

The Dog Shop

Date: _____

Owner's Information

Last Name: _____ First Name: _____ Middle Initial: _____

Address: _____ City: _____

State: _____ Zip: _____ Email Address: _____

Home Phone: _____ Cell Phone: _____ Other Phone: _____

Employer: _____ Work Phone: _____

How Did You Hear About Us _____

Veterinarian Information

Practice Name: _____ Vet Name: _____

Phone Number: _____

Pet Information

Name: _____ Breed: _____ M/F: ____ Fixed: _____

Birthdate: _____ Color: _____ Weight: _____

Rabies Exp Date: _____ DHLPT Exp Date: _____ Bordetella: _____

Medical Problems: _____ Flea Control: _____

Has pet ever bitten any one if yes why? _____

Describe Personality: _____

Name: _____ Breed: _____ M/F: ____ Fixed: _____

Birthdate: _____ Color: _____ Weight: _____

Rabies Exp Date: _____ DHLPT Exp Date: _____ Bordetella: _____

Medical Problems: _____ Flea Control: _____

Has pet ever bitten any one if yes why? _____

Describe Personality _____

Every precaution is taken to make sure your pets stay is as safe and fun as possible. Please understand we work with live wiggly animals with sharp instruments and some animals will interact with other animals, so all pets left here, are left at your own risk. Payment for services is required upon pickup. We accept all major credit cards, cash and check.

Owners Signature:

The Dog Shop

OWNER AGREEMENT

I, _____, hereby certify that my dog(s):
(PRINT NAME)

_____ is (are) in good health and have not
(PETS NAME)

been ill with any communicable condition in the last 30 days. I further certify that my dog(s) have not harmed or shown aggressive or threatening behavior towards any person or any other dog. I have read and understand the following:

1: I understand that I am solely responsible for any harm caused by my dog(s) while my dog(s) is attending The Dog Shop for any service available, including but not limited to aggressive injury to another dog(s). All dogs entering the facility must be on a leash.

2: I further understand and agree that in admitting my dog(s) to The Dog Shop that all the staff at The Dog Shop have relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior toward any person or dog. I have also supplied proof of current vaccinations from my veterinarian.

3: I further understand and agree that The Dog Shop and their staff and volunteers will not be liable for any problems or injuries which may develop, provided reasonable care and precautions are followed, and I hereby release them of any liability of any kind whatsoever arising from my dog(s) attendance and participation at The Dog Shop.

4: I further understand and agree that any problems which develop with my dog(s) will be treated as deemed best by staff and volunteers of The Dog Shop, at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

5: For Daycare dogs I am aware that they might get dirty or wet and will only get a bath if requested by owner at the normal grooming price.

6: I also understand that when dogs are around other dogs there is a chance that they will pick up fleas or ticks so as a responsible pet owner I understand it is my responsibility to make sure that my dog is on a preventative such as Advantage or Frontline.

I certify that I have read and understand the conditions and statements of this agreement, including the following;

Because of the nature of the business at The Dog Shop all pets are left here at your own risk.

Days and hours: We are open Monday from 7:30 am till 3:00 PM., Tuesday to Friday 7:30am to 5:00pm **ALL PETS MUST BE PICKED UP BY 5:00 PM**

The Dog Shop is not an overnight facility. **The Staff goes off duty at 5:30 pm sharp!**

There is a \$1.00 per minute charge for any pet left after 5:00 pm
Hours are subject to change without notice.

SIGNATURE OF OWNER _____ DATED: _____

The Dog Shop

Dog Gone Good Information

Accidents & Injuries

While our fully trained staff will do everything possible to avoid any problems, life doesn't always work out the way we plan and accidents and injuries can and sometimes do happen. Dogs in Daycare interact with each other, some dogs are more active or aggressive in there play than others. Dogs play with there mouths they bite and chew on each other playfully.

Occasionally some dogs get carried away with there play. Because of the way dogs interact and play with each other there is always a risk of injury or a fight. Accidents can happen here or even in a children's daycare even in a closely supervised situation. Minor cuts, bites, scrapes and teeth marks, tooth loss, injured legs, tendons, joints ect. can occur.

We take every precaution to make daycare as safe and fun as possible. There is always a risk of injury, a fight or an escape even in the most supervised situation.

By leaving my dog at The Dog Shop I understand the risks and will assume all responsibility for my pet.

FLEAS: It is up to you as a responsible pet owner to make sure your dog is protected from fleas. There are many new spot on treatments available. Your veterinarian can recommend which one is best for you. This treatment will not only protect your dog from fleas it will also decrease the chance of your dog picking up fleas elsewhere and bring them here. When the staff notices fleas on a pet the pet will be given a flea bath and the owner is responsible for the cost.

HEALTH CONCERNS: If your dog is ill leave him home. All dogs are required to be healthy at the time of check in, if your dog becomes ill you will be notified and are required to make arrangements for immediate pickup. There will be an added clean up charge for any dog with diarrhea. Just like in a children's daycare dogs can pass germs from one to another, some problems are contagious even before a dog shows signs of illness. Remember this is a very clean environment it is not a sterile environment. We will not be held financially responsible for any communicable illnesses.

HOURS: We are not an overnight facility all pets must leave the building by 5:00 PM; a \$1.00 per minute charge will be added for any pet left here after 5:00 PM.

If you have a personal emergency please notify the staff.

SAFETY: All staff is fully trained to work with dogs. Play groups are supervised at all times. Dogs will be segregated for brief periods if behavior warrants it. All areas are kept clean and disinfected regularly. Keep in mind we work with live animals and the unexpected can occur.

I have read, understand and accept the risks involved.

Signature _____ Date: _____

The Dog Shop

Rules of the Game:

AGE:

Dogs must be at least 4 months in age. All Dogs Must be spayed / neutered by 7 months of age to participate in Doggy Daycare.

VACCIATIONS:

All dogs must have up to date vaccinations as required by your veterinarian.

We need written proof that your dog has received the following vaccinations; DHLPP (which is a combination shot for Distemper, Hepatitis, Leptospirosis, Para influenza and Parvo virus) Rabies and Bordatella for kennel cough.

HEALTH:

All dogs must be in good health. Owners need to certify that there dog is in good health and not have been ill with a communicable condition in the past 30 days. On admission all dogs must be free of any condition which could potentially jeopardize other guests. Dogs that have been ill with a communicable condition in the past 30 days will require a veterinarian's certification of health. If your dog is not feeling well please leave them home.

There will be a cleanup fee added to any pet with diarrhea.

BEHAVIOR:

All dogs must be non –aggressive and not food or toy protective. The Dog Shop cannot admit any aggressive or non socialized dogs and we cannot admit any Staffordshire Terriers or Rottweiler breeds due to insurance. Dogs should be able to perform basic commands. At any time we reserve the right to declare a dog's behavior unfit for our shop environment

APPLICATION:

There must be a completed application filled out before admittance. This includes basic information about the owner, a pet personality profile, a vaccination history with certification from a veterinarian. These forms along with a liability form which includes wavers and acceptance of our terms will need to be signed upon your first visit to The Dog Shop.

Please remember your dog will be spending time with other dogs and that their safety and health is our main concern.

We reserve the right to refuse service to anyone for any reason.

I have read, understand and accept the risks involved.

Signature _____ Date _____

WHAT Every Pet Owner Must Know:

Working with live animals requires a great deal of skill. Some pets are more skittish or wiggly than others, some always have to move to see what's happening elsewhere. Each dog in every breed is unique. For these reasons there is always a risk of nicking or cutting the animal accidentally, even when the greatest of care is used by a very experienced groomer. (we are human working with live wiggly animals with sharp instruments). There are common post-grooming conditions that all pet owners should be aware of;

- ❖ **Picking up your pet :** We attempt in every way to have your pet ready at the appointed time. Due to the special nature of working with live pets, things don't always go as scheduled. Your Patience and understanding is greatly appreciated.
- ❖ **Clipper Burn :** The clipping process can cause irritation and or redness on pets with sensitive skin. This condition is not caused by the clippers becoming too hot. Rather , it may be the length of the blade being used that will cause the reaction. Because some animals have very sensitive skin, adjusting the blade length will alleviate the problem in most pets. If you see redness on your pets skin , be sure to let us know, so we can adjust the blade length on future grooming visits.
- ❖ **Brush Burn :** In Heavily tangled or matted pets excessive brushing , to remove tangles or mats, can and will cause redness on your pets skin. To avoid this have your pet groomed on a regular basis to avoid matting.
- ❖ **Nail Bleeding :** When nails are clipped, even by a veterinarian, a common condition called "quicked" can occur. A vein is sometimes cut , which causes bleeding. (this wouldn't happen so often if dogs weren't dogs and they sat perfectly still). If the bleeding starts after you get home, we suggest you apply baking soda to stop the bleeding.
- ❖ **Head Shaking :** Removal of hair and mats from the ears creates a different sensation to the animal, and the general response is shaking. Removing hair and wax from your pet's ear is a very important process in maintaining your pets health. You should check your pet's ears the day after grooming to remove any excess wax that had been loosened during routine cleaning. We are not vets so we can only clean so deep, extra ear cleaner will drip further down and loosen deeper wax ,the pet will shake and you will see more wax. Because you may see wax does not mean we didn't properly clean your pets ears.
- ❖ **Itching :** Here are a few reasons your pet may itch after grooming. When a pet is clipped , it will experience the same type of itching a person would, after a hair cut. The pet could have a pre existing condition from flea bites, hot spots, allergies or your pet could just be board or experiencing stress from their environment changing, (moving, holidays, ect.). In rare cases your pet may be allergic to the shampoo, if that is the reason consult your vet as to what shampoo is best for your pet. Remember we are groomers not vets.

- ❖ **Pet Fear** : Pets are like children in that they don't like to have their owners leave them. They shake and show fear that is very distressful to some owners. Be assured that once you leave the shop, they tend to relax to their new surroundings very quickly. Heavily matted pets experience more stress than pets that are less matted. Pets again are like children, in that they remember the experience. Be a thoughtful owner and have your pet groomed on a regular schedule that will become an event both you and your pet can look forward to, rather than dread.
- ❖ **Is the cut right?** When you instruct us regarding the type of cut you would like your pet to have, we interpret your instructions and hopefully the look is just as you described. If the cut is not as you desired, please let us know. Our goal is to provide the cut exactly as you have requested. Exceptions do apply see Matted pets.
- ❖ **Matted Pets** : De-matting a pet can be a very painful process. We all groom because we love animals, (we became groomers to help your pets not hurt them, please don't make us hurt them by excessive de-matting). We will honor your instructions but sometimes we may choose not to proceed, not for any cost, and we may give your pet a shorter haircut. It is much more humane to cut the hair short and let the hair grow back in, then get your pet on a regular grooming schedule to avoid your pet getting matted. Matted hair is a major contributor to skin problems. Matted fur holds moisture against the skin and can cause redness and irritation. Matted fur can also be a haven for fleas and debris.
- ❖ **GROOMING FOR ALL SEASONS** : The thought of a human wearing a fur coat and not maintaining good hygiene is not a pleasant one. And the same goes for our furry friends. They too need year round grooming to maintain their good health. The misconception that dogs should not be groomed in the winter is untrue. Dry heat in homes can be tough on our hair and skin, it can be tough on your pets also. The layer of fat between your pet's muscle and skin is the true insulator, if your pet is matted it is better to clip your pet short than to let the matting cause skin and health problems, even in the coldest weather. Hair that accumulates in the pads of your dog's feet can pick up foreign objects, become matted and hold moisture between pads. Have you ever walked around with rocks in wet shoes? Sounds uncomfortable doesn't it ?
- ❖ **LOVING CARE** : We are in this business because of a deep concern and care for pets. Be assured that the welfare of your very special pet is in excellent care while in our shop. Your trust and continued patronage is the very nicest compliment you can give. We will continue to work hard to earn and deserve the trust you placed in our ability to care for your pet. Any questions, comments please call 525-5005

Sincerely,

Lori and The Dog Shop Staff.

THE DOG SHOP

525-5005

ADDITIONAL SERVICES AVAILABLE

DOGGY DAYCARE:

Where your dog plays in an open play group

Teeth Brushing:

Helps keep teeth in top condition & good for overall health

Blueberry Facial:

Smells fantastic

Hot Oil Treatment:

Relieves dry skin

Medicated Shampoo:

We have a wide variety of specialty shampoos for many skin and coat conditions

Carding:

Reduces shedding

Flea Bath:

Gets rid of those little pests

Deskunking:

Brings you and your pet close again

Creative Grooming:

Nail Polish, Feathers, Body Jems and Coloring
For those special occasions or just because

The Dog Shop Hours

♥ **The dog shop will open Mon. – 7:30am to 3:00pm**

♥ **Tuesday - Friday - 7:30AM to 5:00PM**

♥ **THE DOG SHOP WILL CLOSE AT 5:00PM.**

♥ **ALL DOGS LEFT HERE AFTER 5:15pm**

We are not an overnight facility. The town of East Longmeadow will not allow us to keep pets in this building overnight. We will have to transport all pets left here after 5:15pm to Porter Road Pet Care, 141 Porter Rd., East Longmeadow, MA 525-3532. There will be a delivery fee added to the grooming or daycare charges plus any fees Porter Rd. will charge.

♥ **The Dog Shop is open Monday through Friday.
We are closed Saturday and Sunday.**

♥ **The Dog Shop will be closed for the following holidays to spend time with our human families.**

**New Years Day
Fourth of July
Thanksgiving**

**Christmas Eve
Christmas Day
Day After Christmas**

♥ **The Dog Shop will close due to bad weather. If the Springfield and East Longmeadow schools close we will probably be closed. It is best to call ahead if you are not sure. We will make every effort to contact you.**

♥ **Special arrangements must be made in advance. Your cooperation is greatly appreciated.**

Lori and The Dog Shop Staff
