



COMPLETE CANINE CARE

Dog Day Care and Kennel Facility

OWNER INFORMATION

Title Forename & Surname

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Home address

Work address

Home Phone

Work Phone

Mobile Phone

Email

PARTNER/SPOUSE

Name

Work Phone

Mobile Phone

How did you hear about us?

Word of mouth

Email

Website

Flyer

Google

Other

EMERGENCY CONTACT/ PICK UP

(If urgent pick up during the day is require and you are not available)

Name

Work Phone

Mobile Phone

DOG BASIC INFORMATION

Dog 1: Name

Breed

Sex (m/f)

Age D.O.B Desexed Y/N Colour
 Registration number Microchip number

DOG BASIC INFORMATION

Dog 2: Name Breed Sex (M/F)
 Age D.O.B Desexed Y/N Colour
 Registration number Microchip number

VETERINARIAN INFORMATION

Vet Practice Telephone Number
 Address

DOG MEDICAL AND HEALTH

Vaccination	Date received	Date Due
Kennel Cough		
5 in 1 (DHPPV, Distemper, Parvo etc)		
Lepto Virus		

	Date received	Date Due
Flea Treatment		
Worming Treatment		

Any medical condition or injuries?

Any allergies/food sensitivity?

Any restriction of movement?
 e.g. dysplasia, arthritis

DOG BEHAVIOUR

Is your dog anxious or frightened by any of the following: please tick those that apply

Noises		People		Other Dogs		Cars		Objects	
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Has your dog ever...

Reacted negatively around food		Growled at someone		Bitten someone		Shown aggression to other dogs	
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If you have answered yes to any of the above questions please give details:

SOCIALISATION

Does your dog enjoy playing with other dogs?

Does your dog willingly share toys with other dogs?

Any type of dog your dog automatically dislikes?

What games does your dog enjoy? (chase, ball etc)

How often does your dog socialise?

How does your dog react to other dogs on the lead?

How does your dog react to dogs off the lead?

Does your dog willingly share food and toys?

Are you happy with treats at day care/ on walks? Yes/No

TRAINING

Has your dog attended formal training? Please Specify

What commands does your dog know? E.g. Sit, Stay, Heal, Come, Off, Leave, Down, Wait

ASSESSMENT DAYS

All assessment days must be booked in advance. We will book you in for an introduction time slot at either 7am or 7:20a on a chosen week day. Depending on the introduction, your dog will either stay on for a full day or half day.

TERMS AND CONDITIONS

- I (the owner) hereby declare to Complete Canine Care that I am the legal owner of my dog; that my dog has not been exposed to distemper, rabies or parvo within the past thirty days; that my dog has been inoculated as indicated by records present; that my dog is currently and properly licensed.
- I understand that Complete Canine Care's Day Centre is a group play facility. I accept the risks involved and agree that Complete Canine Care is not liable for any injuries or illness resulting during my dog's attendance.
- I understand that Complete Canine Care take the utmost caution in order to keep my dog safe. I accept the risks of off leash exercise and agree that Complete Canine Care is not liable for any injuries or illnesses resulting during either on lead or off lead dog walks provided by Complete Canine Care.
- I understand that I am liable for any medical care expenses and damages that result from injuries caused by my dog.
- I understand that if my dog has a history of aggression or biting, Complete Canine Care reserves the right to refuse service for my dog and have disclosed to Complete Canine Care all known danger associated with my dog.
- I expressly waive and relinquish any and all claims against Complete Canine Care, its employees and representatives, except those arising from negligence on the part of Complete Canine Care
- I understand that under no circumstances will Complete Canine Care be liable for consequential damages or damages beyond the replacement value of my dog.
- If any medical problems develop while my dog is in the care of Complete Canine Care, I authorise Complete Canine Care to do whatever they deem necessary for the safety, health and wellbeing of my dog and I agree to assume full financial responsibility for any and all expenses incurred
- I understand that Complete Canine Care have the right to refuse service to me and my dog at any time and for any reason.
- In addition to the terms and conditions set out in this agreement I confirm that I have read and understood the rules and regulations outlined on Complete Canine Care's website www.completecaninecare.co.nz
- I give permission for Complete Canine Care to take and use photos of my dog to post on their social media sites
- I give permission for Complete Canine Care to contact my veterinarian to confirm my dog is up to date with his/her vaccinations

PAYMENT REQUIREMENTS

- I understand that I must pay Complete Canine Care in advance for any service being provided apart from grooming
- I understand that I must allow at least 24 hours for notice of cancellation or change in schedule day/time and that I will be charged 100% for 'no shows'.
- I understand that the hours of operation are 7:00am-6:30pm. A late \$10 fee applies and another \$10 for every 10 minutes thereafter. If I have not picked my dog up by 7:00pm, Complete Canine Care will make arrangements for overnight boarding at my expense.
- If I purchase a half day service and fail to pick my dog up 4 hours after drop off, I will be charged the full day rate.

I have read all the above and agree

Signature

Date

OFFICE USE

Staff member

Date assessed



Complete Canine Care

Dog Day Care and Boutique Kennels

Daily Protocol

1. All dogs are to arrive no later than 10am unless prearranged with a member of staff. Some high energy dogs or very nervous dogs may be asked to arrive before 8:30am on their first few visits while they adjust to day care.
2. Payment for day care is to be paid in advance, using one of our concession cards or when paying day at a time on the day by cash, eftpos or credit card. Kennel stays must be paid for on or prior to pick up
3. Bookings are to be made 24hours in advance for day care and kennels- exceptions will be made for quiet days
4. You must give 24 hours notice for cancellations of your day care booking
5. A 50% cancellation fee will be charged if less than 24 hours notice is given
6. A 100% fee will be charged for "no shows"
7. Hours of operation are 7am-6:30pm Mon-Fri, 8am-11am and 3pm-6pm Sat, Sun, and public holidays
8. Late fees will be charged at \$10 for every 10 minutes with a maximum of \$30 payable on arrival unless arrangements for a late pickup have been made in advance. If later than 30 minutes late your dog will be kennelled overnight at owners expense

Vaccinations:

1. All dogs must remain current and up-to-date with vaccinations including DHPP (Distemper, hepatitis, parainfluenza, parvovirus), Leptospirosis and Bordatella (kennel cough)
2. Owners must bring in proof of annual booster vaccinations each year

Health:

1. CCC will NOT allow bitches in season to attend day care
2. CCC requires male dogs to be de-sexed by 8 months of age
3. Please advise CCC if your dog has been vomiting or had diarrhoea 24 hours before attending day care or any other sickness
4. Boarding kennels- if your dog has been housed in boarding kennels for a short or long stay your dog must not attend day care for at least 10 days after their kennel stay to prevent the possible spread of kennel cough within our facility and the wider community (this excludes Bethells Farmstay as we have a working relationship with them)
5. If your dog does contract kennel cough at any point in time there is a 10 day stand down period after the dog has finished its antibiotics and symptoms have subsided (this may mean your dog is off day care for two-four weeks)
6. It is important to keep us informed regarding your dog's health such as wounds, scratches, scrapes or injuries
7. If your dog has recently had surgery please advise us. Any dog who has stiches and/or dressings must stay home
8. Any dog who has had an anaesthetic and or sedation cannot attend day care until 48 hours after the drugs were administered
9. If your dog is fed in the morning please make sure to feed them 1 hour before attending day care to give them a chance to digest their breakfast before exercise. This is to prevent vomiting their food up and to prevent other potential issues such as gastric torsion (bloat)

Field trips:

1. Dogs are entitled to a field trip at a rate of \$25 on days when they are at day care.
2. Dogs must have decent recall and good off-leash manners to attend field trips. If we feel that your dog is not suitable for a field trip we will let you know and advise what training needs to be done prior to a trip.
3. Field trips last a minimum of 1 hour

Grooming:

1. Dogs are entitled to 10% off dog wash rates when at day care for the day
2. Full rates will be charged for non-day care dogs