

LULU New Dog Paperwork

Pet Owner Information

Your Name: _____

Full Address: _____

Home Phone: _____ Cell: _____

Email: _____



Emergency Contact & Phone (when you cannot be reached):

Name: _____ Phone Number: _____

How did you hear about us? _____

Dog's Information

Dog's name: _____

Breed: _____ Date of Birth/Age: _____

Male/Female Spayed/Neutered

Vet's name and number: _____

Please list any pre-existing medical conditions including allergies:

Please list any medication your dog takes, including flea and tick treatments:

Your dog's feeding instructions (Please include brand of food):

Does your dog have any exercise restrictions?

Has your dog attended daycare before?

If applicable, how was your dog's experience at previous boarding or daycare facilities?

If they have NOT attended daycare/boarding what exposure/experiences has your dog had with dogs? Have they been to a dog park, been in a group of several or more dogs?

Has your dog ever bitten another dog or a person?(If yes, please explain)

Has your dog had any obedience training (formal or informal)?

Is there anywhere your dog does not like to be touched?

What is your primary goal for bringing your dog to LULU? (i.e. mental stimulation, physical exercise, safety and supervision while you are at work, for your dog's social skills to improve, just for boarding, etc.)

How often do you intend to use our facility? Do you have immediate boarding needs?

Is there any other information we need to know about your dog?

Aggression: _____ Chews: _____ Excessive Barking: _____ Digs: _____

Separation Anxiety: _____ Jumper (gates/fence): _____ Possessive: _____

Eats Stool: _____ Noises: _____ Shy: _____ High Prey Drive: _____

*****please provide context below if you checked any of the above**

Please continue to read our Terms & Conditions, Liabilities, and House Rules. These pages must be completed in order for your dog to utilize our facility.

TERMS & CONDITIONS

I hereby agree to release, indemnify and hold harmless Love Us And Leave Us, LLC and its owners and employees from any and all claims, causes of action or liability of any nature, for injury or damage to myself, a member of my family, or my pet that may be suffered while in the care of Love Us And Leave Us, LLC.

I hereby agree to that the Pet Information Form and these Terms & Conditions (the "Agreement") constitute the entire agreement between the parties concerning the subject matter hereof and supersedes in its entirety all prior and contemporaneous agreements, if any, between the parties thereto. This Agreement may not be changed orally but only by an agreement in writing signed by all parties.

Whenever possible, each provision of the Agreement will be interpreted in such manner as to be effective and valid under applicable law, but if any provision of this Agreement is held to be invalid, illegal or unenforceable in any respect under any applicable law or rule in any jurisdiction, such invalidity, illegality or unenforceability will not affect any other provision, but this Agreement will be reformed, construed and enforced as if such invalid, illegal or unenforceable provision had never been contained herein. If any court determines that any provision of this Agreement is unenforceable and therefore acts to reduce the scope or duration of such provision, the provision in its reduced form, shall then be enforceable.

THIS AGREEMENT SHALL BE CONSTRUED IN ACCORDANCE WITH THE LAWS OF THE COMMONWEALTH OF MASSACHUSETTS WITHOUT REGARD TO PRINCIPLES OF CONFLICT OF LAWS. THE PARTIES AGREE AND CONSENT TO THE JURISDICTION OF THE COURTS OF PITTSFIELD, MASSACHUSETTS FOR ANY LITIGATION WITH RESPECT TO, IN CONNECTION WITH, OR ARISING OUT OF, THIS AGREEMENT. THE PARTIES HEREBY AGREE TO WAIVE TRIAL BY JURY IN ANY LITIGATION IN ANY COURT WITH RESPECT TO, IN CONNECTION WITH, OR ARISING OUT OF, THIS AGREEMENT. THE PARTIES ACKNOWLEDGE AND AGREE THAT IN THE EVENT OF ANY BREACH OF THIS AGREEMENT, THE NON-BREACHING PARTY IS ENTITLED TO ITS REASONABLE ATTORNEYS' FEES AND COSTS.

By signing you acknowledge you have read and agree to our "House Rules" and fees.

Sign: _____ **Date:** _____

Print Name: _____

Respiratory Infections Liability

Canine Cough is a common and highly contagious respiratory disease. Unfortunately, it is impossible to entirely safeguard against it, mycoplasma or other related respiratory viruses. Even after being vaccinated, dogs may still acquire a cough. Viruses can incubate for up to two weeks, meaning that dogs who appear perfectly healthy during their stay may be carrying one of the viruses that cause a problem. Vaccinations cannot fully protect your dog from the illnesses that may contribute to canine cough and potentially pneumonia, but we require all dogs to be vaccinated against the most common strains.

Runny nose, watery eyes, and the classic “hacking cough” are the hallmarks of canine respiratory illnesses. The cough can sometimes cause the dog to wrretch up foamy phlegm, it has also been described as “something stuck in my dog’s throat” or “like a cat trying to hack up a hairball.” It is comparable to a chest cold in a person. A dog with canine cough may clear the infection on its own in one to three weeks. However, due to a new strain of upper respiratory infection that is currently country wide and highly contagious we recommend seeking veterinary assistance at the first signs of symptoms:

- **Runny nose, pooling at the bottom of nose (starts clear, may change color to yellow or green)**
- **Chronic sneezing, or reverse sneezing**
- **Goopy eyes**
- **Persistent coughing**
- **Loss of appetite**
- **Lethargy**
- **Fever**

Canine cough and other respiratory infections are highly contagious. They can travel through the air or by direct contact. This is why we, at Love Us And Leave Us, are highly vigilant against these diseases. We require all owners of our clientele to provide proof of current vaccinations and we use disinfectants such as Virkon that kill the viruses on surfaces, UV lighting in our filtration systems, as well as having medical grade air purifiers and on site.

Important Points

- Canine Cough and other respiratory viruses have an incubation period of between 2 and 14 days. This means that even a healthy-looking dog today could come down with canine cough or another upper respiratory virus in a week.
- Dogs can get canine cough or another upper respiratory virus even if vaccinated.
- Canine cough, mycoplasma and other upper respiratory viruses can be contracted from dog parks, the vet, a pet store, or even passing another dog in the street. They can get it anywhere dogs are in close proximity to one another or pick it up from surfaces other dogs frequent.
- Canine cough and other upper respiratory viruses can become severe enough to warrant medications.

I am aware my dog may come into contact with a strain of Tracheobronchitis (canine cough), mycoplasma or another upper respiratory virus while in close proximity with other dogs, while visiting Love Us And Leave Us or other locations. I am also aware that, even though my dog has been vaccinated, that is no guarantee they will not contract a strain of a virus while at our facility whether daycare or boarding. As such, I am assuming full responsibility and I release Love Us And Leave Us from any liability for any veterinary medical care or reimbursement of medical bills arising from suspected Canine cough or other upper respiratory infections.

Owner Name

Date

Signature

House Rules and Info

HOURS: Monday-Friday 7AM-6PM, Saturday/Sunday 9AM-6PM

~ALL DOGS MUST BE DROPPED OFF BY 11AM~

CLOSED Thanksgiving and Christmas day for daycare, drop offs, and pick-up *Intl. _____

Please bring your dog into our facility on a flat leash. Dogs are NOT allowed off-leash in the parking area for their safety. **ABSOLUTELY NO retractable leashes** *Intl. _____

Overnight dogs will be charged a full day fee \$45 if picked up after 11AM on their last day of boarding.

Daycare dogs not picked up by 6:15pm will be boarded and charged a \$20 last minute boarding fee in addition to the \$75 boarding fee. *Intl. _____

Please bring your dog in with a flat collar- NO slip chains, choke collars, prong collars or harness. A harness is difficult to get on a wiggly dog at pick up. *Intl. _____

Please remove your dog's flea and tick preventative collar. Our yards are treated for insects and flea and tick collars are a choking hazard. We are **not** responsible for lost or damaged flea and tick collars. *Intl. _____

Your dog MUST have current Rabies, Distemper, Bordetella, and Canine Influenza vaccinations, and be spayed or neutered by 8 months old. *Intl. _____

What to bring for Overnight stays: Bring your dog's food, either portioned or in a container, labeled with their name and your last name, with feeding directions on the container. Please **DO NOT** bring toys, blankets, beds, or any other personal items. We have all these items in abundance for every pet. We have bowls for everyone as well, so you can also keep those at home. *Intl. _____

If you do not bring food for your dog or you do not bring enough, our house blend is \$3.50 per meal. *Intl. _____

Dog's nails must be kept at an appropriate length, if they are too long, they will be trimmed and owner will incur a \$15 fee for dog. *Intl. _____

Dogs must be kept reasonably clean and groomed. If your dog is visibly uncomfortable or cannot appropriately socialize due to the condition of their coat they will be dismissed until they have been groomed. If your pet comes into our facility unclean or matted to the point of health or safety concern they will be bathed and you will be charged for that service. *Intl. _____

It is **YOUR** responsibility to regularly check email correspondences and voicemail boxes for rule changes, important announcements, or communications regarding your pet. *Intl. _____

Boarding deposit and cancellation policy: A 50% deposit is required for all scheduled overnight stays. As such, a valid credit card must be on file in order to book your pet. During non-peak periods, you must cancel your reservation at least 72 hours in advance or your deposit will be forfeited. During peak periods (Thanksgiving, Christmas, New Years, February Vacation, April Vacation, and the summer months of July and August through Labor day weekend) a 50%, non-refundable deposit is required. If the reservation is not canceled at least 10 days before the stay, the full amount of the stay will be charged to your credit card. *Intl. _____

Daycare cancellation policy: If your pet is scheduled for daycare and you cannot make it, please cancel by 8:00 am on the day they are scheduled or your credit card will be charged for the full amount. As such, a valid credit card must be on file to book your pet. *Intl. _____

Early pick up policy: Unless boarding reservation is adjusted before drop off, early pickups are not permitted without payment for full stay. we understand that plans sometimes change, but we do have limited availability for boarding and an early pickup leaves us unable to offer spots to someone else. *Intl. _____

Owner Name	Date	Signature
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Trial Day Rules

What is a Trial Day?

A trial day is an assessment day to evaluate a dog's interactions with staff and other dogs, both one at a time and in larger groups. We work to identify your dog's ability to socialize and play appropriately and to read other dogs social cues. In order to book a trial there is a \$40 non refundable deposit. (If you need to reschedule, this must be done within 48 hrs or you will lose the deposit)

Trial Day Rules:

- **We do trial days on weekdays only because there is a manager on duty to assess your pup.**
- **Trial dogs are to be here between 7am and 8am, so that they are introduced to dogs slowly throughout the morning instead of coming into a large group. We ask that you are on call while your dog is here in case they are not enjoying their time here and need to be picked up early.**
- **The trial is 5 hours or less and is \$40.00 per dog. Payment is required when booking trial day.**
- **Your pup may pass the trial day, but they may also still need more time to adjust. In this case, you may be told they can only do half days until they settle in. If boarding is the ultimate goal, we require several days of daycare before they board to make sure they are comfortable and well adjusted before they stay overnight.**
- **We do not feed meals during the trial day so no need to bring lunch.**

Prices

Daycare:

Full Day Daycare: \$45

Half Day Daycare: \$35

PACKAGE- Buy 10 days of daycare and get one FREE! (packages can ONLY be applied to daycare visits, boarding must be paid for separately.

Boarding:

\$75 per night per dog

Late pickup fee (after 11am): \$45

****Last minute boarding fee: \$20: For daycare dogs not picked up by 6:15pm**

Grooming:

Bath: Small: \$40, Medium: \$50, Large: \$60, XL: \$70

Includes a shampoo, silicone bath brush scrub/massage, conditioner/detangler, blow dry and brush out.

****Extra \$10 fee to a bath price due to coat length or condition**

Nail Trim: \$15

FULL GROOMING SERVICES ARE AVAILABLE ON MONDAYS AND THURSDAYS
(SEE GROOMING PAPERWORK)

Add Ons

Spoil your pup with a little something extra! All add-ons are available to daycare and boarding dogs

- **Stuffed Kong \$6**
- **Photo Update \$5 /day**
- **House Blend \$3.50/per meal**
- **Injectable Meds \$4 per injection**
- **Best Friend Photo Shoots \$15**
- **Holiday Photo Shoots \$25**
- **Quiet Time: \$20/session**
- **Fetch/Outside Play time: \$15 for 15 minutes of 1 on 1 with staff, playing fetch/ games**
- **Calming Cookie: CBD cookie to take the edge off: \$2 for 4mg, \$4 for 8mg, \$6 for 10+mg**
- **PB Sandwich (PB between 2 large dog biscuits as a midday snack \$5. *Biscuits contain chicken**
- **Frozen Yogurt Pup Cup \$5**
- **Brush and Belly-Rub \$10**
- **Nose and pad Balm to help nourish and moisturize \$3 per application**
- **Off site hiking excursions (boarding dogs only) \$30 half hour/\$45 for hour long**
- **Enrichment Sessions \$20/session: Great for anxious dogs, and dogs that need mental stimulation:**
 - **Nose work scavenger hunts**
 - **Puzzle games**
 - **Hula hoop and rope games**
 - **Agility games**

Terminology/commands that we use at LULU:

Taking a time-out/break: Being in a group of dogs is a lot more stimulation (both physical and mental) than most dogs get outside of a group setting. Sometimes dogs need a break to recoup their energy, and time-outs are implemented in various ways such as being placed on a slip-lead with staff, being placed in a small gated area, or spending some time in a crate or kennel until they are decompressed and able to be back in the group again. Puppies especially appreciate their break or “nap-time” and usually sleep for an hour or so in the afternoon.

Mounting: A dog putting front paws up on another dog, either to hump or to establish dominance. This is a normal behavior but some dogs, especially unneutered males, can sometimes fixate on mounting.

Socializing: The process of teaching dogs to enjoy interactions and be comfortable with other animals, people, places and activities without unnecessary fear or aggression. Dogs communicate through social cues and will let other dogs know if they are not comfortable with certain interactions. We work with dogs to understand these social cues, respect the boundaries of other dogs and people, and to play appropriately with dogs who reciprocate interactions.

Resource Guarding: When a dog is protective over a resource, which is anything a dog considers valuable (stick or toy, water/food, people, etc.). Dogs might guard by growling, baring teeth or even lunging and snapping at other dogs.

Bubble-popping/Ignoring Boundaries: Both dogs and humans generally establish boundaries around themselves that are their comfort or safe zone. At LULU, we call it a “bubble”. When a dog or person enters a bubble without consent, we call it bubble-popping. We teach dogs to respect the bubbles of other dogs and humans. Establishing this boundary helps teach dogs that they do not have the right to invade space. When dogs respect boundaries it helps them to relax and let the humans be in control– not the dogs.

Scuffle: A short, confused struggle/disagreement at close quarters. Typical causes are dogs mounting or engaging in rough play when the other dog does not want to engage, dogs chasing other dogs in a predator/prey interaction, and resource guarding. A scuffle can look like a dog fight but is generally more of a warning interaction. Dogs might lunge, growl, snap and potentially put mouths on each other but bite pressure isn't usually applied.

Prey-Drive: Some dogs are prone to chasing other dogs, acting in a predator/prey mode. This generally happens when a dog is fearful/insecure and the other dogs can sense it. Dogs who are fearful/insecure sometimes stimulate a natural instinct for other dogs to chase them. Dogs that are regularly the “chasers” in these interactions have a high prey-drive.

Off: We use this command when dogs are jumping up on humans or dogs to tell them to get “off”. Some people use the down command but this can potentially be confused with the command “lay down.”

Touch: When a dog touches its nose to a human hand on command. This is a way of refocusing attention on the human and giving them an appropriate skill to carry-out instead of problematic behavior.

Watch Me: A dog makes eye contact with a human on command. This is a way of refocusing attention.

Place: Establishing a “place” for a dog to go to on command. We use raised platforms. Dogs that learn “place” will respond to that command and go to the “place” until they are released. This aids in refocusing the dog and getting them to stay in a place until they are calmer.

Frequently Asked Questions

- **What does my dog do all day?**
 - Dogs spend the majority of time in our general playgroups supervised by staff to make sure they are socializing and playing appropriately. Oftentimes, dogs are rotated in and out of different groups to allow play with dogs of similar energy and temperament. We do give breaks from the larger groups if we feel it benefits the dogs to have some down-time. We work on group enrichment (performing commands, not being pushy at doors/gates, learning “place”). Keeping the dogs engaged with staff is very beneficial for a structured play group. We also offer enrichment and training add-ons.
- **My dog doesn't like other dogs– can they still go to LULU?**
 - o Our facility does not have individual runs, all of our daycare and boarding pups are in the yards and playrooms together throughout the day and we are not able to facilitate a separate space for your dog. If your dog is not dog friendly or has any kind of bite history, we unfortunately cannot accommodate them in our facility.
- **How do I know if my dog would benefit from daycare?**
 - o Although many dogs thrive in the daycare environment and it can be an incredibly helpful tool, daycare isn't a good fit for every dog and it is important to consider your pet's individual needs before enrolling them. While most dogs are highly social as puppies, some dogs lose interest or become more selective as they mature and no longer enjoy spending time in large groups. Some dogs, particularly working breeds, crave more structured stimulation and struggle in the daycare setting because there isn't a “job” for them to do. Your dog might not be a good fit if they have a high prey drive or herding instinct. Dogs that tend to blossom in our facility enjoy the company of other dogs, are confident in large groups, and aren't fearful of new animals or people. Your pup's trial day is an opportunity for us to assess some of these factors and it is important to keep in mind that even if your dog does not display any of these behaviors at home that does not necessarily mean that they won't at LULU.
- **Are the dogs able to go outside?**
 - o Our playrooms have doors that remain open to our fully fenced yards in good weather. When it is very cold/hot/rainy outside we keep dogs inside for the most part and rotate them outside periodically. Some dogs love to spend the entire day out in the yard, others would rather be inside. We like to support dogs' preferences and leave that choice up to them as much as possible.
- **Is there someone in the yard with the dogs during the day?**
 - Yes! Our yards and playrooms are fully supervised to ensure the safety and comfort of your pet. Our attendants go through specialized training on dog behavior and group dynamics so that every pup is in the best of hands.
- **Is there overnight staff?**
 - o Yes! Your pup spends the night in a home-like setting with a staff member, never kenneled or crated! Dogs are free to sleep where they wish and are supervised 24/7!
- **What happens if there is a fight?**
 - While our yards are very well supervised and every dog goes through a trial day to determine if they are a safe candidate for daycare, there is a risk (as there is in any group of animals) that your dog may be injured while in our facility. There are a variety of reasons why dogs may suddenly become aggressive toward other dogs but our staff is very well trained on dog behavior and recognizing early signs of aggression as well as Pet First Aid and conflict de-escalation. Dogs that instigate conflict are dismissed from our facility to ensure the safety of all the animals in our care as well as our staff
- **Why is my dog so tired after daycare/boarding?**

- o Daycare and boarding is a very different experience from what most dogs are used to in their day to day life. We have anywhere between 20 and 60 dogs in our facility every day, there are lots of exciting sights and smells, and we have a lot of staff that your pup wants to say “hi” to! It is to be expected that especially after your dog’s first visit and after boarding stays, they will need time to recharge. It’s totally normal! Vacations tire us out, too!
- **Why is my dog so thirsty after daycare/boarding?**
 - o We have fresh, clean water available to all dogs at all times in our facility, but there is a chance that your dog is going to want a little extra hydration after a day at LULU. This is because they are getting a lot more activity than is typical, just like how us humans tend to drink more water after a workout or a hike.
- **Can I go into the yard/playroom/lounge to see my pet in action?**
 - o Unfortunately, it is a liability for us to have anyone untrained in our protocols and procedures interact with dogs on our premises. If you are curious about what your dog gets up to during the day, we regularly post on our “Love Us And Leave Us” Facebook page so be sure to check it out to see if your pet gets posted!
- **Why does my dog need to arrive by 11am?**
 - o We pride ourselves at LULU on our fun yet calm environment, and part of what makes that atmosphere possible is dogs arriving during our drop off window (between 7am and 11am on weekdays, and 9am and 11am on weekends). For dogs the most exciting part of the day is often catching up with all of their friends when they come in in the morning. If your pup arrives after 11am all of the other dogs have already greeted each other and are no longer interested in welcoming more dogs into the group. This means that your dog might be left out or could end up bothering other dogs which means no one is having much fun. Or if your dog is a party pupper they might come into a group that our attendants have painstakingly calmed down and stir everybody up for another round of greetings which can exhaust other dogs and make groups difficult to manage. We do not accept daycare or boarding dogs after 11am
- **Why do we require so many vaccines?**
 - o Our highest priority at LULU is the safety of the animals within our care and we have found that requiring full vaccination for all of our clients (both dogs and cats) is the best way to keep everyone safe.
- **How quickly do we book up?**
 - o Holidays/school vacations are our busiest times of the year and boarding for those periods book up about two to three weeks in advance. If you need to board your pet it is best to make their reservation as soon as possible. For daycare we tend to be fairly flexible and often are able to make reservations as late as the night before your pet needs daycare– but there is no guarantee, especially around holidays, summer and vacations.
- **Do you board cats and small animals?**
 - Yes, we are thrilled to now offer boarding for small animals and cats!
- **Do you have extended stay rates?**
 - o Unfortunately, we do not offer any extended stay rates but we are happy to accommodate extended boarding needs and do our best to make your pet as comfortable as possible while they are away from home for longer periods of time.
- **When I leave a tip, who does it go to?**
 - o Tips that you leave after your pet’s daycare or boarding reservations are split amongst all of our employees and are greatly appreciated! If you leave a tip after your pet is groomed, that money goes directly to your groomer.

If you have any more questions, please do not hesitate to ask our staff– we love helping people better understand our processes and policies!

