

WELCOME PACKET

Please fill in and return this form to the Palace

DATE: _____
PET PARENT: _____ CO-PARENT: _____
ADDRESS: _____ ZIP: _____
HOME PHONE: _____ CO-PARENT PHONE: _____
CELL: _____ CO-PARENT CELL: _____
Email address: _____
How did you learn of our services at the Pet Care Palace? VET _____ SIGN _____ REFERRAL _____ S. MEDIA _____
Whom may we thank for the referral? _____

PET REGISTRATION

NAME OF PET: _____ DOG _____ CAT _____ BREED: _____
MALE/NEUTERED FEMALE/SPAYED BIRTHDATE: _____ COLOR: _____
VETERINARIAN _____ VETERINARY OFFICE _____

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MALE/NEUTERED FEMALE/SPAYED BIRTHDATE: _____ COLOR: _____
VETERINARIAN _____ VETERINARY OFFICE _____

REQUIRED: RABIES (dogs/cats) **DISTEMPER** (dogs/cats) **CANINE COUGH** (Bordetella-dogs)

Must provide a vaccination certificate from your veterinarian in the office no later than 2 days prior to services

Our fax number 260.498.2195 or email pawsnclawspcs@gmail.com

Our Culture:

*At Paw's-n-Claw's, we treat all our guests with royalty and respect. We believe creating a trusting, fun and positive environment assists our guests in becoming comfortable and happy. Each pet is treated as an individual and every measure is taken to ensure their well-being during their time with us. We work hard to provide a safe, clean, and exceptional facility for your pet's enjoyment.

Service Notes:

Our pet care facility CANNOT ACCEPT:

- *Guests who have had or been exposed to a communicable illness, disease, or parasite in the previous 30 days.
- *Guests with an unusual or abnormal cough, sneezing, fever, or other questionable signs or symptoms of illness or disease.
- *Guests adopted from a shelter or rescue situation in the previous 14 days.
- *Guests who have extreme separation anxiety or fear of enclosed spaces.
- *Guests who are aggressive towards Palace staff or show signs of "cage or space-aggression".

Vaccination Notes:

*Vaccines do not protect against all communicable illnesses that may affect a pet. Just as in child care, there is some risk and exposure to communicable illnesses when taking pets to social environments. To protect all of our guests, we require yearly or 3 year vaccines for Rabies and Distemper, as well as yearly Bordetella (dogs-Canine Cough). Canine Influenza Virus vaccine for dogs and Feline Leukemia vaccine for cats is recommended.

***Paw's-n-Claw's is not liable for illness caused by vaccine failure or epidemic outbreaks of illness or disease in the local pet community.**

Parasite Prevention:

*Guests should be on an internal and external parasite prevention program which includes yearly heartworm and internal parasite testing. Guests who have fleas or other obvious parasite infestations will be treated at the owner's expense.

PLEASE INITIAL: _____

Boarding Guests:

Rates are accrued on a **DAILY** basis and begin the day of check-in. Check-out procedures **before 10am Monday through Saturday** provide a grace period and no charges are accrued for that day. A **non-refundable** \$25 deposit is required for first-time boarding guests and a **non-refundable** \$50 deposit required for guests reserving over holiday periods. Cancellations require at least a 7 day advanced notice to receive a deposit credit on account. Pet's picked up 24hrs or more before the scheduled departure date will forfeit their deposit. Deposit credits are placed on the account, do not expire and can be used for any services. A Holiday surcharge of \$15/pet/holiday is added to boarding charges over Holiday periods. Guests receive 6 potty sessions off-leash daily in our exercise and play yards. Daily naps are provided from 12-2pm and the over-night rest period is approximately 12 hours. You will need to provide your pet's normal food and meals are served according to the pet parent's instruction at 7am, 12pm, and/or 5pm. Guests are covered by our **Veterinary Care Warranty** for timely veterinary treatment if the need arises during their stay; \$5 fee per boarding visit and covers up to \$100 in vet care fees during their stay and expires upon departure. **Exceptions** are Injury, illness, or death due to: geriatric or age related conditions, pre-existing health conditions, pets boarded together at the owner's request take action against each other, foreign body material consumption by pet, bloat or gastric torsion, self-inflicted injuries due to separation anxiety behavior and disorders, local epidemic illnesses or vaccine failure. **The business office is CLOSED for pick-up and drop-off on ALL HOLIDAYS.**

DayPlay Guests: Our DayPlay guests enjoy stimulating games and activities, outdoor play, indoor enrichment and a safe and fun social environment. Each pet who wants to socialize with other pets will be evaluated to determine the individual pet's personality, play style, and sense of well-being in a DayPlay environment. Our staff is highly trained to identify dog body language and appropriate and inappropriate social behavior. We utilize a formal evaluation and implementation process that promotes structured and appropriate play. Pet behaviors are tracked by identifying Red, Yellow, and Green behaviors. We utilize a balanced technique that focuses on good manners and respect of boundaries by reinforcing positive outcomes and discouraging negative behaviors. Negative behaviors (assigned as yellow or red behaviors), can be: predatory chasing, bullying or harassing, mounting, rough biting, excessive growling, trapping or dominating others, escalating states of arousal, jumping, chewing or clawing at doors or gates, excessive vocalization, and jumping up on people are all discouraged with use of humane redirection techniques, including: voice commands, spacial pressure (walking up to dog or getting close to achieve its attention), leash control (placing on leash to encourage calmness), time-outs, or water squirt bottle. **All play groups are closely monitored and group size is limited based on multiple factors, including: size, personality, energy level, age, breed and other factors.** DayPlay is available by appointment **Monday through Friday**. Activities begin at 8am and end at 5pm. Guests enjoy a daily nap from 12-2pm, as well as rest periods periodically to promote their health and well-being. All pets should have basic obedience training and understand common commands. Pets over 6 months of age must be neutered or spayed to participate in group play. Pets may behave unpredictably and can incur injuries, including: skin scrapes, puncture wounds, toe pad injuries, nail trauma, or ligament strain or sprain. **Paw's-n-Claw's is not liable for injuries received during social play interactions.** We recommend discussing your pet's health with your veterinarian before starting DayPlay activities, especially if the pet has had previous injuries, current health concerns, or is a senior pet over 7yrs of age.

Daycare Guests: Not all pets enjoy or do well with social interactions and would prefer one-on-one time with our staff instead. Daycare and personal play options are available for the "lone wolf" to enjoy our Palace activities without the strain of being a social butterfly.

Grooming or Bathing Guests: Our Grooming S'paw turns Beast into Beauty with upscale products and techniques. Our experienced Pet Stylists are available Monday through Saturday and groom all breeds of dogs. Every bath and groom appointment includes shampoo, conditioner, nail trim, ear cleaning, anal gland expression, brush out and blow dry. Clipping of hair is done to pet parent's specifications. Appointments last approximately 2-4 hours, depending on pet's current coat condition and hair styling requests. We recommend routine bathing and grooming every 4-8 weeks for optimal condition of the pet's skin and haircoat. **Some pets, especially those with a matted coat, may experience clipper irritation, risk of injury, or physical or mental stress.** Busy pet parents can opt for their pet to enjoy DayPlay activities with other dogs before or after grooming, or just stay for the day with our daycare service (fees apply). An exit bath or groom can also be scheduled for our boarding or dayplay guests to go home feeling and looking fantastic! Sorry, we do not groom cats.

In-Home Pet Sitting:

Paw's-n-Claw's enjoys providing services that make pets happy and most comfortable. For those pets that prefer to stay in their own environment, in-home pet sitting provides an excellent option. Our Bonded and Insured Pet Care Technicians can make scheduled visits to the home to provide social company, potty relief, feeding and exercise opportunities. All pets must be vaccinated for Rabies according to Indiana State Law. An initial consultation is required to assist the Pet Care Technician in learning about the pet(s) and its environment. A **non-refundable** \$25 deposit is required for first-time clients and a **non-refundable** \$50 deposit is required for reserving over holiday periods. Cancellations require at least a 7 day advanced notice to receive a deposit credit on account. Clients who cancel scheduled visits 24hrs or less in advance will be charged for remaining visits. A Holiday surcharge of \$15 is added to pet sitting charges on holidays. All rates include up to 2 pets; \$5/additional pet/visit. Please give a 2 hour window when visits are acceptable for the pet. Sorry, over-night care is not available. Pre-pay only.

Pet Taxi Services:

Our Pet Taxi provides a convenient and necessary service for some pet parents. One way or round trip taxi service is available to or from the Palace, or to or from another destination. Need help picking up or dropping off, even attending a vet appointment? No problem. Rates are based on zip code, number of trips, and destination. All pets are secured in a crate or a sectioned off area for their safety during travel. Contact the business office to schedule pet taxi services in advance.

PLEASE KEEP FOR YOUR INFORMATION

PET BEHAVIORAL AND PHYSICAL ASSESSMENT

Pets have unique personalities, differing physical conditions and behaviors, as well as likes and dislikes. We will use this knowledge to provide a superior experience for your pet during their time with us.

Yes No If yes, please explain

Allergies			
Arthritis/Joint Problems			
Chronic Ear Problems			
Chronic Eye Problems			
Digestive Problems			
Heart Condition			
Seizures			
Skin Disorders			
Skin lumps/bumps/tumors			
Previous Surgeries			
Thyroid Disorder			
Collapsed Trachea			
Spinal Disorder/Disease			
Chewing of self or property			
Digging to escape			
Excessive Barking			
Fears/Phobias			
Fence Jumper			ALERT STAFF AT CHECK-IN!
Jumps up on People			
Leash Pulling			
Separation Anxiety			
Other Behavioral Issues			
Sensitive areas on body			
Physical Restrictions			
Fear/Aggression to animals			
Fear/Aggression to people			ALERT STAFF AT CHECK-IN!
Fear/Aggression to new Environment/Circumstances			ALERT STAFF AT CHECK-IN!
Food/Toy Aggression			
Other Aggression triggers			
Destructive to bedding/toys			
Urine marks inappropriately			
High prey drive			

Additional notes about your pet:

Your pet normally eats meals: Once daily/ Twice daily/ Three times daily Amount each meal: _____

Feeding notes: _____

We recommend your pet's normal diet in pre-packed portions or enough for their stay.

GUEST NOTES:

- *Please label all items, including toys, food, and bedding, with your pet's first and last name.
- *If Palace food is provided for your pet, a charge of \$4 per meal will be accrued. Best Breed diet is also available in 4, 15, and 30# bags.
- *All collars and leashes are removed upon entering for safety purposes. Only exception is Remote Training Collars; these are removed at nap and bed-time.
- *Oral and topical medication can be given at no additional charge. Injections can be given for \$5/injection.
- *Blankets and toy items are welcome. No beds bigger than 2x2 please. Be sure items are washer/dryer safe. The Palace is not liable for damage of items or ingestion by pet. We provide water bowls, beds and blankets, and grain-free treats for all our guests.
- *Our guests have so much fun; we love to show it off on facebook! Your pet may be featured on a post or advertising from time-to-time, so make sure you like our page and stay tuned for adorable pictures. If not, initial here: I DO NOT want my pet's picture advertised: _____

PLEASE INITIAL: _____



WELCOME TO THE PET CARE PALACE!

OFFICE HOURS: MONDAY-FRIDAY 7:30am-12pm AND 2-6pm

SATURDAY 9am-12pm, SUNDAY 4-6pm

OFFICE CLOSED ON HOLIDAYS

Please read this welcome packet carefully, as it contains important information you need to know about our Palace procedures and policies. We take the care and well-being of your pet seriously and strive to provide the best care possible.

*We happily accept CASH, VISA, MC and DISCOVER. No checks please.

*Payment is expected at time of service or upon departure from boarding services.

***Boarding deposits are NON-REFUNDABLE and deducted from pet's invoice at pick-up. First time boarding and/or holiday boarding guests who cancel 7 days or less before the reservation date or pick the pet up 24hrs or more in advance of the scheduled departure date forfeit their deposit.**

*No charges are accrued Monday-Saturday if pet picked up from boarding before 10am.

*Pets boarded Saturday to Sunday are considered a two day charge.

*Boarding stays of 10 days or more requires ½ payment at drop-off.

Your initials and signature acknowledges that you have read and agree with our policies contained in this Welcome Packet

Pet Parent Acknowledgment

Pet's Name: _____

Pet Parent's Printed Name: _____

Pet Parent's Signature: _____

Date: _____