



New Client Checklist

Client: _____

Pet (s): _____

Canine Retreat is a fun place for pets to stay. However, cage-free daycare does come with certain risks:

Please read each section and initial that you understand and agree to the following:

1. Pets may play rough or have an altercation that results in scratches, nips or bites. Even the most social and playful pet may get into a disagreement with another dog. _____ (initial)
2. **If your dog causes injury to another dog, you will be held financially responsible for any expenses related to that injury.** _____ (initial)
3. Just as children in daycare pass around a cold or flu, I understand that by socializing my dog(s) with other dogs, they will be in contact with more germs. The activity and stress of boarding may also increase the chance that my dog exhibits sneezing, runny nose/eyes, diarrhea, vomiting and coughing (including kennel cough). _____ (initial)
4. My pet may be tired for *a few days* after being at Canine Retreat for daycare or boarding (especially extended stays). We also recommend feeding more than usual while boarding for extended periods. _____ (initial)
5. All pets need to be on a monthly flea prevention. If fleas are found on my dog, I agree to be charged for a capstar pill and/or a flea bath. _____ (initial)
6. If my dog is a powerful breed and/or has a high energy level, he/she will be required to be more responsive to our staff which helps us prevent your dog from getting hurt etc. _____ (initial)
7. A change in a pet's routine can be stressful and may lead to a loss of appetite, diarrhea, or other reactions. _____ (initial)
8. Until my dog(s) "feels at home" at Canine Retreat, they may not drink as much water, and may be thirsty when picked up. They also may be extra thirsty simply from all the exercise. _____ (initial)
9. When dogs play they get dirty, hair may get matted & toenails can break. We encourage you to pre-schedule brush-outs (to prevent mattes) or nail trims during your dog's stay. We also offer ear cleanings, baths and full grooming. _____ (initial)
10. Older dogs and puppies may be more easily prone to injury and illness than other dogs. _____ (initial)
11. In **multiple dog households**, the **primary dog on the account will be assigned by frequency of visits**. Each additional dog will receive a 40% discount. **The additional dog discount will only apply when the primary dog is present.** _____ (initial)
12. For safety, all dogs must have a quick release collar and identification. If my dog checks in without them, I understand that I may be charged for a Canine Retreat collar and name tag. _____ (initial)
13. Dogs must be picked by closing time. **Late dogs will be charged a late fee and may be required to stay for boarding** _____ (initial)