

# Canine Country Club - 515-221-0300

## Rules and Regulations Cheat Sheet - PLEASE READ THOROUGHLY!!!

Please also read the entire contract to know CCC's Rules, Regulations and Liability Agreements

### 1. Daycare, Boarding and Grooming RESERVATIONS and CANCELLATIONS are REQUIRED

- a. We do allow drop-in daycare without a reservation for an additional \$5/full day or \$3/half day
  - b. Please note that if you do drop-in daycare we can't guarantee we will have space for your dog, so please make a reservation.
  - c. A boarding deposit of \$50 for all holidays, \$50 for luxury suites and \$25 for non-holiday premium boarding will be required to hold your reservation. Your deposit will be deducted from your total at checkout.
  - d. You have 7 days prior to your arrival date to cancel your boarding reservation and receive a refund of your deposit. Any boarding cancellations made less than 7 days prior to your reservation will forfeit your deposit.
  - e. **Daycare Cancellations are REQUIRED** because we are at capacity. If you do not cancel your daycare reservation prior to the day of your reservation you will have a day taken off your package or you will be charged \$22 at your next check out. You cannot cancel daycare the day of without having to pay the cancellation fee.
2. ALL dogs must be on leash and controlled by the parents while in the lobby and parking lot at all times.
  3. ALL Boarding dogs that pass the temperament test receive a minimum of 2-4 hours of daycare time each day, including weekends, included in the boarding cost. They also get a minimum of 4-6 additional potty breaks.
  4. We have a late night Kennel Attendant who is on site until 11:30pm to do health and safety checks and take all boarding dogs out for a late night potty break. Our morning kennel attendant arrives at 5:30am to potty the dogs.
  5. ALL dogs entering the facility must be vaccinated for Distemper, Rabies and Bordetella and MUST be on a flea/tick preventative YEAR ROUND! (puppies do not need their rabies vaccine until 6 months of age).
    - a. **It is the PARENTS responsibility to make sure we have up to date vaccination records on file.** Per a new law, we can not call your veterinarian for vaccinations, so it's your responsibility. CCC does not allow unvaccinated dogs or dogs with expired vaccinations in the facility due to state law.
  6. Puppies over 8 weeks may attend CCC as long as they've had 2 rounds of Distemper/Parvo and their Bordetella vaccine.
  7. Per Iowa State Law, dogs over 6 months of age need to be spayed or neutered to participate in daycare.
  8. We will gladly board intact dogs, but they will have to have individual potty and play time
  9. We will NOT board any females in heat. Just because your dog is vaccinated for kennel cough does not mean they might not still contract it. Kennel Cough has many strains and the vaccination only prevents against a few, just like the human flu shot.
  10. Remember, dogs are just like kids in school. They spread viruses to each other and can become ill when in close proximity to or co-mingling with other dogs.
  11. Again, just like kids in school, dogs can play rough. Your dog may come home from daycare or boarding with minimal scratches or marks. If any serious injury occurs we will notify you immediately. But just remember, dogs have nails and teeth and often use both in appropriate play manners.
  12. Dogs boarding in a Luxury Suite can bring any bedding/toys from home they wish. Dogs boarding in regular boarding cannot bring bedding/toys from home as we cannot guarantee the items will come home intact.
    - a. We DO NOT allow ANY toys or treats that are a choking hazard, such as rawhides, etc. If we determine your toy or treat to be a choking hazard we will not give it to your dog during their stay.
    - b. Just because your dog doesn't chew up his bedding at home doesn't mean he might not chew it up here. We cannot guarantee the safe and intact return of your personal items. If your dog is chewing on a bed or blanket it will be removed from their kennel as this is a choking hazard.
    - c. We offer add-on toys and treats that are not a choking hazard for your dog at a low cost.
    - d. ALL dogs staying at CCC are provided with an orthopedic Kuranda bed to sleep on at night.
  13. **All boarding dogs must bring enough food for their stay bagged in individual baggies per meal, plus a couple extra in case of emergency.**
    - a. If you do not bring food from home, we are more than happy to provide your dog with our house food
      - i. Grain Free Food: \$3.50/meal up to 4 cups
      - ii. Non-Grain Free Food: \$2.50/meal up to 4 cups

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14. A **minimum 3 night stay and \$50 deposit** is required over Thanksgiving, Christmas and Spring Break. Your dog does not have to stay all 3 nights, but you will be charged for 3 nights.
15. Peak season pricing of an **additional \$3/night/dog** will be charged over Thanksgiving, Christmas, Spring Break and summer (Memorial Day to Labor Day) due to the extra staff we have to have on hand to care for the dogs.
16. Daycare and boarding dogs will be kenneled during drop off, lunch/nap time and during pick up.
17. All boarding dogs will be kenneled when not in daycare or out for potty breaks
18. CCC only accepts cash or credit card, this includes Board and Train. If you are taking classes or private lessons with Tonja Osborn, check or cash is required.
19. Boarding is charged in 24 hour time periods. If you pick up later than your drop off time, an additional ½ day boarding charge of \$20 will be applied to your bill.

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Signature

Date

## A few things to note when you go home

- **Your dog is going to have an AWESOME time staying at CCC! We have so much fun with all the dogs and most get to participate in daycare as long as they're social.** Dogs that pass the temperament evaluation get a minimum of 2-4 hours of daycare time per day. Sometimes your dog is having so much fun they will not eat or drink as much as normal. So it's to be expected that they may be hungry and thirsty when arriving home. All dogs are supplied with, or have access to water at all times and are offered all meals supplied by the parents.
- While staying at CCC, your dog may not eat all or any of their food. We will apply canned food free of charge and do everything we can to entice your dog to eat, but we can't force them to eat, so they may come home hungrier than usual.
- Your dog will be getting more activity than they're used to while staying at CCC. This means they may burn more calories than what they're taking in. So over a boarding stay your dog may lose a little weight or come home hungrier than normal. Feel free to increase their food intake while boarding with us.
- Boarding can be a stressful situation for a dog. Your dog may come home and vomit or have diarrhea. This does not mean they're necessarily "sick." It's just a reaction to the stress of being away from home and all the extra adrenaline and endorphins that have been going through their system while playing in daycare and having fun with their friends! If vomiting or diarrhea persists, please take your dog to the vet. Sometimes there may be a little blood in your dog's stool if they have diarrhea. This is NOT an emergency. It's colitis caused by stress bacteria in the gut. It will most times clear up on its own. If your dog does have diarrhea when arriving home, we recommend a tablespoon or two of pure pumpkin puree on their food or Firm Up! to stop the diarrhea. You can also call your veterinarian for the appropriate dosage of Imodium or for a prescription of Metronidazole. If bloody diarrhea persists, please take your dog to the vet for a check up to get their gut flora back to normal levels.
- Just like kids in school, dogs can play rough with one another in a suitable play manner. Your dog may come home with scratches or nicks from the teeth and nails of other dogs occurring during appropriate play. We monitor the dogs playing 100% of the time, so we are always maintaining appropriate play.
- Please make sure to offer your dog plenty of water when they get home. Sometimes they're having so much fun playing that they will forget to drink their daily intake of water and may be thirstier than normal when arriving home. This can cause some dehydration in your dog.
- It is common for dogs to be overly tired or somewhat lethargic when arriving home, it just means they were having a blast playing with all their friends while at CCC and need to catch up on some sleep.
- If your dog is vomiting, has diarrhea or gets injured while at CCC, we will call you immediately to notify you about what's going on with your dog.
- Your dog may get a little dirty or smelly while having fun playing with all his friends. **We recommend that you schedule a bath before your dog goes home.** If you don't, please note your dog may be a little dirty or smelly from playing with all his friends.
- **Don't forget, your dog is going to have an awesome time staying at Canine Country Club! They'll make all kinds of new friends and get to party and play with our amazing, professionally trained staff!**

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# Canine Country Club Forms

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

P: (515) 221-0300 | F: (515) 954-7729 | [info@ccc-wdm.com](mailto:info@ccc-wdm.com) | [www.CANINECOUNTRYCLUBwdm.com](http://www.CANINECOUNTRYCLUBwdm.com)

Monday - Friday: 7am - 6pm - Saturday & Sunday: 8-10am & 4-6pm

Luxury Suites | Premium Boarding | Professional Dog Grooming | Dog Daycare | Day Boarding  
Training | Private Training | Board and Train

## Owner Information:

Parent Information:

Parent's Name: \_\_\_\_\_ Date: \_\_\_\_\_

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

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

Email (required): \_\_\_\_\_

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

name

Cell Phone 2: \_\_\_\_\_

name

Home/work Phone: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ (this must be someone in town who can pick up your dog if they become sick, injured, aggressive, etc. and we **MUST HAVE** an emergency contact on file)

Emergency Contact Phone Number: \_\_\_\_\_

How did you find out about Canine Country Club? \_\_\_\_\_

**IMPORTANT:** Please make sure we have your **ENROLLMENT FORMS, PERSONALITY PROFILE** and **VACCINATION RECORDS** prior to your dog's first visit at CCC. These forms and records can be emailed to [info@ccc-wdm.com](mailto:info@ccc-wdm.com) or faxed to 515-954-7729 or dropped off in person prior to your dog's stay. **PLEASE NOTE:** Any dog without current vaccinations on record with us will not be permitted in the building per State law. It is the **PARENT'S** responsibility to make sure we have **UP TO DATE VACCINATION RECORDS** in hand prior to their dog visiting CCC. We will no longer be calling for vaccination records as the vets will now not give them to us per a new law in the State of Iowa.

**Dog Information:**

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

Dog's Breed: \_\_\_\_\_

Color/Identifying Markings: \_\_\_\_\_

Dog's Nicknames: \_\_\_\_\_

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

Dog's Birthday or Approximate Age: \_\_\_\_/\_\_\_\_/\_\_\_\_ (puppies over 6 months are required by the State of Iowa to be spayed/neutered to participate in daycare)

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

## Dog Personality Profile - Please Provide Us with as Much Information as Possible

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

How long have you been your pet's guardian?

Where did you get your pet from?

If adopted, from where?

If adopted, any knowledge of past history? Any past history of aggression in general?

Has your dog been to another dog daycare facility before? Yes [ ☐ ] No [ ☐ ]

If so, where?

How long did they attend this other daycare facility?

Why did you decide to leave?

Was your dog dismissed from its previous daycare? Yes [ ☐ ] No [ ☐ ]

If so, why?

### Health:

Does your dog have any diseases or disabilities? Current or past?

Is your dog currently on any medications? For what? How often?

If so, how do you give the medication? Pill pocket, cheese, by itself, etc?

What flea/tick preventative is your dog on? (CCC requires ALL dogs to be on a flea/tick preventative ALL YEAR ROUND!)

Does your dog have hip dysplasia? Yes [ ☐ ] No [ ☐ ]

Are there any restricted movements to be placed on your dog's activities? (½ day of daycare? No outside time? etc.)

Does your dog have any food allergies?

Does your dog have any skin or inhaled allergies?

Is it okay if our staff adds our provided wet food to coax your dog to eat if he/she is not eating while boarding in our facility? Yes [ ☐ ] No [ ☐ ]

Is it okay to give your dog pumpkin or Firm Up! if they get a loose stool?

Does your dog require a slow feeder?

Does your dog normally "free feed" while at home? (unfortunately, for safety reasons we cannot free feed. We will pick up your dog's bowl after each meal and give it back to them at the next meal time)

### **Grooming:**

How does your dog react to having their nails trimmed?

How does your dog react to being given a bath? (Your dog may be given a bath while in our care if they get dirty even if you have not requested one)

Does your dog require any special shampoo? Hypoallergenic?

Does your dog have any skin issues?

Is your dog crate trained? Yes [ ☐ ] No [ ☐ ] (All dogs are required to stay in a crate while drying after a bath. Just because you didn't request a bath doesn't mean they may not get one. If they get dirty, they will receive a bath before going home)

Does your dog have any sensitive areas on their body, please explain:

### **Behavior:**

How does your dog behave around children? (Your dog will NEVER be exposed to children while in our facility, this is just for our knowledge)

Are there any other animals in your household? Yes [ ☐ ] No [ ☐ ]

If yes, list species, breed, sex, age and size. Please describe how your dog gets along with the other animals in your household:

Has your dog ever climbed a fence? Yes [ ☐ ] No [ ☐ ] If Yes, how tall of fence? \_\_\_\_\_

Has your dog ever had any formal obedience training? Yes [ ☐ ] No [ ☐ ]

What commands/cues does your dog know? Verbal, hand signals, etc.

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

Has your dog ever snapped at or bitten another dog? Yes [ ☐ ] No [ ☐ ]

If yes, please explain:

If yes, did it break the skin? Yes [ ☐ ] No [ ☐ ]

Has your dog ever growled at another dog? Yes [ ☐ ] No [ ☐ ]

If yes, please explain:

Has your dog ever snapped at or bitten a person? Yes [ ☐ ] No [ ☐ ]

If yes, please explain:

If yes, did it break the skin? Yes [ ☐ ] No [ ☐ ]

Has your dog ever growled at a person? Yes [ ☐ ] No [ ☐ ]

If yes, please explain:

Has your dog ever growled, snapped at or bitten someone taking food away from them? Yes [ ☐ ] No [ ☐ ]

If yes, please explain:

Are there any type of people your dog automatically dislikes? Men? Women? Skin Color? Sunglasses? Hats?

Are there any type of dogs your dog automatically fears or dislikes? Big dogs, small dogs, puppies?

Is your dog frightened by loud noises? If so, what types?

Do you take your dog to the dog park? If so, how often?

Has your dog ever had to leave the dog park due to their behavior? Yes [ ☐ ] No [ ☐ ]

If yes, please explain:

How much exercise does your dog receive on a daily basis?

How does your dog behave when meeting a new dog? On leash? Off Leash?

Why are you bringing your dog to doggy daycare? Please circle all that apply:

Just for fun	Helps with manners/training	Senior dog needs more attention during the day	Puppy needs to wear off some energy
Socialization	Anxious when left home alone	Exercise	Our other sitter/kennel is not available
My work schedule is crazy	My dog needs friends	Separation Anxiety at home	

Any other comments or information we need to know about your dog?

# 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. Daycare packages are NON-REFUNDABLE for any reason (even if your dog is dismissed from daycare by CCC)
- d. An extra charge of \$5 (Full Day) or \$3 (½ day) will be added to all daycare attendance without a reservation
- e. Reservations must be made by the prior day at 4pm to avoid the \$5 full day or \$3 half day drop-in fee
- f. If you show up for "drop-in" daycare, we cannot guarantee we will have room for your dog. If we are at capacity, your dog will be placed in day boarding and given as much play time as possible.
- g. **Daycare cancellations are REQUIRED!** Daycare is at capacity. If you do not cancel your daycare reservation prior to the day of your reservation, a day will be taken off your package or you will be charged \$22 at your next check out for your missed day.
- h. CCC only accepts Cash and Credit Card as payment, checks will NOT be taken as payment for services provided
- i. Checks will only be taken by Canine Training by Mystic Moon, Inc for training classes. Checks will not be accepted for Board and Train services.
- j. No further boarding or daycare services will be rendered to any client with an outstanding balance.
- k. A \$50 deposit for Luxury Suites and a \$25 deposit for Regular Premium Boarding are required at the time you make your reservation. A \$50 deposit is required for all boarding on holidays and Spring Break. Your reservation will not be held without a deposit and is refundable up to 7 days prior to your arrival date.

### 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. 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, daycare and in-house feeding.

\_\_\_\_\_ **Initial Here**



## 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/Training.
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 and/or Training 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 the 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:

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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:

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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 bordetella (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 of 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.
11. If I cannot be reached, I authorize an amount of \$\_\_\_\_\_ (you can write in unlimited in lieu of a dollar amount) in veterinary care to be provided for my dog. If care exceeds this limit, CCC will not have the vet proceed further with treatment. I understand this means my dog may not receive life saving procedures if they exceed the dollar amount listed. I understand parents are fully responsible for payment of vet services or reimbursement of payment to CCC for vet services before my dog will be released back to me.

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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 Bordetella, 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 for Distemper/Parvo and Bordetella (Rabies is not required until 6 months of age). To participate in daycare, **any dog over 6 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.

\_\_\_\_\_ **Initial Here**

## 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. We ask that on your first day you arrive between 7-7:30am for your dog to have his/her temperament test. If your dog arrives after 7:30, they will be temperament tested over the lunch hour. Owners do not stay for the test. If your dog is determined to not be suitable for group play at CCC, they will be placed into day boarding and get individual play time with a staff member along with potty breaks for the day.
- ii. If your dog's nails are too long and pose a danger to the other dogs in daycare, your dog will have to receive a nail trim before being allowed back in daycare. We will happily trim your dog's nails for you at a charge of \$14+tax.
- iii. Daycare Schedule:
  1. 7am – 9am: Drop Off (Dogs kenneled for safety)
  2. 9am – 11:30am: Playtime indoors and outdoors - 3 potty breaks
  3. 11:30am – 1:30pm: Lunch/Nap Time/Quiet Time (dogs kenneled)
  4. 1:30pm – 4:30pm: Playtime indoors and outdoors - 3 potty breaks
  5. 4:30pm – 6pm: Pick up (Dogs kenneled for safety)
- iv. 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.
- v. 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.
- vi. CCC reserves the right AT ANY TIME to remove a dog from daycare and make them solo potty and play time only. **Daycare is NOT guaranteed with boarding**, it is provided only to dogs that pass the temperament test. Any dog showing signs of aggression towards humans or other dogs will be removed from daycare immediately and made solo.

### 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 and Spring Break. Your dog doesn't have to stay 3 nights, but you will be billed for 3 nights.

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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** for dogs who pass and maintain the temperament testing; 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 \$20.
- 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, extra play time may be purchased**
- 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 (your dog will likely attend either the morning or afternoon daycare session, but not both) for \$10 your dog can attend both sessions.
  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.

**Initial Here**

**viii. Holidays**

1. A minimum 3 night stay is required for the following holidays (your dog does not have to stay 3 nights, but you will be charged for 3 nights):
  - a. Thanksgiving
  - b. Christmas
  - c. Spring Break
2. CCC is closed for business on the following holidays – but we are still at CCC caring for the dogs staying with us:
  - a. 4th of July, Independence Day
  - b. Thanksgiving Day
  - c. Christmas Day
3. Limited Hours: Days when CCC is open for only boarding drop-off and pick-up
  - a. Day after Thanksgiving
  - b. Day before or after Christmas (depends on the year)
  - c. New Year's Eve (depends on the year)
  - d. New Year's Day
  - e. Memorial Day
  - f. Day before or after July 4th (depends on the year)
  - g. 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 Thanksgiving to a week after Thanksgiving
  - b. A week before Christmas to a week after New Years
  - c. A week before WDM school district Spring Break to a week after
  - d. Summer from Memorial Day to Labor Day

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

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**Signature**

**Date**

## Kennel Cough Liability:

Kennel Cough is a common and highly contagious respiratory virus. Unfortunately, it is impossible to entirely safeguard against Kennel Cough. Even after being vaccinated with Bordetella, dogs may still acquire kennel cough (although usually a less severe form than they would have otherwise). The virus can incubate for up to two weeks, meaning that dogs who appear perfectly healthy during their stay may be carrying one of the viruses that cause a problem. The vaccination cannot protect your dog from all of the illnesses that contribute to kennel cough, but we require all dogs to be vaccinated against the most common strains.

Runny nose, watery eyes, and a classic “hacking cough” are all the hallmarks of kennel cough. The cough can sometimes cause the dog to retch up a foamy phlegm. It has also been described as “something stuck in my dog’s throat,” or “like a cat trying to hack up a hairball.” It is comparable to a chest cold in a human. A dog with kennel cough will usually clear the infection on its own in one to three weeks...similar to the symptoms of a human cold. Kennel cough is common and can spread all year round.

Kennel cough is highly contagious. It can travel through the air or by direct contact. This is why we, at Canine Country Club, are highly vigilant against the virus. We require all dogs to be vaccinated against it and we use kennel disinfectants that kill the viruses on surfaces. We also have a state-of-the-art HVAC system that recirculates all of the air in the entire facility every 10-20 minutes, decreasing the number of airborne pathogens.

Important points:

- Like kids at school or daycare, dogs pass around kennel cough like the common cold or flu
- Kennel cough has an incubation period of between 2-14 days. This means that even a healthy looking dog today could be spreading the virus to other dog and not actually come down with it themselves for a week.
- Dogs can get kennel cough even if they’ve been vaccinated for it
- Kennel cough is usually self-limiting but can sometimes be severe enough to warrant medications

If your pet develops kennel cough, notify your vet if:

- Your dog’s cough worsens or doesn’t improve over one to two weeks
- Your dog becomes lethargic or stops eating
- Your dog develops nasal discharge, especially if it’s colored

I am aware that my dog may come into contact with a strain of Tracheobronchitis (Kennel Cough) virus while in close proximity with other dogs, while visiting Canine Country Club. I am also aware that, even though my dog has been vaccinated against the virus, that is no guarantee they will not contract a strain of the disease. As such, I release Canine Country Club from any liability for any veterinarian medical care arising from suspected Kennel Cough infections.

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Owner Name

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Dog Name

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Date

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Signature

## Vaccination Release Agreement:

I, \_\_\_\_\_, (print name here) authorize Canine Country Club to have full access to my dog's medical and vaccination records from my vet's office.

My Vet's Office is: \_\_\_\_\_

My Vet's Office Phone Number is: \_\_\_\_\_

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Signature

Date