



DOG HAUS RULES & REGULATION

The purpose of The Dog Haus is to provide a safe, fun and stimulating social environment for dogs. To ensure the health and safety of your pet and of our other guests, we require all of our clients comply with the following rules and regulations.

Pick up & Drop off: All dogs must be on leash and dropped off between 8 am-9-30 am. No prong collars or retractable leashes are permitted at daycare. Please ensure that your dog(s) relieves him or herself before coming to daycare. Pick up times are between 4-6 pm. If you are going to be late please call ahead and let us know. Failure to do so will result in a charge of \$15.

Age & Sex: We accept dogs of all ages. Puppies must be at least 8 weeks old and on a vaccination program. All dogs over the age of 6 months must be spayed or neutered.

Feeding: Please note that we do not feed dogs while at daycare to avoid health problems such as stomach flipping and vomiting because the dogs are always active. The dogs remain in a pack and are not separated therefore to avoid food aggression we do not give them meals.

General Health: All dogs must be in good health. Owners will need to certify that their dog(s) is/are in good health and have not been ill in the last 30 days. On admission, all dogs must be free from any condition that could potentially jeopardize other dogs. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health in order to be admitted or readmitted. Once admitted, please alert Dog Haus staff to any change in your dog's health that requires medication, even if we will not be required to administer it. If your dog is not feeling well (ie. vomiting or diarrhea) please do not bring him/her to daycare. Please be advised that if we believe that your dog requires immediate attention by a veterinarian, we will notify you, transport your dog and obtain veterinary services and charge your account for the full amount incurred for the treatment of your dog. These charges must be paid in full at the time that you pick up your dog.

Packages and Rates: The Dog Haus offers daily rates as well as a 10 day package. All packages are subject to expiration 4 months after purchasing.

Reservations: To ensure we have space reservations are required one week in advance.

Cancellations: 24 hour advance notice is required prior to cancellation. No-shows will be charged full daycare fees. Please see cancellation policy.



Daycare Application Form

(Please complete this form and send it in before your dog's first visit)

Dog's Name: _____

Date: _____

OWNER INFORMATION

Name(s): _____

Address: _____

Home Phone: _____ Work: _____ Cell: _____

Other: _____ Email: _____

Emergency Contact: _____

Number: _____ Email: _____

DOG INFORMATION:

Breed: _____ Date of Birth (M/D/Y): _____

Age: _____ Sex: (please circle) Male / Female Fixed: Yes / No

Veterinary Clinic

Name: _____

Number: _____

Vaccinations: *Please also attach a copy of most recent vaccinations from your vet*****

Due date for next Rabies:

Due date for next Distemper (DHLPP):

Due date for next Bordatella:

PET HISTORY

Where did you get your dog? (Shelter, breeder, pet store, home litter, other)

How old was your dog when you adopted?

Does your dog fear or dislike any type of people? How does he/she react?

Does your dog fear or dislike any type of dog?

Does your dog get along with puppies? Yes / No

Does your dog get along with small dogs? Yes / No

Does your dog get along with large dogs? Yes / No

Please check any of the following that apply to your dog:

- Very high energy (extremely active)
- Mid-level energy (moderately active)
- Puppy energy (spurts of extremely high energy followed by long naps)
- Low energy (likes to lounge a lot)

How many times a day is your dog walked? How long are your walks?

Does your dog have off leash play with other dogs? Where and how often?

Has your dog ever been to daycare before? What was the name of the facility? How many dogs were off leash together at a time?



Has your dog ever growled or snapped at a dog or person?

Is your dog nervous or frightened by noises or other stimuli?

Does your dog ever experience anxiety when away from you or left alone?

Has your dog had any obedience or behavioural training? Please name the organization.

Does your dog show any of the following behaviours? (Please check all that apply)

- Barking
- Anxiety
- House soiling
- Digging
- Mounting/Humping
- Mouthing/Biting
- Ignoring commands
- Hyperactivity
- Aggression

Are there any health problems we should be aware of? (Please check all that apply and explain)

- Allergies
- Vision problems
- Hearing problems
- Seizures
- Hip/elbow dysplasia
- Recent surgery

Additional information:

How did you hear about THE DOG HAUS?

How often would you like to use our facility?

Very occasionally Monthly Weekly 2-3 times a week



Health and Temperament Certification & Waiver

I, _____ certify that my dog, _____ (name of dog) is in good health and has not been ill with any communicable diseases within the last 30 days. I further certify that my dog has not harmed or shown aggressive behaviour toward any person or any other dog.

I understand that I am solely responsible for any harm caused by my dog(s) while my dog(s) is/are attending daycare at The Dog Haus (2295253 Ontario Inc.). I further understand that due to the way that dogs interact with one another, minor cuts and scratches can occur even though the dogs are carefully supervised at all times.

While my dog(s) is/are in the care and custody of The Dog Haus, if I am unreachable in the event of an emergency, I hereby authorize Dog Haus, its agents, and/or representatives to seek immediate veterinary care for my dog. I understand that all costs in connection with, veterinary, medical or other treatment shall be my responsibility.

I hereby release and agree to save and hold harmless, Dog Haus, it's directors, officers, shareholders, employees, assistants, members and agents from any and all liability, claims, suits, actions, loss, injury or damage of any nature or kind, or for any liability, claims, suits, actions, loss, injury or damage which I or my dog(s) may sustain or which may be caused in any way by my dog(s). I specifically, without limitation, agree to fully indemnify Dog Haus for any and all such liability, claims, suits, actions, losses, injury or damage.

I certify that I have read and understand the rules and regulations set forth herein and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions and statements of this agreement and confirm the truthfulness of the contents of the Application form completed by me.

Please note that although Dog Haus carefully screens all applicants, occasionally we discover that this is not an appropriate environment for every dog. Dog Haus reserves the right to permanently remove a dog from daycare at any time. I understand that my dog may not be a good fit for the pack at The Dog Haus and may be denied admittance if my dog is too much of a danger to the safety of others at daycare.

Is there anything else we should be made aware of regarding your dog's health or temperament?

Signature of owner: _____ Date: _____



CANCELLATION POLICY

When you reserve a space for your dog at The Dog Haus, we set the reservation aside for your dog – and ONLY your dog.

Out of respect for you we strive to never over book, so we ask that you respect us in return by bringing your dog on time and on the day scheduled.

If you do not show up on the scheduled day, and you have not notified us at least 24 hours in advance, you will be responsible for paying the full cost of daycare as booked.

Cancellations

In the event that you are unable to keep your scheduled day, please contact us by phone (**519-569-7344**) or by email (info@doghaus.ca), at least 24 hours in advance. If you are unable to reach a staff member by phone, please leave a message on our voicemail service.

We recognize that no one is perfect and there are circumstances that are out of your control like sudden illness or family emergencies, and so our staff may make an exception at their discretion on those rare occasions.

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- I agree to pay for the reservation(s) I have made.
 - I understand that 24 hours' notice by phone or e-mail is required for cancellation.
 - I understand that my reservation is my purchase whether or not I decide to bring my dog.
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Printed Name: _____ Date: _____

Signature: _____

All of us at The Dog Haus thank you in advance for your cooperation.



CODE OF CONDUCT

At The Dog Haus we are committed to providing the safest, most pleasurable experience for our clients (both human and dog) from the moment they enter the door to the moment they leave. In order to keep the experience working outside of the daycare, we have a few Haus rules:

- 1. Communicate any questions or concerns** to our staff. We like to have a close relationship with our clients in order to provide the best care for your dog. Please report any illnesses, mood changes, absences or concerns to us. We, in turn, will inform you of such things should they become apparent at the daycare.
- 2. Socialize your dog outside of daycare.** Coming to daycare regularly allows your dog to make friends and learn manners but it is crucial your dog is meeting other dogs daily - on walks and play dates. This helps to fulfill your dog's needs and makes them less frustrated and less likely to be aggressive when with the pack helping to keep our daycare running smoothly.
- 3. Keep your dog CALM and under control** during drop off and pick up. The Dog Haus is a playful atmosphere of happy, controlled, and quiet dogs. In the interest of keeping this order, the dogs must understand that certain types of behaviour are not tolerated at daycare. We ask that you teach your dog that during drop off and pick up they need to be quiet and calm. For example please do not excite the dog by saying "want to go to daycare?" We know that you love your dog but please limit talking to your dog as this promotes excitement and anxiety.
- 4. Dogs MUST be on leash at all times.** When in the parking lot and office area, it is important to have your dog on leash (no retractable/extend-a-leashes). This ensures that you have control of your dog should there be another dog in the entrance. As part of this training, be sure to enter the doorway before your dog.
- 5. Doggie Poo: It's up to you!** The daycare is both an indoor and outdoor dog park and, as such, it is not uncommon for dogs to have to "go" on occasion. However, we ask that all dogs to have pooped PRIOR to arriving at the daycare. We do our very best to keep The Dog Haus clean and hygienic. So, please poop your dog BEFORE you arrive at daycare, rain or shine.
- 6. Leave sick dogs at home.** Although this rule seems obvious, it must be said. Please do not bring your dog in if it is coughing, sneezing, has diarrhea of an unknown cause, etc. Illness spreads easily in a confined space. We are, however, able to accommodate dogs with injuries or non-contagious conditions if they are cleared by a vet for daycare.
- 7. Please do not approach unfamiliar dogs. Practice no touch, no talk, no eye contact.** To ensure your safety as well as your dog's, we ask that you not approach dogs you do not know as some dogs can act out around their owners or if they feel threatened. **Please allow us to do all introductions between dogs out in the yard** - we are trained professionals at this. If YOU (without your dog) would like to approach a dog, please ask the owner and respect our 3 rules: no touch, no talk no eye contact and allow the dog to come to you to sniff. Do not put your hand out or go to touch the dog right away as that could be dangerous.
- 8. When you have an alternate person pick up your dog, please let us know.** Your dog means everything to us. We would never want to place anyone in the wrong hands. So, if you have an alternate person picking up your dog, please phone us with their name, number and description ASAP.
- 9. Please pick up your dog before 6pm.** However, we do understand that things can get in the way of your schedule and make you late for pickup. If this happens, please call and let us know and we will accommodate you where we can and within reason. Pickups after 6pm will be billed \$15.00.
- 10. Cancellations must be made 24 hours in advance.** To avoid full payment of a daycare visit please provide us time to fill your spot. Call or email as soon as you know you no longer need daycare so that another dog can come and play.