

# Pampered Pet Lodge

RR#3 6831 6<sup>th</sup> Line, Tottenham Ontario L0G1W0

Phone: (905) 936-6214 Fax: (905) 936-6690 Site: [www.pamperedpetlodge.com](http://www.pamperedpetlodge.com)

## Enrollment Package

Please complete the following questions to the best of your knowledge. This information will help us maintain a safe and fun environment for all guests. We are concerned not only about your pet's safety and health, but also that of our other guests and our team of handlers. Please take a few moments to tell us about yourself and your best friend. Thank you.

### Note:

- All dogs are required to be spayed or neutered unless they are under six (6) months of age.
- We require written proof of vaccinations from your vet
- Flea & Tick preventative are required
- In order to ensure a good fit with Pampered Pet Lodge Socialization Options, please return this packet at least one (1) week prior to your first reservation that will include the Socialization Package. Staff will look it over and approve the packet or set up a time with you and your dog(s) to come in for an interview.

### *A friendly reminder:*

Guests who participate in group activities may get scratched or bumped when playing with other dogs. Just like human children on a playground, they may incur mild injuries or become soiled from running and wrestling. Please expect to see these types of things on occasion. Pampered Pet Lodge staff will always make you aware of any active aggression; otherwise, please do not be alarmed by scratches or teeth marks.

Thank you for choosing Pampered Pet Lodge!

We look forward to making your pet's dreams come true!

**Client Information****Pet Parent One:**

Last name \_\_\_\_\_ First name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Ext. \_\_\_\_\_

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

Email Address \_\_\_\_\_

Note: Pampered Pet Lodge will not sell, release, or distribute any e-mail addresses.

- I would like to receive e-mail updates
- I do not wish to receive PPL specials and updates via e-mail

**Pet Parent Two:**

Last name \_\_\_\_\_ First name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ Province \_\_\_\_\_ Postal \_\_\_\_\_

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_ Ext. \_\_\_\_\_

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

Email Address \_\_\_\_\_

Note: Pampered Pet Lodge will not sell, release, or distribute any e-mail addresses.

- I would like to receive e-mail updates
- I do not wish to receive PPL specials and updates via e-mail

**Emergency Contact: (Other than the parents)**

Emergency contact Last name \_\_\_\_\_ First name \_\_\_\_\_

Emergency contact phone numbers: Home Phone \_\_\_\_\_

Work Phone \_\_\_\_\_ Cell Phone \_\_\_\_\_

Please list the name(s) of those authorized to drop-off/pick-up your dog:

(We will only release your dog to the names listed below unless specifically directly by you.)

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

How did you hear about us?

\_\_\_\_\_

I am interested in: Daycare Lodging Both

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## Rules and Regulations

To ensure the safety and health of all animals and staff at Pampered Pet Lodge, all clients are required to comply with the following Rules and Regulations (**please read thoroughly**):

**Sex:** All dogs must be spayed or neutered (unless they are under 6 months of age) when participating in a Socialization Package. Non-neutered males are permitted on individual Pamper Packages, however can NOT participate in the Socialization options. All female dogs need to be spayed by 6 months of age.

**Vaccines & Preventative:** All dogs/cats must be up to date on vaccinations. All clients must submit *written verification* from their veterinarian. It is your responsibility to provide on-going verification of current vaccinations and preventative. Spot checking for fleas and ticks is not always a fool proof process; therefore, Pampered Pet Lodge requires a flea and parasite preventative (i.e., Frontline or Advantage/Revolution) for incoming dogs. **We do not accept flea/tick collars.**

## All Dogs

- Bordetella (not commonly given with yearly vaccinations)
- Rabies
- Distemper
- Hepatitis
- Parainfluenza
- Parvovirus
- Any Dogs enrolled in Social Group Play Programs mixing with dogs from a different family must have proof of flea/heartworm prevention as well.

## All Cats

- Panleukopenia
- Rabies
- Calici Virus
- Feline Leukemia  
(Optional for indoor cats, required for outdoor cats)
- Rhinotrachitis

**Health:** All pets must be in good health. All clients will need to certify that their pets are in good health and have been free from any condition that could potentially jeopardize other pet guests. Dogs that have been ill with a communicable condition in the last 30 days will require written veterinary certification of health to be admitted or readmitted. If, at any time during our care, it becomes evident that your pet is ill, you will be notified and proper steps will be taken to ensure safety of all other pets at the Lodge. Quarantine until you are available to pick up your pet may occur. If, at any time during our care, it becomes evident your pet has fleas or ticks, treatment will be applied and charged to the pet parent. Pets requiring special attention due to medical restrictions will be assessed by the Pampered Pet Lodge Staff and charged an additional per day fee for any and all Lodge stays (this includes medicines that need to be administered).

**Medication and Supplements:** Oral and topical medications and supplements can be administered to your pet at a small administration fee. This fee ensures legally that we are under direction from the pet parent for administering medicine and or supplements to your pet. We do not administer needles.

**Leashes and Collars:** All dogs must enter and exit the facility on a leash. We ask that retractable leashes not be used unless set in their locked position. Cats should be contained within a carrier at arrival.

**Food:** All food brought to Pampered Pet Lodge must be pre-measured into individual servings if not being scooped from a large dry food bag/container. If your pet requires dry food, premeasure the contents of the bag and provide us with accurate measuring instructions using a measuring cup. Special feedings need to be stored in small plastic containers or baggies labeled with the pet's first and last name, date and designated for a.m. or p.m. feeding. This avoids clients arriving without the proper amount of required food for the stay and allows staff to administer feedings efficiently. Canned/refrigerated food can be opened and administered as needed but needs to be labeled.

**Bedding:** All dogs that stay at the Lodge for two days or more will have their bedding washed unless the parent(s) request otherwise. PLEASE MAKE SURE ENTIRE BEDDING IS MACHINE WASHABLE. We do not allow beds with inserts, since we are unable to wash them.

**Treats:** In order to provide your dog with a positive experience while at Pampered Pet Lodge, we will reinforce your dog's good behavior and ignore unwanted behaviors such as jumping, etc. Your dog will be given treats as a reward for good behavior, unless otherwise instructed by you. These treats are given in small bite-size quantities. We also will administer treats to cat's in our care as directed by the owner and due to sensitive stomachs, we ask for the owner to provide their own pet's choice of treat.

**Behavior:** All dogs must pass the Pampered Pet Lodge Behavior Assessment for enrollment in our Socialization Package Options. *Parents will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person. In the event that the guest will participate in daycare or group play, parents will also need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any other dog(s) and are not protective of food or toys. The dogs' safety and health is our main priority. **Keep in mind that although your dog is supervised when playing with other dogs, he/she still might receive an occasional nip or scratch. We do not accept fence climbers in the Retreat Option.***

Dogs that are not social with other dogs may stay in the lodge, but may not participate in daycare or group play time.

Lodge guests will receive a specialized Pamper Package administered to them as chosen by their parent that does not include the socialization with other lodge guests. Pampered Pet Lodge offers many to choose from and pets from the same family can participate in them together.

**Age:** All dogs must be at least 10 weeks of age and have their first set of vaccinations.

**Enrollment:** Enrollment Applications are requested to be submitted at least one (1) week prior to your dog's/dogs' first reservation, by doing so your check-in process is much less time consuming. *All dogs must have a complete, up-to-date and approved Enrollment Application on file to lodge with us.*

***Once the Enrollment Package is Signed and Received by Pampered Pet Lodge it is therefore believed that the client (Pet Owners) is in full understanding and agreement to the entirety of the contract. Initial \_\_\_\_\_***

#### **Overnight Lodging Reception Hours:**

**Daily Reception Hours are Outlined in Detail on our website [pamperedpetlodge.com](http://pamperedpetlodge.com)**

*PLEASE NOTE: Daycare Reception hours are not the same as Overnight Lodge Reception Hours please refer to our Daycare Information for Daycare Options.*

*Our reception hours are limited throughout the day to make the pet's schedule our priority. We believe that having the pets on a schedule allows for maximizing a balance each and every day for your pet lodging with us.*

Every day except for some Holiday dates we have a courtesy check out time in the morning. Courtesy Check-Out times are 9am-10:00am Monday-Friday. Saturday's 8:00 am-10:00 am and Sundays: 9:00 am - 10am.

We do offer afternoon/early evening pick up options every day of the week except for Saturdays.

Pets are charged the day of arrival and if picked up before 10:00 am on day of departure will not be charged departure date.

Checkout after 10:00am will automatically result in a day charge. Please call as early as possible if your pick-up time changes. We do have the means to take care of your pet if you are delayed, however your pet's accommodation may change.

Note: If pick-up and/or drop-off are required, an additional charge will be added to your invoice. Amount will vary depending on distance travelled, etc. This service is only available by request and must fit within already existing Pampered Pet Lodge Schedules. Weekdays are the only options.

**Deposit Policy:** All deposits are non-refundable to ensure our high level of Staff care; Staff is paid for their scheduled hours whether your pet arrives or not. Death of Pet is Included in Deposit Policy. Deposit Policy has Absolutely NO EXCEPTIONS. Signature \_\_\_\_\_

### Christmas Booking Rules, Rates and Deposit:

1. Any reservations booked over the Christmas Holidays (Dates yearly are based on Elementary School Holidays and start on date of dismissal and end on date of return to school) will be charged the holiday rates.
2. If your reservation includes any of the dates during our specified Holidays listed above, then your ENTIRE STAY will be charged at the Higher Holiday rate.
3. Christmas Rates are Posted Yearly on our Website please refer to them

### Christmas Booking Deposits:

Christmas Reservations have a different Deposit Policy. All reservations will be required to pay a non-refundable 50% deposit of their entire stay up front at the time of booking. Medication Charges are NOT included in this and are added at the end of any stay if required. **This 50% Deposit is**

**Completely Non-Refundable or Transferable. Absolutely NO EXCEPTIONS.**

Initial \_\_\_\_\_

#### *Normal (Non- Holiday Courtesy Hours listed below)*

Reception Hours: Courtesy Check-Out time is 8am-10:00am Monday-Saturday. (No Charge for Day) On Sundays: Courtesy Check-out is 9:00am - 10am.(No Charge for Day)

Pick-up after courtesy times (during public hours) is an automatic day charge. Please refer to our public hours listed on our website.

Checkout after 10:00am will automatically result in a day charge. Please call as early as possible if your pick-up time changes. We do have the means to take care of your pet if you are delayed, however your pet's accommodation may change.

Note: If pick-up and/or drop-off are required, an additional charge will be added to your invoice. Amount will vary depending on distance travelled, etc. This service is only available by request and must fit within already existing Pampered Pet Lodge Schedules. Weekdays are the only options.

Deposit Policy: All deposits are non-refundable to ensure our high level of Staff care, Staff are paid for their scheduled hours whether your pet arrives or not. Deposit Policy has Absolutely NO EXCEPTIONS.

Please feel free to speak with a Reception Staff at any time for additional clarification. I certify that I have read the Rules and Regulations and understand, and agree and intend on my own behalf, and on behalf of my agents, representatives, relatives, successors, and assigns, to be bound by all the terms and conditions contained in the Rules and Regulations.

**Pet Parent Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Pet Parent Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

Rules, Prices and Regulations are subject to change at any time without notice. This document may not be altered in any manner. Any changes will be considered null and void without written consent from Pampered Pet Lodge Owner, Shelley Smilsky.

### Client Agreement

All statements must be initialed and the agreement signed for your pet(s) to have membership with Pampered Pet Lodge. This document may not be altered in any manner. Any changes will be considered null and void without written consent from the Pampered Pet Lodge Owner.

**Please read the following and initial after each number.**

**All Clients Section To Be Completed: (1-5)**

1. \_\_\_ I understand that Pampered Pet Lodge has relied on my information provided and will rely on the contents of this Agreement, that my dog(s) and/or Cat(s) is/are in good health, is/are up-to-date on all required vaccinations, has not had any communicable condition in the last 30 days and has not harmed or demonstrated aggressive or threatening behavior towards any human being and/or another animal.
2. \_\_\_ I also agree to indemnify Pampered Pet Lodge for any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind caused by my pet(s) during the course of daycare, or an overnight stay, including without limitation, legal costs and attorney fees.
3. \_\_\_ I agree to release and hold harmless Pampered Pet Lodge, its owners, 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, or damage my pet(s) may suffer during or after participating in daycare or an overnight stay.
4. \_\_\_ I understand that on occasion my likeness or my pet's likeness may be captured on video or other media while staying at Pampered Pet Lodge. I hereby authorize Pampered Pet Lodge to use, broadcast, and/or reproduce our likeness in video, print, or other media. I agree I will not be compensated for any such use.
5. \_\_\_ I understand that if my pet is not picked up within 14 calendar days after they were due to depart, measures will be taken to have the emergency contact resume ownership.

**Dog Only Section ( 1- 15)**

1. \_\_\_ Non-social dogs are welcome in the lodge but may not participate in the socialization options.
2. \_\_\_ I certify that my dog is spayed/neutered or under the age of 6 months. If applicable: Male Non-Neutered and not participating in Socialization Options \_\_\_\_\_
3. \_\_\_ Dogs not regularly exposed to the level of activity at dog daycare may feel the discomfort of sore muscles, sore joints, and fatigue.
4. \_\_\_ Dogs not regularly exposed to outside activity or play on hard surfaces may experience sore paws, blisters, bruises or abrasions on the feet (raw paw). Pampered Pet Lodge does everything it can to prevent raw paw.
5. \_\_\_ Dogs at play during regular daycare do get dirty. Dogs with longer hair can get matted from the level of activity during daycare. A bath can be requested if not included in your package. ( Dematting is an additional Charge)
6. \_\_\_ Excessively long toenails may cause injury. You will be notified if your dog's nails are too long. If, at your next visit, the nails have not been trimmed, Pampered Pet Lodge will trim them and charge you for the service.
7. \_\_\_ Fresh water is available at all times of play; however, your dog may still be thirsty after daycare. Please be aware of their water intake; excessive amounts may cause an upset stomach or other problems.

8. \_\_\_ Pampered Pet Lodge takes all reasonable steps to provide a safe and stimulating environment for dogs in its care. ***I do, however, recognize that there are inherent risks of illness or injury when dealing with animals in this type of environment.*** Dogs not regularly socialized do not necessarily know how to behave politely with other dogs.

Please be aware that dogs in groups are at a higher risk of incidents including, but not limited to, bites, fights, fear aggression, object guarding, and behavior problems and/or acting out.

9. \_\_\_ I understand that I am 100% responsible for my own dog(s). I am 100% responsible for my own dog(s) physically, financially, in regards to health, injury or otherwise, even if it is not the fault of my own dog(s).

10. \_\_\_ Owners will be charged a replacement fee for any and all destroyed bedding and/or room destruction.

11. \_\_\_ I understand that I am responsible for any veterinary bills, or otherwise, incurred on my dog/dogs behalf, whether or not it was something that happened at Pampered Pet Lodge or outside of Pampered Pet Lodge. I hold Pampered Pet Lodge and their customers and other customers' dogs harmless and agree to reimburse Pampered Pet Lodge for any veterinary costs, or otherwise, for my dog(s).

12. \_\_\_ I hereby grant permission to Pampered Pet Lodge, its owners, employees, contractors, and/or agents to take any and all action necessary to secure the well-being and health of my dog(s), including any medical attention deemed necessary. (All pets over 10 years of age require a "Letter of Direction" for emergency care).

13. \_\_\_ I realize there may be times when reasonable deterrent measures will become necessary to prevent injury to other pets and/or humans. All Reasonable measures will be taken to ensure safety of all if an incident occurs.

14. \_\_\_ I understand that Pampered Pet Lodge reserves the right to refuse or revoke admittance to any dog that displays any behavior deemed dangerous or inappropriate and that does not meet the health requirements set forth in Pampered Pet Lodge' s "Rules and Regulations." I also understand that if my dog ever aggressively bites another dog or person that Pampered Pet Lodge will determine whether or not it will be accepted for another stay.

15. \_\_\_ Although it is the practice at Pampered Pet Lodge to have canine caretakers supervising and interacting with the dogs at all times, there may be occasions whereby your dog(s) may be outside alone for a brief time. I/We understand that my dog(s) may be left outside alone (or with their siblings) in a fenced-in area without supervision for brief periods of time.

### **Cat Only Section: (1-2)**

1. \_\_\_ I understand that I am responsible for any veterinary bills, or otherwise, incurred on my cat/cat (s) behalf, whether or not it was something that happened at Pampered Pet Lodge or outside of Pampered Pet Lodge. I hold Pampered Pet Lodge and their customers and other customers' cats harmless and agree to reimburse Pampered Pet Lodge for any veterinary costs, or otherwise, for my cat(s).

2. \_\_\_ I hereby grant permission to Pampered Pet Lodge, its owners, employees, contractors, and/or agents to take any and all action necessary to secure the well-being and health of my cat(s), including any medical attention deemed necessary. (All pets over 10 years of age require a "Letter of Direction" for emergency care).



\*\*\*\*\* \_\_\_\_ This agreement shall govern all future services to be provided by Pampered Pet Lodge to me, as authorized by me, in person, by telephone, mail, email, or fax.

I certify that I have read and initialed each statement listed above and accept the terms and conditions of this agreement.

Pet Parent Signature \_\_\_\_\_ Date : \_\_\_\_\_

Pet Parent Signature \_\_\_\_\_ Date: \_\_\_\_\_

Please complete this form and return to Pampered Pet Lodge with Enrolment Package.

All Information will remain confidential.

Card Holders Name: \_\_\_\_\_

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

Credit Card Type: \_\_\_\_\_ Visa \_\_\_\_\_ Mastercard

Card Number \_\_\_\_\_

Expiration Date \_\_\_\_\_

Card Identification Number ( Last 3 digits on back of card) \_\_\_\_\_

I authorize Pampered Pet Lodge to charge my card for ALL FUTURE Non-refundable deposits as arranged verbally over the phone. I understand when making a reservation with Pampered Pet Lodge I am agreeing to the Non-refundable deposit and that the deposit can only be applied to the Calendar dates reserved.

Card Holder Print Name/Sign and Date Below

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

Sign: \_\_\_\_\_

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

Please return to Pampered Pet Lodge when completed.

Thank you.