

FEEDING

Brand of Food: _____

Food Allergies: _____

Feeding Schedule:

How much? _____ How many times a day? _____ AM or PM

Is your dog a picky eater? _____

If your dog isn't eating is it ok to add the following things to their meal; wet food, cheese, cottage cheese, chicken broth, *canned chicken, *treats? _____

**There may be a fee added if we need to purchase these items.*

Is your dog on any medications?

Medications:

Reason for taking meds:

How does your dog take his/her meds? _____

HEALTH

Neutered/spayed: _____ *All dogs over 6 months must be neutered/spayed

Vaccination administered on the following dates: (please indicate 1 or 3 years)

Dhlpp:

Rabies:

Bordetella:

Flea Control: _____ Schedule: _____ Last given: _____

Is your dog in good general health? _____

Medical Problems: _____

Does your dog have any allergies: _____

Is your dog sensitive to grooming? I.e. nail trimming, brushing, bathing, ear cleaning: _____

Does your dog have any special needs? _____

BEHAVIOR

Does your dog have any sensitive areas on his/her body? _____

What is your dog's favorite petting spots? _____

Is your dog more people oriented or dog oriented? _____

Where does your dog sleep? _____

Does anything or anyone automatically trigger fear in your dog? _____

Does your dog react aggressively to certain dogs or to puppies? Explain _____

Has your dog ever bitten a person? Explain _____

How is your dog around children? _____

Is your dog frightened by any noise? _____ what noise? I.e. fireworks, fans, etc. _____

Is your dog sensitive to being handled by their collar? _____

How often is your dog socialized? _____

Where is your dog socialized? (dog park, strand, etc.) _____

Has your dog ever been in a fight? Explain. _____

Does your dog have any problems in any of the following areas?

Sharing food or toys? _____

Excessive barking? _____

Chewing or destroying things? _____

Climbing or jumping fences? _____

GRATEFUL DOG'S CONTRACT

DOG'S NAME: _____ OWNER'S NAME: _____
(Please print) (First) (Last)

HEALTH MAINTENANCE:

Your pet is under 24 hour supervision by experienced personnel. If we observe a current medical problem while your pet is in our care, we will take the following steps:

1. We will make every attempt to alert the owner. (If the owner is not available)
2. We call your vet if it is in close proximity to our facility, if it is not we will bring your pet to Bay Animal Hospital.
3. You agree to be responsible for all incurred vet fees.

DOG BITES:

In the event that your pet bites or injures another pet or person, you, the *owner* assumes all legal and financial responsibilities. If Medical attention is needed, all dogs will be brought to Bay Animal Hospital.

FEE POLICY:

Daycare Hours: 7am-7pm Mon – Fri, 8am-5pm Sat, 10am-7pm Sunday. Any dog not picked up by closing time will be charged the 24 hour rate. A credit card must be left on file prior to your dog's visit, if you leave without paying, your credit card will be automatically charged. If a daycare package is purchased, payment must be made before the package begins. If your dog soils our vehicles when utilizing our shuttle service will be charged a \$12 cleaning fee. Payment is due upon retrieval of your dog. If someone other than yourself picks up your dog, your credit card on file will be charged.

GENERAL RELEASE:

Grateful Dogs is extremely dedicated to the health, care and well being of your dog 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 above policy of Grateful Dogs and agree to its terms. I authorize Grateful Dogs, Inc. to contact my vet for any and all necessary information.

I have seen and/or been explained about the Grateful Dogs facility, and accept all responsibility in case my dog jumps or climbs the secured fences. I realize that Grateful Dogs will alert Animal Control immediately and accepts no responsibility.

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

I am the owner and/or agent of the dog 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 in 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 by Grateful Dogs.

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 anytime.

I understand that putting my dog in this environment increases risk of exposure to certain communicable diseases. I further understand and agree 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.

Signature _____

Date _____

Grateful Dog's Clubhouse Procedures

Hours of Operation

The clubhouse is open for operation Monday-Friday from 7:00 am to 7:00 pm, Saturday from 8:00am to 5:00pm and Sunday from 10:00am to 7:00pm. Although there is a staff member present 24 hours a day, all dogs must be picked up during hours of operation. Unfortunately we are unable to accommodate pick-ups and drop-offs outside of our hours of operation. All dogs must be picked up by closing time or they will be required to spend the night. Anyone disturbing the daycare after closing hours will be charged a \$50.00 fee in addition to the overnight fee.

Checking In and Checking Out Procedures

1. **Please have your dog and under your control upon entering the reception area.** This is an important step in maintaining a safe environment.
2. When checking your dog in, please communicate any special needs your dog may have which will help us to care for them. For example: allergies, hot spots, wounds, fear, TLC, ball playing, squeaky toys, etc.
3. Make sure to shut all doors securely behind you for the safety of all dogs.
4. Please label all of your dog's personal belongings clearly, including their leash, food and any medication.
5. Please report any feedback, strange behaviors, or illnesses immediately. It is important for us to be aware for the health and safety of all dogs.
6. Clearly write down all medication, special needs, etc., in the designated areas on the overnight check-in card.

Daycare

When checking your dog in, please indicate whether they will need lunch (for dogs under 1 year old), need a bath, or need shuttle service.

*If requesting lunch, please provide lunch. A \$2.00 fee will be assessed for any dogs over 6 months old. A \$4.00 fee will be assessed if you would like the Clubhouse to provide food for your dog.

*If requesting a bath, please indicate the approximate time you will be picking up your dog. We will try to bathe your dog as close to the pick up time as possible.

*When requesting a shuttle drop-off, for the first few times, please leave address, key, drop-off instructions, and a phone number where you can be reached. **Shuttle only operates Mon-Fri. It is not available on weekends and only available to Hermosa and Manhattan Beach residents.**

Overnight Procedures

1. Fill out an overnight card completely.
 - *Make sure to include all special instructions (extra love, time outs, and allergies...)
 - *Clearly indicate feeding instructions.
 - *Indicate time you will be picking up your dog.
 - *Indicate if you want your dog bathed upon departure. We highly recommend baths for dogs staying over four days.
2. Please supply food for your dog. We prefer if you prepackage meals into individual zip lock bags (1 baggie per meal). **Due to limited storage space, please only bring the amount of food needed for your dog's stay. 20lb or larger bags of food will only be accepted if your dog is here for an extended time period. You will be asked to re-bag your food and take the excess with you.** The Clubhouse sells a variety of foods in our boutique, if you do not bring food, you will be asked to purchase food from the selection we have in our store. Please make sure to label all belongings, including food bags, with your dog's name.
3. Dogs must be picked up and dropped off during the hours of operation. For the safety and well being of the dogs staying with us, **dogs checking in for overnight must be here by 2 pm, 12pm if your dog is under 2 years old.**
4. If you are dropping off multiple dogs, please indicate if they need to be fed separately.
5. Our overnight rate is based on a 24-hour period. You will be billed our half day or full day rate in addition for the hours that exceed the 24-hour period.

Shuttle Service

We are happy to offer service for your dog within our driving area of Hermosa and Manhattan Beach. The fee ranges from \$8 - \$20.00 depending on your location. Please ask the front desk to determine your one way and roundtrip rate. Dogs are picked up between 7:15 am and 9:30 am and dropped off between 4:15pm and 7:00pm. All pick-ups must be arranged by 4 pm the previous day, and all drop offs must be arranged by noon on the day of the drop-off. **Please note: We do not have pick up and drop off service on weekends or holidays.**

Additional Information

All dogs must be current on required vaccinations. Please make sure to give us any updated shots records. Although all dogs must be vaccinated and we disinfect regularly, it is still possible for your dog to contract a virus or bacteria. For this reason, it is important for you to communicate any illness or irregularities you notice with your dog. All dogs are screened for aggression, but fights can still occur. It is also possible for puncture wounds to happen during play sessions. In the event of a fight or injury, we will bring any dogs needing medical attention to Bay Animal Hospital right away. An incident report will then be filed. The dog responsible for inflicting the wound will incur all vet bills. If your dog needs medical care during their stay, we will bring them to Bay Animal Hospital and bill you for the fees. We will make every attempt to contact the owner or emergency contact before taking any action.

It is important to note, especially on your dog's first overnight stay, that your dog may experience signs of fatigue that includes sleeping, loss of appetite and general lethargy. This might last 2-3 days, after which your dogs should bounce back to normal. If the symptoms continue, please contact us ASAP.

All dogs are required to wear quick release collars. Buckle collars are not acceptable at Grateful Dogs, they pose a serious safety risk.

Important Phone Numbers

(310) DOG-0011 To speak to someone directly. To schedule shuttle service or to check on your dog at the Clubhouse anytime between 7am and 7pm.

(310) 546-3980 To leave a message regarding billing, future daycare, or boarding reservations, or to leave a message regarding Grateful Dogs business.

(310) DOG-0012 To fax us.