Introduction forms

Client profile and consent

Reservoir Doggy Resort & Spa

Contact and Client Profile

Please print clearly using blue or black ink. Fill in all applicable fields to the best of your knowledge

Client Contact information

Clients full name

Address

Mobile number

Email address | Work Number

Emergency Contact Information

Emergency contact name

Mobile number | Relationship to owner

Email address | Work Number

I authorize my emergency contact to make emergency and financial decisions in my absence

Yes No

Vet information

Vet name

Vet address

Phone number | Opening hours

Email address

Dog Information

Dogs name	Dogs age
How many dogs are staying with us?	Sex ○ Male ○ Female
Neutered/Spayed ○ Yes ○ No ○ N/A	Fully vaccinated ○ Yes ○ No
Is your dog up to date with their flee and tick treatments? ○ Yes ○ No ○ N/A	
Tag on collar ○ Yes ○ No ○ N/A	Crate used? ○ Yes ○ No
Microchipped ○ Yes ○ No	Insurer
Treats allowed ○ Yes ○ No ○ N/A	
Allergies/intolerances ○ Yes ○ No	More information:
Medical conditions ○ Yes ○ No	More information:
Medication required ○ Yes ○ No	*If yes please fill out medication form **
Please tell us about your pets temperament	
Distinguishing features and breed:	
How does your pet react to being in a car?	
Any limited or impaired sensory function? ○ Yes ○ No	
Is your dog insured? ○ Yes ○ No	Who is your insurer?
Is your dog allowed off lead? ○ Yes ○ No ○ N/A	
*If yes please sign the off-lead waiver **	

Dog Information continued...

Has your Dog ever shown signs of aggression towards a person or another animal?

Yes No

Please explain below:

Any behavioural concerns - (guarding things, noise phobias, etc)

Does your dog require a muzzle? Yes No N/A

Does your dog have good recall? Yes No

If yes, please give details:

How does your dog respond to the following - Given: 1 = BAD and 5 = GOOD

Cats Rating score /5 People Rating score /5 Small dogs Rating score /5

Birds Rating score /5 Squirrels Rating score /5 Larger dogs Rating score /5

Anything to add?

Please indicate if you are bringing the following:

Towel Lead / Collar Teddy

Toys Treats Dog bowel

Brushes Cleaning supplies Feeding tray

Dog bed Blanket Dog bed

Anything else?

My Dog loves:

My Dog hates:

Feeding Routine

Does your dog have wet or dry food? ○ Wet ○ Dry ○ Combination

Brand of wet food | Brand of dry food | Brand of treats

Any further information?

Does your dog have treats, if yes what brand

How many treats per day | When do they have treats

Does your dog have any food allergies, intolarances or sensitivities) ○ Yes ○ No

If so please explain

Is there anything you specifically dont want your dog to have ○ Yes ○ No

If yes, please give details:

Feeding Plan

	Breakfast	Lunch	Dinner	Supper
Time:				
Amount:				

Food left with us:

○ Wet Food ○ Biscuits ○ Bones
○ Dry Food ○ Chew sticks ○ Raw food

Any other food?

Special feeding instructions:

Pets favourite things

What are your dogs favourite things? Please tick all that apply below:

- Cuddles
- Attention
- Being brushed
- Playing with toys
- Interaction
- Naps
- Walking
- Running
- Group walks
- Sunbathing
- Independance
- Lots of treats
- A bone chew
- Play fetch
- Playing in water
- Dog training
- Being held
- Belly/Ear rubs
- Massages
- Music/TV

We want to ensure your dog's stay with us is home from home, so their comfort and happiness are our top priority!

Please provide any further information you think we might need in order to make your dog's stay with us a comfortable and pleasant experience:

Please provide any information on your dogs dislikes below:

Dog boarding details

Start date: End date:

Time of drop off: Time of collection:

How many walks a day Times prefered

Will you be out of the country

If yes, please provide an emergancy number of where you are staying

Will it be you collecting your dogs upon departure ○ Yes ○ No

If no, please provide name and number of person collecting

Name Number

Is there anything else we should know

Would you like daily updates and pictures ○ Yes ○ No

What time of day is best to message you

How would you prefer to be reached ○ Whatsapp ○ Email ○ Text

Please provide the number or email you would like updates too

Dog Behaviour & Training

Does your dog enjoy cuddles and affection ○ Yes ○ No

Does your dog have any phobias we should be aware of ○ Yes ○ No

Please describe your dogs personality, shy, excitable, protective etc

Dog Behaviour & Training continued...

Has your dog undergone any obedience training? Yes No

Please tick if your dog knows the following commands below:

Sit Paw Heal Wait Lie down Their name

If there are any other commands you use please provide us with them

Is your dog crate trained Yes No

If yes will you be bringing a crate

Is your dog fully toilet trained Yes No

Do they require puppy mats Yes No

Is there anything else we should know about their toilet habits Yes No

Does your dog show any of the following traits below

Separation anxiety Yes No Guarding food or treats Yes No

Pulls on lead Yes No

Aggression towards other dogs on lead Yes No

Possesivness over their toys, bed etc Yes No

If yes please explain

Client consent

Client name Date

Client signature

Dog Boarder name Date

Dog Boarder signature

Terms & conditions

Dog Boarding Agreement



Dog Boarding/Daycare Agreement

Client authorization & terms

1. I authorize Reservoir Doggy Resort & Spa to care for my dog whilst I am away. I will fill out all necessary forms and inform Reservoir Doggy Resort & Spa of any information I deem important regarding my dog

2. I authorize Reservoir Doggy Resort & Spa to obtain any emergency veterinary care that may be necessary during the time spent with my dog. Every effort will be made to contact the owner prior to obtaining emergency care. I accept responsibility for any charges related to this emergency care. I also authorize Reservoir Doggy Resort & Spa to use an alternative veterinarian in the event my regular veterinarian is unavailable.

3. I agree to compensate Reservoir Doggy Resort & Spa for any additional fees for providing emergency care, as well as any expenses incurred for unexpected visits, transportation, housing, food, or supplies.

4. I understand I will be responsible for any medical expenses or damages resulting from an injury to the dog border or any other persons involved by the pet. I agree to cover any fees or expenses in the event of a claim by any person injured by the dog. I accept full liability for any loss or damage caused by my dog whilst being walked.

5. I agree to notify Reservoir Doggy Resort & Spa of any concerns/complaints within 24 hours of any appointments. We will do our best to resolve any issues or concerns.

6. I understand any misleading or false information may result in the termination of the Dog boarding/daycare agreement.

7. A play day is required before a first time long stay so your dog is familiar and comfortable with their dog boarder and surroundings. We also offer a 15 minute pre boarding visit free of charge via appointment only. If your dog will not settle or becomes distressed, they will need to be collected.

8. I understand I must state if my dog shows aggression in any way. I understand I must fully disclose any quality or characteristic problems which might make caring for my dog unsafe. Reservoir Doggy Resort & Spa will not care for dogs that imperil their safety or others and they will not accept dogs muzzled.

Reservoir Doggy Resort & Spa Responsibilities

9. Reservoir Doggy Resort & Spa agrees to provide the services stated in this agreement in a reliable, kind, and trustworthy manner. In consideration of these services and as an express condition thereof, the client specifically waives and relinquishes any and all claims against Reservoir Doggy Resort & Spa, its employees, or assignments, except those occurring from the negligence of the boarder.

10. Reservoir Doggy Resort & Spa will abide by the Pet Industry standards and regulations at all times

11. Reservoir Doggy Resort & Spa will keep clients up to date on their dogs well being during their stay with us.

12. Reservoir Doggy Resort & Spa will only care for dogs that are allowed off lead as they promote freedom of choice for their guests.

13. If unforeseen circumstances occur when Reservoir Doggy Resort & Spa cannot attend to your dog's needs due to illness etc, you will be notified straight away and alternative arrangements may need to be arranged.

14. Reservoir Doggy Resort & Spa is not responsible for damage sustained by your dog escaping because of a faulty lead/collar or a collar that is not properly fitted.

15. Reservoir Doggy Resort & Spa will notify the owner if any incidents occur that may impact their dogs health.

16. The client must make sure their dog is wearing a collar and a tag. The tag must be up to date and include the address and phone number of the dog boarder/daycare.

17. This agreement is permanent and is valid throughout your stays with Reservoir Doggy Resort & Spa and we reserve the right to terminate this agreement at any time, at its sole discretion. The client may terminate this agreement at any time with one month's notice before the booked date.

18. All of the client's dogs' belongings will be returned to them at the end of their stay with us however we will not be held responsible if items such as toys and beds get damaged or lost.

19. The client will inform their vet of their absence and give details of who is looking after their dog.

20. Reservoir Doggy Resort & Spa agree to love and care for your dog whilst you are away or at work.

21. Your dog must be in a clean, groomed condition and must be up to date with vaccinations, de-flea, and anti-worming treatments. Vaccinations must include their annual booster and kennel cough. Your dog cannot come to us within 14 days of receiving the vaccine as it's a live vaccine. We cannot accept your dog if he/she has had no kennel cough, is not upto date or within the 14 day period. It is your duty to make sure your dog is up to date with all vaccinations as we will not be held responsible. If unsure please ask a member of staff. Vaccination cards must be shown on arrival so that we can scan a copy and this must not be sent by text on the arrival date as the staff member receiving the text may not be present that day. Vaccinations must cover the whole duration of your dogs stay and not run out during their stay.

22. Only dogs from the same household can be housed together. If one of the clients dogs attacks or harms another dog it houses with the client takes full responsibility.

23. We ask you to bring your own food as a change in diet can upset their digestive system and also keeping to their usual diet will help them settle in.

Emergency care

24. In case of an emergency the dog boarder will contact the owner using the phone numbers on the introduction forms. The owner will then instruct the dog boarder on their next action. If for whatever reason the dog boarder cannot make contact with the owner then the emergency number from the introduction forms will then be called. If no contact is made Reservoir Doggy Resort & Spa will then be authorised to transport your dog to their requested veterinarian practice and seek medical care. All costs will be covered by the owner.

25. Any extra supplies that are needed will be the responsibility of the client and Reservoir Doggy Resort & Spa should be reimbursed along with fees for time.

Cancellation Policy/amendment

26. One month's notice must be given for any dog boarding assignment. Anything less will require full payment to Reservoir Doggy Resort & Spa. Deposits are non refundable or transferable. Here is an example: If you're due to arrive for boarding on the 20th October you need to pay in full by the 20th September. This way it is clear to work by as some months have more days than others. Two weeks notice must be given for any daycare assignment. Anything less will require a full payment to Reservoir Doggy Resort and spa.

I agree to let Reservoir Doggy Resort and spa know if I am not going to bring my dog. If the client does not make payment in full as agreed they risk losing all bookings made or agree to pay all bookings in full. If this happens any future bookings requested will be refused. We will only honour the bookings already made if paid in full within 24 hours.

27. Full payment must still be paid regardless of any early collection by the clients. Any bookings given under four weeks notice to cancel are non transferable or refundable and payment should have already been paid in full. The same goes to daycare any bookings given under two weeks notice to cancel are non transferable or refundable and payment should have already been paid in full..

Payment and Booking Deposits

28. Invoices will be sent one month before the agreed assignment and must be paid in full within 3 days to Reservoir Doggy Resort & Spa. This can be done by bank transfer or cash can be dropped off one month before booking.

A non refundable deposit of £50 is required to secure all boarding bookings, a non refundable £10 deposit is required to secure all daycare bookings.

All deposits are non-refundable and non-transferable under any circumstances. In the event of cancellation, rescheduling, or failure to attend your appointment, the deposit will be retained. By making a booking and paying the deposit, you acknowledge and agree to these terms.

When making a payment please put your dogs first name and your surname in the reference box and please send us a message to say you have made payment as we link each payment to each booking. This way you'll recieve payment confirmation.

Unspayed/in season dogs
29. If your dog is unspayed we are happy to care for them but please inform us when booking as we do our best to avoid housing next to entire dogs. If your dog is in season we need to be informed.

Lost or left belongings
Items left behind will only be saved for 30 days then Reservoir Doggy Resort and Spa will dispose of them. I understand Reservoir Doggy Resort and Spa provide beds, bedding, bowls and toys so I only need to provide my dogs food and medication if they require it but a medication form must be completed.

Holiday Swim Sessions
We are pleased to offer one complimentary holiday swim session for dogs staying with us for 7 days or longer.

To qualify for this free swim session, the following requirements must be completed before your dog's stay:

- **Your dog must be boarding with us for a minimum of 7 consecutive days.**
- **Three completed swim forms are required:**
  - **One veterinary consent form, completed and signed by your dog's vet, confirming that your dog is fit, healthy, and safe to swim.**
  - **Two owner consent forms, completed by you prior to the swim session.**
- **Owners must request the swim session on arrival. Swim sessions are not automatically scheduled and will only be provided when requested.**

Please note that if all required forms are not completed, or if the swim session is not requested upon arrival, the complimentary swim session will not be provided. This policy ensures the safety and wellbeing of all dogs in our care. Additional swim sessions may be booked during your dog's stay; however, an additional fee of £30 per dog, per swim session will apply.

Agreement to Terms & Conditions

By making a booking with Reservoir Doggy Resort & Spa, the client confirms that they have read, understood and agreed to abide by our Terms & Conditions.

If a client fails to comply with, breaches or refuses to honour the agreed Terms & Conditions, Reservoir Doggy Resort & Spa reserves the right to terminate the agreement and cancel any existing or future bookings.

In such circumstances, any deposits paid may be retained in accordance with our cancellation and deposit policy and applicable consumer legislation.

All bookings are subject to our Terms & Conditions, which form part of the agreement between the client and Reservoir Doggy Resort & Spa.

Client Declaration and Agreement

By signing this agreement, I, the client, confirm that I have read, understood and agree to all Terms & Conditions of Reservoir Doggy Resort & Spa. I acknowledge that these Terms & Conditions form a legally binding agreement between myself and Reservoir Doggy Resort & Spa, and I agree to abide by them in full.

*Client name: _____ *Date: _____

*Your signature: _____

Reservoir Doggy Resort & Spa

Dog boarding: _____ Date: _____

Signature: _____

Veterinary Release form



Veterinary Release

I (dog owner) agree to the following statements in case of an emergency at Reservoir Doggy Resort & Spa

In the event my dog needs emergency veterinary care due to an accident or illness I give permission for Reservoir Doggy Resort & Spa to seek emergency veterinary care for my dog if every effort has been made to contact me and I am not present.

I understand Reservoir Doggy Resort & Spa works hard to prevent accidents and injuries and that such problems may occur no matter how well they care for my dog.

I understand that efforts will be made to seek veterinary care from my listed vet on my introduction forms but if this is not possible I give permission for an alternative veterinary practice to treat my dog. I also give permission for the alternative vet to have access to my dog's medical records.

I give my permission for my dog to be safely transported to the veterinary clinic or for on-site care to be provided.

I will assume full responsibility for the payment and reimbursement of any veterinary care rendered and agree to reimburse any money paid within 14 days of the incident.

I understand Reservoir Doggy Resort & Spa will not be held liable for any injury or loss and is released from any responsibility related to transportation, treatments given, or any costs that may arise.

Dog boarder _____ Date: _____

Client Signature: _____

Social Media release



Social media release

We love to take photos of your dog during their stay with us and share them on our social media channels. We like to share your dog's experience with us and will also communicate this on social media with your permission. We only ever share pictures after your dog has returned home.

By signing this release form you are giving us permission to share your dog's photos and experience on social media and for use in our marketing and future promotions.

We completely understand and respect your decision if you would prefer us not to use photos of your dog online.

Please select:

- ◯ I (dogs owner) hereby grant Reservoir Doggy Resort & Spa permission to use photographs/videos of my dog during their stay with us, in publications, newsletters, social media, and online.

Please select:

- ◯ I do NOT grant permission for my dog's photos to be used online, on social media or in any marketing materials

Clients name: _____ Date: _____

Signature: _____

Consent for Dogs sharing a suite



Our policy for dogs sharing a suite at Reservoir Doggy Resort & Spa:

Only dogs from the same household can share a suite and they will be monitored. The owner must give written authorisation to do this and consent must include authority to separate the dogs if there are problems.

If your dogs board together you accept full responsibility if one of your dogs attacks or harms your other dog in any way.

I authorise and consent for my dogs to board together and I accept full liability and responsibility for any outcome or situation that may occur.

I also authorise if a situation does occur then I consent to Reservoir Doggy Resort & Spa to separate them.

Reservoir Doggy Resort & Spa will do their best to house them both separately but at high peaks the suites can get fully booked. I understand that Reservoir Doggy Resort & Spa will contact myself and arrange for my emergency contact to collect one of the dogs.

Name of dogs boarding:

Name of dogs owner:

signature of dogs owner

Off lead consent form

Reservoir Doggy Resort & Spa

Please make sure you read our off-lead/leash terms carefully & agree to each point. If you do not agree then we will be unable to let your dog off lead.

1. I give consent for Reservoir Doggy Resort & Spa to allow my dog off lead in a secure environment where there is no threat to their safety.
2. My dog has good recall and will return to walker when called
3. Any incident or accidents that result from my dog being off lead will be my responsibility. I relinquish Reservoir Doggy Resort & Spa of any liability
4. If my dog needs vet care as a result of being off lead i agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time
5. If Reservoir Doggy Resort & Spa feels my dog is not suitable to be off lead, I agree for my dog to be walked on their lead.
6. My dog shows no signs of aggression towards any other animal or human

I agree with all of the above statements and am happy for my dog to be allowed off lead

Name: Date:

Signed:

Dog boarder name: Date:

Signed:

Consent for mixing households whilst exercising or walks

Reservoir Doggy Resort & Spa

Please make sure you read our terms carefully & agree to each point. If you do not agree then we will only be able to exercise/walk your dog/dogs.

1. I give consent for Reservoir Doggy Resort & Spa to walk my dog with other households
2. My dog has good recall and will return to walker
3. Any incident or accidents that result from my dog being off lead will be my responsibility. I relinquish Reservoir Doggy Resort & Spa of any liability
4. If my dog needs vet care as a result of being mixed with other households during exercise/play/walks I agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time
5. If Reservoir Doggy Resort & Spa feel that my dog is not suitable to mix with other dogs safely, I agree for my dog to be walked/exercised separately.
6. My dog shows no signs of aggression towards any other animal or human

I agree with all of the above statements and am happy for my dog to be walked/exercised with other dogs from other households.

Name: Date:

Signed:

Dog boarder name: Date:

Signed:

Doggy Arcade Consent

Reservoir Doggy Resort & Spa

Please make sure you read our terms carefully & agree to each point.

1. I give consent for Reservoir Doggy Resort & Spa to allow my dog to use the doggy arcade
2. Health and safety is of the upmost importance, during the session it is our responsibility to ensure that the safety and well being of your dog is adhered to.
3. All dogs must be up to date with vaccinations and parasite treatments. There's a requirement of completing their vaccination course or booster two weeks before their stay.
4. Whilst every care is taken in the provision of the doggy arcade sessions and the care and maintenance of the equipment used, all dogs/owners attending do so entirely at their own risk. I relinquish Reservoir Doggy Resort & Spa of any liability
5. Dogs with infectious or contagious diseases cannot enter the doggy arcade
6. If my dog needs vet care as a result of being in the doggy arcade I agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time

I agree with all of the above statements.

Pets name:

Owners Name: Date:

Signed:

Sand Arena Consent

Reservoir Doggy Resort & Spa

Please make sure you read our terms carefully & agree to each point.

1	I give consent for Reservoir Doggy Resort & Spa to allow my dog to use the sand arena
2	Health and safety is of the upmost importance, during the session it is our responsibility to ensure that the safety and well being of your dog is adhered to.
3	All dogs must be up to date with vaccinations and parasite treatments. There's a requirement of completing their vaccination course or booster two weeks before their stay.
4	Whilst every care is taken in the provision of the sand arena sessions and the care and maintenance of the sand and equipment used, all dogs/owners attending do so entirely at their own risk. I relinquish Reservoir Doggy Resort & Spa of any liability
5	Dogs with infectious or contagious diseases cannot enter the sand arena
6	If my dog needs vet care as a result of being in the sand arena I agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time

I agree with all of the above statements.

Pets name:

Owners Name: Date:

Signed:

Agility Consent



Please make sure you read our terms carefully & agree to each point.

1	I give consent for Reservoir Doggy Resort & Spa to allow my dog to use the agility
2	Health and safety is of the upmost importance, during the session it is our responsibility to ensure that the safety and well being of your dog is adhered to.
3	All dogs must be up to date with vaccinations and parasite treatments. There's a requirement of completing their vaccination course or booster two weeks before their stay.
4	Whilst every care is taken in the provision of the agility sessions and the care and maintenance of the equipment used, all dogs/owners attending do so entirely at their own risk. I relinquish Reservoir Doggy Resort & Spa of any liability
5	Dogs with infectious or contagious diseases cannot enter the agility
6	If my dog needs vet care as a result of being in and using the agility area and equipment, I agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time

I agree with all of the above statements.

Pets name:

Owners Name: Date:

Signed:

Doggy Jungle Consent



Please make sure you read our terms carefully & agree to each point.

1	I give consent for Reservoir Doggy Resort & Spa to allow my dog to use the doggy Jungle
2	Health and safety is of the upmost importance, during the session it is our responsibility to ensure that the safety and well being of your dog is adhered to.
3	All dogs must be up to date with vaccinations and parasite treatments. There's a requirement of completing their vaccination course or booster two weeks before their stay.
4	Whilst every care is taken in the provision of the doggy Jungle sessions and the care and maintenance of the equipment used, all dogs/owners attending do so entirely at their own risk. I relinquish Reservoir Doggy Resort & Spa of any liability
5	Dogs with infectious or contagious diseases cannot enter the doggy Jungle
6	If my dog needs vet care as a result of being in the doggy Jungle I agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time

I agree with all of the above statements.

Pets name:

Owners Name: Date:

Signed:

Outdoor Splash consent form

Reservoir Doggy Resort & Spa

Please make sure you read our terms carefully & agree to each point.

1. I give consent for Reservoir Doggy Resort & Spa to allow my dog to use the outdoor splash area.
2. Health and safety is of upmost importance, during the session it is our responsibility to ensure that the safety and well being of your dog is adhered to. Whilst every care is taken in the provision of fun play and care and maintenance of equipment all customers allowing their dogs to attend do so entirely at their own risk.
3. Any incident or accidents that result from my dog playing in the splash area will be my responsibility. I relinquish Reservoir Doggy Resort & Spa of any liability
4. If my dog needs vet care as a result of being in the splash area i agree to cover all expenses and the expenses of the dog walker for their loss of earnings and time
5. Dogs with infectious or contagious diseases cannot enter the splash area. All dogs must be up to date with vaccinations and parasite treatment.
6. My dog shows no signs of aggression towards any other animal or human

I agree with all of the above statements and am happy for my dog to join in splash play

Name: Date:

Signed:

Dog boarder name: Date:

Signed: