



# Back in the Pack

**Dog Daycare**

## Policies, Information & Forms Package

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### Instructions

1. Read and familiarize yourself with the enclosed information
2. Print out, complete, and sign the Owner Agreement & Waiver form
3. Print out, complete and sign the Owner & Dog Information form

Back in the Pack Dog Daycare

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## Services, Policies & Rates

Our goal at Back in the Pack Dog Daycare is to provide a safe and stimulating social environment for your dog. We are dedicated to the health and well being of all our canine visitors and are devoted to providing the best daytime care and companionship for your pet. Back in the Pack focuses specifically on quality canine daycare during weekday business hours. We are unable to offer overnight kenneling services.

### Our services

Daycare can be a rewarding experience for your dog. There are several reasons why you should consider using our daycare services for your pet:

- Pack interaction teaches social skills and encourages self-confidence.
- Daytime activity can control or eliminate undesirable behaviour in the home due to boredom, separation anxiety or stress.
- Acceptable behaviour is encouraged through positive reinforcement.
- Our facility is fun, safe, and secure.
- We have a free-play area, non-slip floors, toys, and beds for nap times to ensure a pleasant and healthy atmosphere for your pet.
- We offer plenty of human interaction and one-on-one attention.

### Our policies

To provide a safe environment for your pet:

- All dogs are screened prior to entering the daycare to ensure the health and safety of all visitors.
- All dogs must have all vaccinations or Titer tests up-to-date. Owners must submit written proof of all vaccinations including Canine Cough. In addition, we strongly recommend all dogs be on a flea/tick/lice prevention program. Information can be provided upon request.
- Owners must certify that their dog(s) 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 potentially jeopardize other guests. Dogs that have been ill with a communicable condition within the last 30 days will require veterinarian certification of health in order to be admitted or readmitted.
- Owners must certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dogs.
- Puppies must be at least 12 weeks old and have 2 sets of shots to participate.
- All dogs over 6 months of age must be spayed or neutered.

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## Services, Policies & Rates

### Our rates

- Introductory or Single day: \$30 + GST
- 10 day pass: \$275 + GST { \$27.50 per day - expires after 3 months}
- 20 day pass 3-4 days per wk: \$500 + GST { \$25.00 per day - expires after 3 months}
- 20 day pass 5 days per wk: \$470 + GST { \$23.50 per day - expires after 3 months}
- Second dog: \$16 per day + GST { same owner }

### Additional Daycare Client Services

- Nail Clipping: \$10 (includes GST)
- 30 minute walk: \$5 (includes GST)

Back in the Pack is open Monday to Friday from 7:00 am to 6:00 pm. (Closed statutory holidays)

### Late fees

- 6:00 to 6:15 pm : \$10
- 6:15 to 6:30 pm : an additional \$10
- After 6:30 pm dogs will be taken to an overnight facility at owner's expense.

### Cancellations and No shows

- We require 24 hours advance notification for cancellations
- \$25 or day pass stamped

We accept Visa, Mastercard, Interac, and cash.

Back in the Pack daycare fees are non-refundable and non-transferable.

Rates as stated are effective December 1st, 2010

**Owner Agreement & Waiver**

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

Description & Breed : \_\_\_\_\_

1. I hereby represent that I am the legal owner of the dog described above (the "Dog") to be enrolled in Back in the Pack Dog Daycare ("Back in the Pack").
2. I hereby waive and release Back in the Pack, its employees, owners, representatives and agents from any and all liability which I or my Dog may suffer, including specifically, but not without limitation, any injury or damage whatsoever arising from the Dog's attendance and participation at Back in the Pack.
3. I hereby agree to indemnify and hold harmless Back in the Pack, its employees, owners, and agents from any and all claims, or claims by any member of my family or any other person accompanying me to a function of Back in the Pack, or while attending the premises thereof, as a result of any action by any dog.
4. I hereby represent that my Dog is of good health and has not been ill with any known contagious diseases within the last thirty days.
5. I recognize that the health of the Dog is the owner's responsibility. I hereby represent that all required vaccinations for the Dog are up to date and will continue to remain so for as long as the Dog attends Back in the Pack. I will also promptly provide proof of all booster vaccinations to Back in the Pack.
6. I further understand and agree that in admitting the Dog, Back in the Pack has relied on my representation that the Dog is in good health and has not harmed or shown aggression or threatening behavior towards any person or any other dog.
7. I further understand and agree that Back in the Pack and their caregivers will not be liable for any problems that might develop with the Dog, including, but not limited to, sickness, disease, injury, running away and death, provided that reasonable care and precautions are followed.
8. I further understand and agree that any problem that develops with the Dog will be treated as deemed best by the caregivers of Back in the Pack at their sole discretion and that I assume full financial responsibility for any and all expenses involved.
9. The hours of operation of Back in the Pack are 7:00 am to 6:00 pm ("Closing Time") Monday to Friday (except statutory holidays). I agree that management of Back in the Pack retains the right to amend the hours of operation at any time.
10. I agree to pick up the Dog prior to Closing Time. It is hereby acknowledged that should I fail to pick up the Dog before Closing Time, a \$10 late fee will be charged at 6:15 pm and again at 6:30 pm (for a maximum of \$20) to be paid in cash upon my arrival at Back in the Pack and before the Dog is released from Back in the Pack into my custody.
11. Back in the Pack daycare fees are non-refundable and non-transferable.
12. I agree that the Dog may be videotaped, photographed, and/or recorded. Back in the Pack shall be the exclusive owner to the results and all proceeds of such taping, photography, and recording.
13. Back in the Pack reserves the right to permanently remove a Dog from its daycare at anytime.

I, \_\_\_\_\_, certify that I am eighteen years of age or older and have the legal capacity to enter into a binding contract. Further I certify that I have read and understand the rules and regulations as set forth in this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions and statements of this agreement.

Owner's Signature: \_\_\_\_\_

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

**Owner & Dog Information Part 1/2**

Owner's Name : \_\_\_\_\_

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

Postal Code : \_\_\_\_\_

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

Work : \_\_\_\_\_

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

E-mail : \_\_\_\_\_

**Emergency Contacts**

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

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

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

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

**Dog Information { 1 }**

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

Breed : \_\_\_\_\_

Date of Birth/Age : \_\_\_\_\_

Sex : \_\_\_\_\_

Spayed/Neutered  Yes  No

**Dog Information { 2 }**

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

Breed : \_\_\_\_\_

Date of Birth/Age : \_\_\_\_\_

Sex : \_\_\_\_\_

Spayed/Neutered  Yes  No

Veterinarian's Name : \_\_\_\_\_

Clinic : \_\_\_\_\_

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

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

In the event of an emergency, Back in the Pack has permission to transport my dog(s) to the above veterinarian, or to the nearest animal clinic if necessary. Payment arrangements are to be made between owner and veterinarian.

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**Owner & Dog Information Part 2/2**

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

Has your dog been to a dog daycare before?  Yes  No

Does your dog play well with other dogs?  Yes  No

If no, please explain : \_\_\_\_\_

Has your dog ever shown aggression towards people?  Yes  No      Towards other dogs?  Yes  No

If yes, please explain : \_\_\_\_\_

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

Does your dog have a history of medical problems?  Yes  No

If yes, please explain : \_\_\_\_\_

Does your dog need to be fed during the day?  Yes  No

If yes, at what times? \_\_\_\_\_ (please remember to bring his/her food each day)

Is your dog allowed to have treats during the day?  Yes  No  Only treats from home

Does your dog have any allergies or sensitivities (ie: food, bee stings, etc.)?  Yes  No

If yes, please explain : \_\_\_\_\_

Are there any restrictions that should be placed on your dog's activity level?  Yes  No

If yes, please explain : \_\_\_\_\_

Does your dog have difficulty seeing or hearing?  Yes  No

If yes, please explain : \_\_\_\_\_

Additional information you feel would be helpful : \_\_\_\_\_

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