



Austin Dogtown
BOARDING & DAYCARE

Austin Dogtown Boarding & Daycare General Policies

The purpose of Austin Dogtown Boarding & Daycare is to provide a safe, fun and stimulating social environment for dogs during daycare activities and overnight boarding. To ensure the safety and health of your pet and our other guests, we require all guests to comply with the following rules and regulations:

AGE: All dogs must be at least 16 weeks of age or older and must have been in your home for at least 30 days before coming to play

SPAY/NEUTER: All dogs 6 months or older must be spayed or neutered.

VACCINATIONS: All dogs must have up-to-date vaccinations. Owners must submit written proof of Rabies, DHPP, and Bordetella vaccinations (*while some vets administer the bordetella annually, we require updates every 6 months for all forms of that vaccine*). All dogs must be on monthly flea and heartworm preventative. All vaccination records must be provided *before* a dog arrives at the facility.

OVERALL HEALTH: All dogs must be in good health. Owners will certify their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. Upon admission, all dogs must be free from any condition that could potentially jeopardize other guests. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted. Dogs are required to be on a monthly flea preventative (oral or topical- but not collars). If a dog has fleas, the dog will be treated at the owner's expense. If dogs require administration of medication during their visit, the proper paperwork provided by Dogtown management must be filled out prior to arrival at the facility. ***We love our senior pups-- but because of our super stimulating environment, we are not able to take dogs 13 years and older for either boarding or daycare. ***

BEHAVIOR: All dogs must be non-aggressive and not food or toy protective in the group environment. Owners will certify their dogs have not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s). Please remember: your dog will be spending time with other dogs and the safety and health of the pack is our main concern. Austin Dogtown reserves the right to turn away any dog that is unsuitable (or becomes unsuitable) for the daycare/boarding environment at any time. All dogs must attend daycare at least once every 6 months to be able to board; Reservations longer than 5 days require an evaluation plus additional daycare days to ensure pups are comfortable.

APPLICATION: All dogs must have a complete, up-to-date and approved application on file. All new guests must have an evaluation with Austin Dogtown staff before boarding or attending daycare (the evaluation will be a full day of daycare).

DAYS AND HOURS:

Open for Daycare Monday through Friday

Open for Boarding 365 days a year- limited hours will apply for boarding drop-off & pickup on holidays

****ALL RESERVATION REQUESTS MUST BE EMAILED - we are happy to discuss reservations over the phone or in person, but in order to reserve a spot, we must receive an email request for boarding reservations.**

Drop-off/Pick-up Hours

Monday thru Friday:

7-AM to 10AM and 4PM- 6:30PM (5pm is the latest drop for boarding & 6pm the latest pickup for eval days+ boarding)

Mid-Day time is dedicated to the dogs!

Saturdays: 10AM and 3PM

Sundays: 10AM and 3PM

**Additional charges will apply for any dogs picked up or dropped off outside of the designated hours listed above and must be approved in advance by Dogtown management*

Please return via email to admin@dogtownaustin.com



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Austin Dogtown Daycare and Boarding Enrollment Forms

Owner Name: _____
Address: _____ Zip: _____
E-mail*: _____
Cell Phone: _____ Work Phone: _____

Please make sure this is an email address you check regularly as all communication regarding reservations, updates, etc will be done via email

Local Emergency Contact (***must be different than owner or co-owner*) _____
E-mail: _____
Home Phone: _____ Work Home: _____ Cell Home: _____

Veterinarian _____ Phone: _____ Email: _____
Address: _____

Pet Name: _____
Age/ approx. d.o.b: _____ Weight: _____ Breed _____ Color _____ Sex _____
Spayed/Neutered? _____ What age was it done? _____

all dogs over 6 months must be spayed or neutered

How did you hear about us? _____

History:

1. **Brand of Food eaten, amount, schedule feeding** *(due to sanitation concerns, we cannot accept raw food and cannot store pre-made/ packaged food that needs to be refrigerated- we can take kibble, dehydrated raw, cans)*

2. **Allowed to have treats other than food provided?** _____

3. **Where did you get your dog/length of ownership** _____

4. **If adopted, do you have any knowledge of past history?** _____

5. **Other pets in home/age/gender/** _____

6. **Where does your dog normally sleep?** _____

7. **Dogtown boarders typically sleep in crates, do you think this will be a problem?** *(all daycare dogs must be okay in crates for short periods of time)* _____

8. **Overall temperament:** _____

9. **Describe your dog's experience around groups of dogs:**

10. **Any specific dislikes?** _____

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11. Has your dog ever had an aggressive incident with dogs or people? (unfortunately we are unable to care for dogs with a history of aggression)? _____

12. Does your dog share toys? _____ Are you able to take food/bones/toys away from your dog's mouth? _____

13. Has your dog ever jumped or escaped from a fenced in area? (Dogtown has a 5.5 to 6 foot privacy fence and we cannot take any dogs with a history of jumping fences) _____

14. Does your dog have separation anxiety or problems with excessive barking? Please describe (unfortunately we cannot take dogs for boarding who are known to be destructive in crates or enclosed spaces cage-free)

15. Favorite Toys, Activities: _____

16: Medical Issues? _____

17: On Any Medications? (Please note AM and PM) **additional paperwork must be filled out for medication to be administered** _____

18. Allergies (food or environmental)? _____

19: Sensitive areas on body? _____

20: Any formal obedience training? (If yes, when and where) _____

21. Has your dog attended daycare or boarding before? (If yes, when and where, any feedback?)

22. Other comments or concerns: _____

Please Initial Below:

____ I understand that my credit card will be charge a \$37 cancellation fee if I do not cancel my initial evaluation day of daycare 24 hours in advance (by 7am the day prior) and have read all other cancelation policies.

____ I understand that Dogtown requires a UTD rabies, DHPP, and Bordetella* and that all dogs must be on a monthly flea and heartworm preventative (*we require the bordatella every 6 mos for **all** forms of the vaccine)

Vaccine History being e-mailed? _____



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Client Liability Waiver and Health Certification

** In admitting my dog(s) to Austin Dogtown Boarding & Daycare (ADB&D), ADB&D’s staff has relied on my representation that my dog(s) is/are in good health and have not been ill with any communicable condition within the last 30 days. I understand the risks of communal socialization; while all dogs participating in daycare/boarding are up-to-date on vaccinations, there are viruses with different strains that cannot be vaccinated against that can be contracted any time a dog comes in contact with another dog. I will not hold Austin Dogtown and its staff liable for the contraction of any such illness during my pet’s stay.

** I certify that my dog(s) has/have not harmed or shown aggressive or threatening behavior towards any person or any other dog. I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are attending Austin Dogtown Boarding & Daycare. ADB&D reserves the right to turn away any dog that exhibits unsuitable behavior for the daycare/boarding environment- even if they have stayed with us before.

** I authorize ADB&D to walk my dog off-site as deemed appropriate &/or if requested by owner and I release Austin Dogtown from liability for any damages caused by other persons, stray animals, or forces of nature encountered on such walks.

** I understand that Dogtown will not take dogs for daycare or boarding once they are 13 years old unless prior approval is received (for those dogs who have been regular attendees for an extended period of time).

** I understand that despite reasonable care, unpredictable personalities of dogs can sometimes lead to injury. I further understand and agree that any injuries that develop with my dog(s) will be treated as deemed best by staff of ADB&D, at their sole discretion, and that I assume full financial responsibility for any and all expenses involved. I agree to hold Austin Dogtown Boarding & Daycare and its staff harmless for damages resulting from any injury.

** Should my dog require medical attention for illness or injury while in the care of ADB&D, I understand that ADB&D will attempt to notify me as soon as possible and **that my local “emergency contact” should be available to provide transportation for this care. In the case of an immediate emergency, I do authorize ADB&D to provide emergency medical care and to transport my dog to a licensed veterinarian of its choosing for treatment. I agree to reimburse Austin Dogtown upon pickup of my dog for any costs incurred in such event.**

** I understand that I place my dog(s) under the care of Austin Dogtown Boarding & Daycare without liability on the part of Austin Dogtown or its staff for loss or damage by or from disease, escape, injury, theft, fire, death, or any other unavoidable causes, due diligence and care having been exercised. ADB&D will not be held liable for injury or damage to persons, other pets, or property caused by dogs in its care. I understand that ADB&D does not have a fire suppression system but does have staff in the building outside of operating hours- between 11pm and 6am and has safety plans in place.

** I have reviewed the cancelation policy and understand that my credit card will be charged automatically if I cancel outside of the designated timeframes.

** I understand that I am responsible for any damage caused by my dog to crates or private room areas when they are attending daycare or boarding. All dogs must be able to either be crated or be in a room alone for break times as deemed necessary by the ADB&D staff.

** I have reviewed ADB&D’s current pricing but also understand that it is subject to change as indicated on the company website.

I certify that I have read and understand the policies and procedures of Austin Dogtown Boarding & Daycare as set forth in this document and that I have read and understand the conditions, and statements of this agreement.

Dated: _____

Signature of Owner or Authorized Representative: _____

Please return via email to admin@dogtownaustin.com



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Credit Card Authorization Form

Name on Card: _____

Card Number: _____

Expiration Date: _____

Card Verification Code: _____ Zip Code: _____

Daycare Cancellation Policy –

*We must receive notification of cancellation via e-mail a full 24 hours in advance of a daycare reservation (by 7am the day prior) to avoid a \$37 charge (or use of day pass from pre-purchased package). All customers must have a credit card on file to hold the reservation. **Initial** _____*

Boarding Cancellation Policy –

*We must receive notification via e-mail 72 hours prior to reserved drop-off time to avoid a charge (10 days' notice required for most holidays- 21 days for Thanksgiving & Christmas). Any notice given after that time frame will result in full charge of the first 5 days of boarding (or full reservation time if less than 5 days) and 50% of additional scheduled time for non-holidays (full reservation charges apply for all holidays). All customers must have a credit card on file to hold the reservation. Payment will be processed via credit card prior to pick up for services rendered or for cancelation outside of the stated timeframe. This policy also applies to "early pickup". **Initial** _____*

****All cancelation policies still apply if cancelation is due to illness or weather-related events. ** **Initial** _____**

****All services will need to be paid prior to daycare or boarding pick-up using the credit card on file. ** **Initial** _____**

Signature: _____ Date: _____