



Lucy's Doggy Day Care and Spa Boarding, Grooming & Interactive Daycare Agreement

Owner's Name _____

Address _____ City _____ State _____ Zip _____

Home Phone (____) _____ Work Phone (____) _____

Mobile#1 (____) _____ Mobile#2 (____) _____ E-mail _____

Emergency Contact (*Other than yourself or spouse*) Contact Name: _____ Phone (____) _____

Lucy's Doggy Day Care and Spa will ONLY release your dog to the listed person(s) with proper I.D.: _____

Veterinarian Clinic: _____ Phone (____) _____

Name of 1st Dog: _____ Breed: _____ Male/Female: _____ Neutered/Spayed (Y/N): _____

Weight: _____ Color: _____ Birth Date: _____

Diet/Food Type: _____ Volume per feeding (*Example 1 cup*): _____

Frequency (Example twice per day): _____ Free Feed/Leave out all day: Yes No

Additional Feeding Notes: _____

Medications: Any special needs or medications? Yes No ____ If Yes, please list and explain what it is for: _____

Name of 2nd Dog: _____ Breed: _____ Male/Female: _____ Neutered/Spayed (Y/N): _____

Weight: _____ Color: _____ Birth Date: _____

Diet/Food Type: _____ Volume per feeding (*Example 1 cup*): _____

Frequency (Example twice per day): _____ Free Feed/Leave out all day: Yes No

Additional Feeding Notes: _____

Medications: Any special needs or medications? Yes No ____ If Yes, please list and explain what it is for: _____

Name of 3rd Dog: _____ Breed: _____ Male/Female: _____ Neutered/Spayed (Y/N): _____

Weight: _____ Color: _____ Birth Date: _____

Diet/Food Type: _____ Volume per feeding (*Example 1 cup*): _____

Frequency (Example twice per day): _____ Free Feed/Leave out all day: Yes No

Additional Feeding Notes: _____

Medications: Any special needs or medications? Yes No ____ If Yes, please list and explain what it is for: _____

- Should your dog run out of their own food while boarding, may we feed house food? (Additional cost: \$5 per day/dog) **Yes or No**
- Should your dog skip consecutive meals; to induce their appetite, may we add canned Purina EN? (No extra charge) **Yes or No**
- Does your dog have any food allergies? **Yes or No** If yes, explain: _____
- If you have more than one dog staying in the same kennel, for safety reasons, do they need to be separated when feeding? **Yes or No**
- For the safety and concern of all dogs we do not feed raw diets or freeze-dried food.

BACKGROUND QUESTIONNAIRE

LUCY'S DOGGY DAY CARE AND SPA strives to provide a safe, fun environment for your dog. **Please take the time to help us better know your dog.**

- Has your dog boarded or participated in day care before? No ___ Yes ___
- Will your dog chew their bedding or blanket? No ___ Yes ___
- Is your dog a fence/gate jumper-climber, digger, or an escape artist? Has your dog ever jumped/climbed a fence? No ___ Yes ___ If yes, please explain the specifics: _____

- Does your dog like to eat gravel, acorns, rocks or dirt? No ___ Yes ___
- Does your dog have sensitive paw pads? No ___ Yes ___
- Does your dog indulge in self-mutilation or will they chew? No ___ Yes ___ Please explain: _____

Has your dog ever been involved in an altercation with another dog? No ___ Yes ___ Describe the incident(s) _____

Has your dog ever bitten a person or another dog? No ___ Yes ___ If yes, what were the circumstances? _____

Is your dog aggressive with food or treats with people or other dogs? No ___ Yes ___

Is your dog "Kennel Protective"? No ___ Yes ___

Is there anything else you would like us to know about your dog's behavior? _____

HEALTH CONCERNS

*Seizures: No ___ Yes ___ If yes, please explain and note date of last seizure (*Please see below policy) _____

Heart Disease: No ___ Yes ___ If yes, please explain _____

Poor Vision: No ___ Yes ___ If yes, please explain _____

Deaf: No ___ Yes ___ If yes, please explain _____

Any Injuries: No ___ Yes ___ If yes, please explain _____

Allergies: No ___ Yes ___ If yes, please explain _____

Kidney Disease: No ___ Yes ___ If yes, please explain _____

Liver Disease: No ___ Yes ___ If yes, please explain _____

PLEASE NOTE: Due to our primary concern with each dog's health and safety, we recommend dogs with/not limited to the following health conditions receive services through a veterinary hospital for specialized care: seizures, insulin dependent diabetes, incontinence, kennel cough/respiratory infection, pneumonia, papilloma's, conjunctivitis, history of strokes, intestinal parasites, dogs who are immobile/wheelchair bound, dogs with megaesophagus, dogs currently undergoing chemotherapy and immunocompromised dogs. I understand Lucy's Doggy Daycare & Spa reserves the right to keep my dog(s) out of interactive daycare due to health reasons that may not be listed. **Initial:** _____

For safety, dogs taking any type of heart medication will need to sign a waiver to be eligible for any services and interactive play. Dogs with congestive heart failure are not eligible for interactive play and will receive individual potty rotations. **Initial:** _____

Is there anything else you would like us to know about your dog's health? No ___ Yes ___ If yes, please explain _____

Lucy's Doggy Day Care and Spa Boarding & Interactive Daycare Agreement

- I authorize LUCY'S DOGGY DAY CARE AND SPA to allow my dog(s) to engage in social play with other dogs. In doing so, I understand my dog(s) may become injured by interacting with other dogs. I also understand that LUCY'S DOGGY DAY CARE AND SPA has evaluated the personalities of all dogs engaged in play, will supervise the playtimes, and will use reasonable care to ensure that no injuries result. However, in the event that an injury does occur to my dog(s) during group play, I agree to hold LUCY'S DOGGY DAY CARE AND SPA harmless from damages resulting from such injury. *I agree to pay all veterinary charges required to properly treat my dog(s) for such injury.* **Initial:** _____
 - In reference to Texas Legislature Title 10, Health, and Safety Code chapter 824, I understand that Lucy's 1604 has both a fire suppression system and 24-hour smoke detection. Both Thousand Oaks and South Laredo are equipped with 24 hour monitored smoke detection however do not have a fire suppression system. Although all locations are staffed most "non-business hours" ranging 6/8pm to 7am with dedicated overnight staff trained in fire safety and pet first aid, there may be rare circumstances that my pet is left without an associate on sight for a given period during the "non-business hours" or posted closed specialty hours. **Initial:** _____
 - I understand that due to the excessive running and playing outdoors, my dog's paws/pads may be sensitive & tender as a result from worn pads. If your dog is an indoor dog, please communicate this so we can watch for sensitive pads. **Initial:** _____
 - All dogs are boarded, trained or otherwise cared for by LUCY'S DOGGY DAY CARE AND SPA, without liability on its part for loss or damage by or from disease, death, running away, theft, fire or injury to persons, other dogs, or property by or to said dog(s), or other unavoidable causes, due diligence and care having been exercised. **Initial:** _____
 - I understand that all dogs at LUCY'S DOGGY DAY CARE AND SPA are vaccinated and healthy, but that there are viruses (e.g., colds, Bordetella, Conjunctivitis, Giardia and Papilloma Virus) that cannot be fully vaccinated against and that in a social setting such as day care, my dog may be exposed to such. **Initial:** _____
 - Daycare/boarding charges are still applicable even if the dog(s) are not participating in interactive daycare to include: dogs that have been pulled for diarrhea, vomiting, sore pads, "behavior time outs" or any other reason, for the session or for 24 hours. **Initial:** _____
 - If your dog requires medical attention while in the care of LUCY'S DOGGY DAY CARE AND SPA, *you agree to be solely responsible for the payment of all medical bills* for your dog and you release LUCY'S DOGGY DAY CARE AND SPA, its officers and employees from any and all responsibility for, or claims, damages, debts, resulting from such medical care, including but not limited to, transportation to/from the veterinarian clinic and choice of veterinarian or animal hospital. **Initial:** _____
 - LUCY'S DOGGY DAY CARE AND SPA does not permit into Interactive Daycare any dog whose breed is Pit Bull, American Staffordshire Terrier, Staffordshire Bull Terrier, American Pit Bull Terrier, American Bull Dog, Shar Pei, Dogo Argentino, Presa Canario, Fila Brasileiro as well as dogs mixed with these breeds. Wolves or Wolf hybrids are not permitted for any services. **Initial:** _____
 - I authorize LUCY'S DOGGY DAYCARE AND SPA to transport my dog(s) in a motor vehicle for purposes such as veterinary visits or for any other such reason if necessary. I understand and agree to the risks associated therewith. **Initial:** _____
 - To qualify for interactive daycare, eligible dogs are required to be spayed or neutered and temperament tested. (Pups younger than 8-months-old needn't be spayed or neutered.) Dogs not eligible for interactive daycare may still board and will have a minimum of four and up to six 5/10-minute leash free spacious back yard rotations. **Initial:** _____
 - Due to the fragile nature of pups under 6 pounds and the elevated risk of injury due to rough play, pups under 6 pounds may not be eligible for interactive play. The determination will be made at store level and may fluctuate depending on the dynamics of the playgroup. **Initial:** _____
 - Pups 9 years or older may be placed on our limited playtime (traditional limited play hours are 7:30am-10am and 3:30pm-5pm). The determination will be made at store level. **Initial:** _____
 - I represent that I am the legal owner of said dog(s) **Initial:** _____
 - Pups that are left in our care over 30 days with no payment are subject to owner surrender. **Initial:** _____
- ADDITIONAL HEALTH POLICIES**
- Any dogs showing signs of extreme lethargy or signs of heat stress will be taken to the veterinarian immediately even if we are unable to contact you first. **Initial:** _____
 - Dogs that are heartworm positive or undergoing heartworm treatment are not permitted for any services. Once the treatment for heartworms is complete, veterinary recommendation is to wait 6 months before testing for heartworms to avoid a false positive. Once your pup is heartworm negative, they are permitted to use services at Lucy's. **Initial:** _____
 - Dogs susceptible to over-heating, geriatric, have a heart murmur, Cushing's or other medical conditions may be placed on a limited playtime. **Initial:** _____

- Non-spayed females that are in heat or pregnant females are not permitted for any services. If your pup goes into heat during their boarding stay, she will need to be picked up by an alternate party or transferred to a vet. Females who have had an ovarian sparing spay are not eligible for interactive daycare. **Initial:** _____
- For the safety of your dogs, non-spayed females and non-neutered males, over the age of 8 months cannot board together and will receive separate individual potty rotations. **Initial:** _____
- In the event your dog(s) need to be taken to the veterinarian for non-emergency purposes, there is a \$20.00 fee associated per dog. **Initial:** _____
- Lucy's is a flea-free environment. If a dog has fleas/ticks, the dog will be given a Capstar and bathed at the owner's expense. **Initial:** _____
- For recently spayed/neutered pups, we recommend 7-10 days after surgery to return for services. Pups who have stitches are not eligible for interactive daycare, or grooming. **Initial:** _____
- Pups with open wounds, fresh hot spots, or stitches are not eligible for interactive daycare or grooming services. **Initial:** _____
- I understand that boarding, interactive daycare, and grooming may cause stress to my dog(s). This could lead to stress induced diarrhea/vomiting, commonly known as "stress colitis". I do not hold Lucy's Doggy Daycare & Spa liable for this occurrence. **Initial:** _____
- During interactive outdoor play, my dog may be exposed to insects such as ants, bee's, or wasp's. I give Lucy's Doggy Daycare & Spa consent to take my dog to a veterinarian to treat my dog(s) at the owner's expense if my dog(s) ingest or get stung by said insect. **Initial:** _____

VACCINATION POLICIES

- We require documentation of Rabies and Distemper /Parvovirus every year or 3 years (depending on the vaccines your veterinarian administers), Bordetella annually and we highly recommend the bivalent canine influenza vaccine (H3N2&H3N8) annually. Any expired vaccination must be administered 5 days in advance of boarding/daycare or grooming. Lucy's does not accept home administered vaccines, hand written vaccines, sticker/checkmark booklets and require all vaccinations to be administered by a licensed veterinarian listed on a printed invoice. **Initial:** _____
- Puppies must be at least 16 weeks old and finished with their puppy boosters before they can come in for any services. We require at least 1 distemper/parvo booster and the yearly vaccine, a current rabies vaccine and an annual Bordetella vaccine. Once they receive their last booster there is a 5-day waiting period that starts the day after the last booster is given before they can come join in the fun. **Initial:** _____
- I certify that my dog(s) is/are current on all vaccinations and is/are to my knowledge in good health. and to my knowledge; said dog(s) has not been exposed to Distemper, Rabies, or Parvovirus within the last 30 days. **Initial:** _____

BOARDING/HOLIDAY POLICIES

- A boarding charge applies when a dog stays overnight at LUCY'S DOGGY DAY CARE AND SPA. Although a dog may not stay the second night, a day care fee will be added if the dog is not picked up within *a 28hr period of the initial drop off*. Late fees will apply if pet is picked up after closing hours: \$1.00 per minute will be billed. **Initial:** _____
- There is a \$5 per day charge when feeding your dog with "house" food (House food is Purina Veterinary Diet EN). **Initial:** _____
- We cannot guarantee that toys and orthopedic beds will be kept in the same condition as brought in. For safety reasons, tennis balls and rawhide are NOT permitted. **Initial:** _____
- LUCY'S DOGGY DAYCARE & SPA requires a credit card saved on file for all boarding reservations at the time the reservation is made. Payment for half of your pups boarding stay is required at the time of drop off if staying seven or more nights. Reservations extended past 7 nights; half of the anticipated stay will be charged. **Initial:** _____
- During holiday time periods we require notification of cancellation 48 hours prior to your reservation. One night's stay will be charged if notification is not received within this time frame. **Initial:** _____
- There is a \$5 holiday surcharge per dog, per night, for the following dates: the day before Memorial Day, Memorial Day, July 3rd/4th, the day before Labor Day, Labor Day, Thanksgiving Eve, Thanksgiving, Christmas Eve, Christmas Day, New Year's Eve and Day. The quantity stay discount is not valid during holidays. (We do not offer daycare services the day after a holiday for dogs that are not eligible for "interactive" daycare.) **Initial:** _____
- For the safety of your dog(s), Lucy's Doggy Daycare & Spa only allows dogs who live in the same household to board together. **Initial:** _____
- All pups need to be able to be handled and cared for by our staff. In the event your pup is not able to be handled, or is showing signs of aggression, he/she will need to be picked up immediately. **Initial:** _____
- Please bring medications in a container (preferably in the original bottle). There is no charge for administering medication. **Initial:** _____

GROOMING POLICIES

- In the event that my pet is matted, I understand there may be an additional de-matting charge. There may be a wiggle-worm fee for dogs that require additional handling. For the safety and comfort of your dog, Lucy's reserves the right to refuse service if your dog has extreme matting or is extremely hard to handle. **Initial:** _____
- If your pet is excessively matted a Smoothie/Shave Down fee starting at \$10 will be applied. Excessive matting may cause skin irritation, hematomas or discomfort due to limited blood flow as a result of the matting. **Initial:** _____
- In an effort to provide great service for all of our grooming clients, any no shows or appointments cancelled without at least 24 hours' notice will be charged a \$20.00 cancellation fee. If you are late for your appointment, your appointment is subject to be rescheduled. **Initial:** _____
- If a pup is dropped off 30 minutes prior to your appointment time, or picked up 1 hour after the notification call that your pup is ready, a half-day daycare fee of \$25.00 will be applied, and your pup(s) will be placed on the daycare potty rotation. **Initial:** _____

I HEREBY AGREE TO THE ABOVE AS OWNER OF THE DOG(S).

Signature _____ Date _____

BORDETELLA (Kennel Cough) Agreement

LUCY'S DOGGY DAY CARE AND SPA follows the American Boarding Kennels Association recommendation requiring the Bordetella (Kennel Cough) vaccination annually. However, vaccinated canines are still susceptible to various strains of the virus. The vaccines for Bordetella only cover a few strains of the virus.

I understand that although my dog is vaccinated against Bordetella, it is not a guarantee that my dog will not contract some form of the virus. I also understand that although rare, Kennel Cough can evolve into more serious respiratory infections that may become critical, i.e. bronchopneumonia or chronic bronchitis. It is a heightened risk for puppies, senior dogs or immunocompromised dogs. I understand these risks and will not hold LUCY'S DOGGY DAYCARE AND SPA liable or responsible for any veterinary expenses.

Signature _____ Date _____

Helpful Tips

Items recommended for overnight boarding:

- Properly leashed.
- Food: preferred individually bagged per serving, per day, per dog – no glass containers.
- Treats, if desired.
- Medication if needed; please know dosage, frequency, medication name and store in a container
- Toys, if desired. Please limit to two toys.

Note: please arrive no later than 30 minutes until closing, to help acclimate your pup.

****Lucy's Doggy Daycare & Spa will provide water & food dishes as well as daily laundered blankets & bedding****

Items recommended for daycare:

- Properly leashed
- Food, if feeding is desired. Preferred individually bagged per serving, per dog – no glass containers
- Medication if needed; please know dosage, frequency, medication name and store in a container

****Lucy's Doggy Daycare & Spa will provide water & food dishes as well as daily laundered blankets & bedding****

Check-Ins/Outs may take a few extra minutes while "Running the Dogs" in and out of our facility. Lucy's Doggy Daycare & Spa runs our pups in & out from the dog park at approximately 7:30am, 12:00 noon, 3:30pm, & 6:00pm.

How did you hear about us? Direct Mailer/Valpack: _____ Drove By: _____ TV Segment: _____ Name of Friend: _____

Dog Park: _____ Hotel: _____ Special Event: _____ Saw Van: _____ Apt/Loft: _____ Specific Rescue Organization: _____

Internet: Please specify (Google, Bing, Yelp, Yahoo, Facebook or Other Search Engine) _____ Other: _____

Billboard: Hwy 35: _____ Hwy 1604: _____