authorized to sign this release form. I give consent to Grateful Dogs (including its agents and employees), to act on my behalf and in my dog's best interest, by obtaining emergency veterinary care at my expense if deemed necessary. I agree to indemnify and hold Grateful Dogs (and its agents and employees) harmless for any and all expense relating to such emergency care. I release Grateful Dogs (and its agents and employees) from any liability or claim due to injury or death of my dog, and hereby assume all expense or liability for injuries my dogs may inflict on a human or another dog while staying on the Grateful Dog's premises or being walked off the premises by Grateful Dogs staff. I understand that if Grateful Dogs decides that my dog poses a risk to either staff or other dogs, or that if Grateful Dogs concludes that my dog is no longer a candidate for services, Grateful Dogs reserves the right to refuse services for my dog, at any time. I understand that putting my dog(s) in this environment increases the risk of exposure to certain communicable diseases. I further understand and acknowledge that my dog may be injured or may cause injury to another dog. I give my full authorization to use my credit card for these purposes if deemed necessary.

**PRINT NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_



## Grateful Dogs Bathing & Grooming Information

Grateful Dogs would like your dog's bathing and/or grooming experience with us to be as pleasant as possible and we will make every effort to make it such. If Grateful Dogs feels the bathing or grooming experience is affecting your dog's personality or mood in a negative way, we will cease further bathing or grooming services until decided otherwise. After the bath, we do not crate your dog(s); they will be let back out into general population. Baths include: wash, blow dry, ear cleaning, & nail trimming.

Requests for a bath on the day of your dog's daycare visit will be accommodated on a "first come" basis. If our schedule is full, your dog(s) will be put on a bath "waitlist". While we cannot guarantee your dog(s) will be bathed, every effort will be made to accommodate your dog(s).

Cancellations must be made at least 24 hours prior to your appointment. This allows us time to try to book a replacement for your vacated appointment. Any cancellation received less than 24 hours prior to your appointment or a "no show" will be subject to pay a fee. Haircuts will result in paying 75% of the groom's cost per dog. Baths will be charged by how many timeslots your particular breed occupies. (1 slot: \$25, 2 slots: \$35, 3 slots: \$45, 4 slots: \$55) Please ensure you are on time for your appointment; dogs arriving late may have to be rescheduled and a cancellation fee may apply. We thank you for your cooperation and understanding.

### Dog's Information: *(Please print additional copies for multiple dogs)*

Dog's Name: \_\_\_\_\_ Weight: \_\_\_\_\_

Birth Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex: \_\_\_\_\_ Breed: \_\_\_\_\_

Coloring / Markings: \_\_\_\_\_ Can your dog have treats? \_\_\_\_\_

### Health Alerts: Check all that apply:

Allergies/Sensitive Skin       Collapsed Trachea       Heart Condition: \_\_\_\_\_  
 Arthritic     Prone to Hotspots       Hip Dysplasia       Laryngeal Paralysis  
 Luxating Patella     Deaf       Cushing Disease       Heartworm  
 Autoimmune Disorder       Thyroid Disorder  
 Prone to Ear Infections       Blind       Diabetic       Epileptic  
 Had Surgery (Other than Spay/Neuter) \_\_\_\_\_

Allergies To: \_\_\_\_\_

On Medications For: \_\_\_\_\_

### Personality Alerts: Check All That Apply

Very Shy     Excited Over Water     Use Caution When Handling Collar     Scared of Men  
 Has Bitten: (explain) \_\_\_\_\_

During grooming my dog can be fearful of: \_\_\_\_\_

**Grooming Alerts:** Check All That Apply

- 1<sup>st</sup> Professional Bath     Dry, Itchy Skin     Excessively Chews on Paws  
 No Fragrance     Supplying Own Product: \_\_\_\_\_  
 Cannot Jump Into/Onto Tub/Table Due to Ailments (Explain): \_\_\_\_\_  
 No Blow dry     Don't Trim Nails     Don't Clean Ears

**Add on services to bath/grooming:** (\*additional charge)

- Check Anal Glands (), Express if Needed (+\$20)     Medicated Paw Wash (+\$5 - \$10)  
 Teeth Brushing (+\$10)     Tear Stain Removal (+\$8)     Sanitary Trim (+\$10 - \$30)

Is it ok to cut/ shave out mats that are too painful for your dog to remove by brushing?

Yes     No

If we come across a hotspot, would you like us to clean and shave it? (\*additional charge)

Yes     No

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



## Medical Treatment Agreement

I am the owner and or agent of \_\_\_\_\_. I give consent to Grateful Dogs and its employees to act on my behalf to authorize medical care and or treatment at my expense. I authorize Grateful Dogs and its employees to receive all information regarding medical care including treatments, procedures, after care instructions and status updates.

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

Date: \_\_\_\_\_

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

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