



## Customer Information Sheet

**Note:** All personal information is held securely in accordance with the appropriate legislation, confidential and treated appropriately.

### Customer Information

Mr/Mrs/Miss/Ms \_\_\_\_\_ Last Name \_\_\_\_\_

Home Address \_\_\_\_\_ Post Code \_\_\_\_\_

### Contact Details/Telephone Numbers

Home \_\_\_\_\_ Work \_\_\_\_\_ Mobile \_\_\_\_\_

Email/s \_\_\_\_\_

Best Contact methods (Usual) \_\_\_\_\_

Best Contact methods (Emergency) \_\_\_\_\_

### Pet Information

Dog/s Name \_\_\_\_\_ Age \_\_\_\_\_ Sex \_\_\_\_\_ Breed \_\_\_\_\_

Microchip number \_\_\_\_\_

Veterinary Details \_\_\_\_\_

Is your pet up to date with their vaccinations? **YES/NO** (please circle the appropriate answer)

Has your pet been vaccinated against kennel cough? **YES/NO** (please circle the appropriate answer)

Has your pet been Neutered/Spade? **YES/NO**

Does your pet have any allergies or intolerances? **YES/NO**

If you have answered **YES** then please explain what they are \_\_\_\_\_

**Dog Behaviour**

Where does your dog spend most of his/her day? \_\_\_\_\_.

Is your dog allowed on furniture/bed at home? \_\_\_\_\_.

Number of walks per day? \_\_\_\_\_.

Average length of walk (mins)? \_\_\_\_\_.

On lead? **YES/NO**

How many times is your dog fed per day? \_\_\_\_\_.

Are you happy with treats at daycare? **YES/NO**

Has your dog ever.....

Reacted negatively around food? **YES/NO**

If **YES** please specify. \_\_\_\_\_.

Escaped from your property? **YES/NO**

If **YES** please specify. \_\_\_\_\_.

Growled at someone? **YES/NO**

If **YES** please specify. \_\_\_\_\_.

Bitten someone? **YES/NO**

If **YES** please specify. \_\_\_\_\_.

**Socialisation**

How often does your dog socialise? \_\_\_\_\_.

Does your dog enjoy playing with other dogs? \_\_\_\_\_.

How does your dog react to other dogs **ON** a lead? \_\_\_\_\_.

How does your dog react to other dogs **OFF** the lead? \_\_\_\_\_.

Does your dog share/eat food near other dogs? \_\_\_\_\_.

Does your dog share toys with other dogs? **YES/NO**

**Training**

Has your dog/s attended any formal training? **YES/NO**

(if **YES**, please detail who with and on what level) \_\_\_\_\_.

### **Pet services/Products used**

Have you used a daycare centre before? **YES/NO**

(If **YES**, which one) \_\_\_\_\_.

Have you used a groomer before? **YES/NO**

(If **YES**, which one) \_\_\_\_\_.

Has your dog had a bad experience with any of these? **YES/NO**

(If **YES**, which one) \_\_\_\_\_.

What type of food do you feed your dog?

Dry biscuits (Brand) \_\_\_\_\_.

Treats (Brand) \_\_\_\_\_.

Wet/Tinned (Brand) \_\_\_\_\_.

Raw (Brand) \_\_\_\_\_.

Other (Brand) \_\_\_\_\_.

Will your dog be due a meal at daycare? **YES/NO**

(If **YES**, what time? You will need to provide a daily portion at each visit) \_\_\_\_\_.

### **Assessment**

An assessment will be conducted on the morning of your dog's first visit to daycare, all assessments are conducted by a member of staff and will last anywhere between 30 minutes to 2 hours. In this time, a member of staff will introduce your dog to other members of the pack that are at daycare on that day. After the assessment, a member of staff will feedback information to you and a decision will be made regarding your dog's entry to daycare.

### **Before your dog joins us**

Please ensure that before your dog's first day with us that he/she is wearing a collar/harness that fits securely and does not slip off easily. A name tag with all relevant owner details should be attached to your dog's collar.

We also request (if applicable) that you provide us with a set of house keys so that we can easily plan our pick up/drop off route so that your dog spends as less time in the company van as possible.

**Liability**

I..... confirm that I am the legal owner of my dog; that my dog has not been ill with any contagious disease or condition within the past (30) days. Also my dog is up to date with all its relevant vaccinations.

I also understand that Passion For Paws is an open daycare centre, I agree that my dog will be socialised with other dogs at daycare and I accept the risks involved in free play. I give consent for my dog to be walked either off or on lead at daycare (we will gauge your dogs recall and will speak with you before attempting an off lead walk)

I understand that if my dog has any history of aggression or biting, Passion For Paws will refuse entry to my dog and I have disclosed to Passion For Paws any known dangers associated with my dog. Any behaviour deemed as dangerous or inappropriate by a member of staff may result in the instant dismissal of my dog/s.

Once you have become a member you will be given set days in which your dog will attend on a weekly basis. Your dog will have those allocated set days for the foreseeable until we review and discuss either adding or reducing days. You will still be required to pay for those set days even if your dog is unable to attend daycare so that you retain your place as a member. We will review this under certain circumstances. If you wish to cancel your membership with us you will be required to give a notice period of a minimum of four weeks.

If a medical emergency occurs with my dog during the course of the day at daycare and I cannot be contacted then I give Passion For Paws permission to do whatever they deem necessary for the safety, health and well-being of my dog.

Please be aware that Passion For Paws will request a fully up to date vaccination record for your dog and failure to provide this will result in your dog being denied access to the daycare facility.

How did you hear about us? Google/Word of mouth/Social media/Other\_\_\_\_\_

By signing the below confirms that all information you have given is correct to the best of your knowledge.

Name\_\_\_\_\_ Signature\_\_\_\_\_ Date\_\_\_\_\_