

Canine Country Club Forms

2150 Delavan Drive, Suite 1, West Des Moines, Iowa 50265

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Monday - Friday: 7am - 6pm Saturday & Sunday: 8-9am & 5-6pm

Luxury Suites | Premium Boarding | Professional Dog Grooming | Dog Daycare | Day Boarding
Training | Private Training | Board and Train | Play and Train
Exclusive ARL Training Partner | ARL Group Obedience Classes

Owner Information

Parent Information:

Parent's Name: _____

Address: _____

City: _____

State/Zip: _____

Email (required): _____

Cell Phone: _____

name

Cell Phone 2: _____

name

Home/work Phone: _____

Emergency Contact Name: _____

Emergency Contact Phone Number: _____

How did you find out about Canine Country Club? _____

Dog Information:

Dog's Name: _____

Dog's Breed: _____

Dog's Weight: _____

Dog's Birthday or Approximate Age: ____/____/____

Male	Female
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Spayed	Neutered	Intact
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Vet Information: Vet Clinic Name: _____ **(we MUST have this)**

Vet Clinic Phone Number: _____ **(we MUST have this)**

Name Listed on Account at Vet's Office: _____ **(We must have this)**

Is your dog allowed to be given treats by the staff for good behavior? Yes No

Does your dog have any of the following behavioral issues? (please be honest and give us as much information as possible, this is very important for us to keep your dog as safe as possible.) (please circle)

Aggressive	People Aggressive	Dog Aggressive	Food Aggressive
Biter	Poop Eater	Digger	Excessive Barking
Excessive Marking	Excessive Mounting	Food Allergy	Jumper
Not House Trained	Separation Anxiety	Toy Possessive	Fence Climber

Is your dog crate trained? Yes No

Does your dog stay in a crate while home alone or at night? Yes No

Does your dog have any allergies? Yes No If yes, please explain:

Has your dog had an injury or surgery recently? Yes No If yes, please explain:

Does your dog have any physical conditions we need to be aware of?

Is your dog friendly with other dogs?

Has your dog played with other dogs at a dog park or another daycare? Yes No

How did s/he like it?

Has your dog attended daycare or boarding anywhere else before? Yes No

Where has your dog attended boarding or daycare (this gives us an idea of how your dog may have been previously handled in a co-mingling situation)?

Why are you not returning there? (please indicate if you chose to leave or if your dog was excused. Being excused from another facility DOES NOT mean your dog cannot attend CCC, but, it will help us know how to best care for them while staying with us)

Is there anything your dog is afraid of or doesn't like?

What method do you use to reward your dog? (praise, petting, treat, etc?)

What method do you use to correct your dog? (verbal, collar correction, e-collar, prong collar, withholding of rewards, etc.)

Anything else you want us to know about your dog that will help us better care for him/her?

GENERAL OWNER AGREEMENT FORM

Section 1: GENERAL FEE AGREEMENT

1. Boarding and Daycare Payment:

- a. Boarding: Boarding payments are due at the end of the dog's stay when s/he is picked up from CCC. If your dog is staying over 10 days, you may be asked to make partial payment at drop off or mid-way through your dog's stay.
- b. Daycare: Payment must be made when your dog is picked up from daycare. The exception are those who have prepaid for a daycare package. All daycare packages must be prepaid.
- c. There is a \$20 fee for all returned checks.
- d. No further boarding or daycare services will be rendered to any client with an outstanding balance.

2. Grooming Payment:

- a. Grooming: Payment must be made when your dog is picked up from grooming.
- b. If your dog has any matting, and you do not want to incur matting charges, this must be discussed with the groomer when the dog is dropped off. Otherwise, matting removal is charged at a rate of \$60/hour and will be added to your grooming charge.
- c. There is a \$20 fee for all returned checks.
- d. No further grooming services will be rendered to any client with an outstanding balance.

3. Late Fees/Pick Up of Dog:

- a. I agree if I bring my dog to CCC that I will pick my dog up by closing time, or closing time on the last day of my dog's scheduled boarding stay.
- b. If I am not able to pick up my dog by closing time, or by the day and time scheduled with my dog's boarding stay, that I will contact CCC to arrange another pick up time during regular business hours.
- c. An additional late charge of \$5 (five) per 15 (fifteen) minutes up to a half hour, or \$10, will be charged for late pick up.
- d. Any dogs not picked up by their owner one half hour (30 minutes) past closing time, will be fed and placed in boarding for the evening and you will be charged the late fees, in addition to boarding and in-house feeding.

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Section 2: General Agreement and Release Form

1. By enrolling my dogs at Canine Country Club. I represent that I am the legal owner of the named dog(s) and I assume all risks, dangers and responsibility for injuries to the named dog(s). Owner understands and agrees that Owner is solely responsible for any harm to or by Owner's dog(s) while Owner's dog(s) is/are attending Daycare/Boarding/Grooming.
2. All dogs must pass a general behavior assessment in order to attend Daycare at Canine Country Club. No dog may be admitted that shows any signs of any type of aggression. As an owner, I further understand and agree that in admitting my dog(s) to Daycare, that I am representing to Canine Country Club that my dog(s) is/are in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person or other dog. If my dog(s) is/are being enrolled solely in boarding, I am representing that my dog(s) has not shown aggression toward any person. Any dog demonstrating aggression or other behavior deemed unacceptable by Canine Country Club staff may be required to leave Daycare and/or Boarding and/or Grooming immediately.
3. Abandonment of Animal: I understand that, in accordance with the Iowa State Law, a dog not claimed for 24 hours after close of business on the day s/he attended CCC for daycare, grooming or boarding, by the agreed upon pick up date and time, is considered abandoned. At which time CCC will send a notice by certified mail to the last known address of the owner. For fourteen (14) days after mailing the notice the owner has the right to reclaim their dog upon payment of the dog's entire stay and all services rendered at the listed price of CCC. After 14 days, your dog becomes property of CCC and can be taken to a shelter or re-homed to the home of CCC's choosing. (Chapter 162.19 of the Iowa Code)
4. I understand that I am solely responsible, as well as financially responsible, for any harm or damage caused to another dog or any property damaged by my dog(s) while attending CCC. I hereby indemnify CCC, its owners, officers, employees, volunteers, pet parents and potential clients for any loss, liability, damage or costs they may incur due to any harm caused by my dog(s).
5. I understand that any personal items I bring with my dog may get lost or destroyed and will not hold CCC responsible for replacement. This includes, but is not limited to, dog beds, dog toys, blankets, bowls, collars, leashes, food, etc.
6. I agree to indemnify CCC for any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind caused by my dog(s) during the course of attendance at CCC, including without limitation, legal costs and attorney fees.
7. I agree to release and hold harmless CCC, its owner, employees, agents or otherwise from any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind, whether known or unknown, suspected or unsuspected, relating in any way to the services provided herein, including without limitation injury, death, sickness, loss or damage my dog(s) may suffer during or after attending CCC.
8. I further understand and agree that my dog(s) will have access to a fenced outside area. I agree to assume full liability if my dog(s) escape.
9. I understand that dogs are inherently dangerous animals that bite and fight and carry communicable diseases. Should my dog get sick or be injured at CCC or after arriving home from CCC, I agree to release CCC, its owner, staff, and volunteers of any liability and be responsible for all my dog's medical or other costs.
10. In the case of an emergency or other circumstances requiring the attention of owners, Canine Country Club will do their best to notify the owners. I understand it is my responsibility to ensure that Canine Country Club has my up to date information including phone number, address, and email address.

By signing I agree to all the terms and conditions of Canine Country Club's Rules and Regulation and Owner Agreement and Release Form:

Signature

Date

Owner Veterinary Care & Medical Release Form

1. In the case of an emergency, Canine Country Club will do their best to notify the owner. Please indicate the best emergency contact information for the owner, and an alternate contact and their phone number. Your alternate contact must be able to reach you or pick up your dog in the case of an emergency:

2. Boarding extremely old, chronically ill or otherwise debilitated pets requires extra care; which Canine Country Club is happy to provide! However, special-needs pets, puppies and senior pets naturally have a higher risk of injury, stress-related illness, or exacerbation of any pre-existing condition. As such, by boarding your special-needs pet, puppy or senior pet with us you are waiving any claim for injury or illness experienced by your pet while in our care.
3. I understand and agree that during normal dog play, that my dog(s) may sustain injuries. All dog play is monitored by the staff of Canine Country Club to avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision.
4. All dogs at Canine Country Club are required to be vaccinated for Bordatella (Kennel Cough) but there is a chance that a dog can still contract Kennel Cough. I agree that I will NOT hold Canine Country Club responsible if my dog(s) contract Kennel Cough or any other parasites/disease. Further, if any sort of communicable illness is present at Canine Country Club, we will do our best to promptly notify clients of any issue.
5. Should a dog be observed to have fleas or ticks while attending daycare, a treatment will be applied at market value plus a \$15 application fee.
6. I understand that the cost veterinary treatment will be my responsibility no matter how the injury or illness occurred
7. If a dog dies at the facility, CCC has the right to require a necropsy (dog autopsy) at CCC's expense.
8. I agree and understand that any problems that develop with my dog(s) will be treated as deemed necessary by CCC, in their sole discretion, and that I assume full responsibility for any and all expenses involved. I authorize CCC to contact the veterinarian indicated on the Enrollment Form, CCC's veterinarian, or an after-hours emergency veterinarian in the event of an emergency to provide appropriate medical treatment to my dog(s) if I am unable to be contacted.
9. In the case that Canine Country Club must make a life-saving decision involving a dog, an owner may not always be able to be notified in advance. In such a scenario, Canine Country Club will do whatever it deems necessary to save the dog's life.
10. If you do not authorize life sustaining procedure to be used for your dog, please advance such in writing. A copy of this will be retained in your file.

Signature

Date

Canine Country Club (CCC) Rules & Regulations (Please read thoroughly)

To ensure the health and safety of all dogs, dog parents, visitors and employees at our facility, Canine Country Club Management asks that everyone comply with, and be aware of, the following facility rules:

1. **Leashes: Dogs must be ON LEASH AT ALL TIMES while on CCC property. THIS IS FOR THE SAFETY OF YOUR OWN DOG! NOT EVERY DOG THAT ATTENDS CCC IS HERE FOR DAYCARE AND FRIENDLY WITH OTHER DOGS.**
2. **Vaccination Requirements: All dogs that enter the CCC facility must be current on Bordatella, Distemper and Rabies (exception on Rabies for dogs under 6 months old).**
3. **Flea/Tick Preventative:** Your dog must also be current on a monthly flea and tick preventative. If we find fleas or ticks on your dog, we will make an attempt to call and notify you, but, either way we will treat them immediately and you will be charged for a bath at the regular price for your dog's weight and flea treatment surcharge of \$15 at pickup, no exceptions.
4. **Health:**
 - a. Please do not bring your dog to CCC when they are sick.
 - b. If your dog is acting at all "off" please keep him or her home.
 - c. Dogs are most contagious with communicable diseases and shed the virus for 5-10 days prior to showing any symptoms.
 - d. If your dog is showing any of the following symptoms: vomiting, diarrhea, runny nose, goopy eyes, coughing or hacking (even once or twice, dogs don't cough) please do not bring them to CCC.
 - e. Any dog that arrives at CCC that we suspect may be sick will be sent home.
 - f. If your dog has been sick, please do not bring them back to CCC until they have been SYMPTOM FREE for more than 5 days.
5. **Age and Sex:** CCC accepts puppies over 8 weeks once they've had two (2) rounds of puppy vaccinations. To participate in daycare, **any dog over 7 months old must be spayed or neutered.** Intact dogs can still attend CCC for boarding, grooming, training or day boarding (similar to daycare, but with 30 minutes of private play time with a staff member and potty breaks).
6. **Food:** When boarding, please bring enough food for your dog's stay. We require that you individually bag the food in a ziplock bag for each meal and provide 1 or 2 extra meals in case of an emergency. If you prefer we feed your dog our house food, you will get a choice between "regular, grain-included" for \$2.50/meal up to 4 cups/day, or "premium, grain-free" for \$3.50/meal up to 4 cups/day.
7. **Belongings:** Dogs staying in CCC's Luxury Suites can bring beds, toys or any belongings that are not a choking hazard for their stay (luxury suites have solid walls). We ask that dogs staying in Premium Boarding not bring any of their own belongings, because we cannot guarantee the safe and intact return of these items. All dogs are provided Orthopedic Kuranda beds or other bedding to sleep on.

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8. Communication – current phone number, email, and vet contact information **REQUIRED**

- a. CCC requires all current customers to have an updated and accurate phone number on file. CCC will contact you immediately if your dog is sick or injured while in our care. We must have a phone number at which to reach you, or an emergency contact who can make decisions on your behalf about your dog's care.
- b. CCC requires all current customers to have an updated and accurate email address on file. Blast email is our **ONLY** means of communication if we have a situation where we need to close the facility (weather related, contamination of a contagious virus, unexpected or scheduled maintenance, etc.)
- c. We **MUST** have your current vet's clinic name and phone number on file. This would be the vet that gave your dog their last round of vaccinations. If you change vets, please notify us.

9. What to expect:

a. Daycare:

- i. Temperament Evaluation: At CCC we do the daycare temperament evaluation on the dog's first day of daycare. If your dog is determined to not be suitable for group play at CCC, they will be placed into day boarding and get solo play time with a staff member along with potty breaks.
- ii. Daycare Schedule:
 - 1. 7am – 9am: Drop Off (Dogs kenneled for safety)
 - 2. 9am – 11:30am: Playtime indoors and outdoors
 - 3. 11:30am – 1:30pm: Lunch/Naptime/Quiet Time (dogs kenneled)
 - 4. 1:30pm – 4:30pm: Playtime indoors and outdoors
 - 5. 4:30pm – 6pm: Pick up (Dogs kenneled for safety)
- iii. Expect your dog to be very tired after daycare. Your dog doesn't typically play for this many hours every day. All dogs have access to water all day, but sometimes they're so busy playing they forget to drink enough, so they may be extra thirsty coming home from daycare. Please offer them water, but don't let them gorge and get sick.
- iv. Just like kids in school, dogs can sometimes play rough with their friends and cause minor scratches, scrapes, nicks or cuts on other dogs while playing in a NON-aggressive manner. Our daycare attendants are extensively trained in aggression, body language and behavior and separate dogs immediately when there's any sign of play turning into a fight. While it is a rare occurrence, it is also our policy to call parents immediately if any injury happens that could need medical attention to let you make the decision how to proceed.

b. Holidays:

- i. Daycare: CCC has daycare restrictions surrounding holidays. Before and after most major holidays, and during the holiday, including Spring Break, we only take a very limited number of daycare dogs. Sometimes this means daycare will be **closed** and only dogs with Monthly Unlimited packages can attend.
- ii. Boarding: There is a 3 (three) night minimum stay required for boarding over Thanksgiving, Christmas, Spring Break and July 4th

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c. Boarding:

- i. Boarding is charged in 24 hour time periods and includes 2-4 hours of daycare time per day; or, approximately 30 minutes of private play time with a staff member, plus additional potty breaks, for dogs who cannot attend daycare. If your dog stays later than their drop off time on the day of pick up, there is an additional half day boarding charge of \$17.50 - \$19.00.
- ii. Boarding Billing:
 1. For example: If you drop one dog off for Boarding on Saturday at 8:30am, and you pick your dog up on Sunday morning prior to 8:30am you will be charged for a one night stay at listed value. If you drop your dog off Saturday at 8:30am and pick up Sunday at any time after 8:30am you will be charged the boarding price plus a half day boarding price at listed value.
- iii. All dogs who pass their temperament evaluation and are social attend daycare with the daycare dogs for a minimum of 2-4 hours per day
- iv. Dogs that are not social get private play and potty time, indoors and out, multiple times per day with a staff member
- v. Canine Country Club reserves the right to remove any dog from daycare and move them to private play time for any reason we deem necessary
- vi. Boarding Schedule - weekends (times depend on number of dogs boarding)
 1. Dogs boarding on weekends get 2-4 hours of play time in daycare
 2. 7am - 10/11am - potty, breakfast, rest, play and potty time
 3. 3/4pm - 7/7:30pm - potty, dinner, rest, play and potty time
- vii. Boarding Schedule - weekdays
 1. Boarding dogs receive 2-4 hours of daycare time per day if they're social or private play and potty time if determined the dog is not suited for daycare. CCC reserves the right to make any dog solo play when it is in the best interest of safety for all dogs
 2. 6:30 – 7am: Morning potty
 3. 7am – 7:45: Rest before breakfast (to prevent bloat)
 4. 7:45 – 8:15: Breakfast
 5. 8:15 – 9am: Rest after breakfast (to prevent bloat)
 6. 9am: start daycare schedule
 7. 4:30 – 5:15pm: Rest before dinner
 8. 5:15 – 5:30pm: Dinner
 9. 5:30 – 6:15pm: Rest after dinner
 10. 6:15: Last play and potty before bedtime
 - a. Since all dogs get a lot of play time, it is very common for them to come home and be very tired for 1-3 days. They may not eat as much as normal for a couple days as their body readjusts to their normal schedule
 - b. It is also common that your dog could have a loose stool when they come home. The increase in play and exercise, which also causes increases in adrenaline and endorphins, combined with the excitement of coming home can cause diarrhea. This is easily cured by adding a tablespoon of canned pumpkin to their food, Firm Up, or asking your veterinarian for the appropriate dosage of Imodium or metronidazole.

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viii. Holidays

1. A minimum 3 night stay is required for the following holidays:
 - a. Thanksgiving
 - b. Christmas
 - c. Spring Break
 - d. 4th of July, Independence Day
2. CCC is closed for business on the following holidays – but we are still at CCC caring for the dogs staying with us:
 - a. New Year's Day
 - b. 4th of July, Independence Day
 - c. Thanksgiving Day
 - d. Christmas Day
3. Limited Hours: Days when CCC is open for only boarding drop-off and pick-up
 - a. Day after Thanksgiving
 - b. Day after Christmas (depends on the year)
 - c. New Year's Eve (depends on the year)
 - d. Memorial Day
 - e. Day after July 4th (depends on the year)
 - f. Labor Day

ix. Peak Season Pricing

1. Due to the increased number of staff required during peak season times, CCC will be charging peak season pricing
2. Peak Season Pricing will be \$3 per night per dog
3. Peak seasons are:
 - a. A week before Memorial Day to a week after Labor Day
 - b. A week before Thanksgiving to a week after Thanksgiving
 - c. A week before Christmas to a week after New Years
 - d. A week before WDM school district Spring Break to a week after
4. If your stay falls partially in Peak Season and Partially in non-Peak Season, you will be charged Peak Season pricing for your entire stay

I have read, understand and agree to comply with Canine Country Club's Rules and Regulations:

Signature

Date