



New Customer Application From

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## About Us

Dog Den is a premiere doggy day care, boarding and grooming facility located in Anaheim Hills, CA. We are here because we know what it feels like to leave your pet home for the day. Here at Dog Den, we want to make that experience for you and your pet as pleasant as possible so that you can both have a good time and a peace of mind no matter where you are.

### Day Care

We offer half-day and full-day day care for your dogs. Here are a few things to know.

- **1<sup>st</sup> Day is FREE** – Yup, that is right. Your dog's first day is on us! On the first day we perform a temperament test to make sure Dog Den is a good fit for your dog. The test may take up to an hour, so it is best to make an appointment. When they are done and passed the tests, we will put them into day care and group play!
- **Clean and Safe Play Area** – Our play area is one of a kind. Our synthetic grass is suspended 1 inch above the floor so that water and wastes can pass through the grass with ease. Our entire play area is equipped with a flushing system that flushes wastes down the sewer. This keeps the play area clean!
- **Lunch/Nap Upon Request** – If your dog needs a lunch or a break we offer them a place in our standard kennels to do so. The kennel space is limited so ask a Dog Den attendant for details.
- **Separate Play Areas** – Depending on the energy level and the size of dogs that day we will separate the dogs for the optimal play environment. We only accept pets 50 lbs or lighter, so you don't have to worry that your 8 lb dog will be mixed in with a 90 pounder! We also look at your pups overall temperament. Some dogs love to play all day long, while other pups prefer a more relaxed but social setting. There are some that would love to relax alone with human interaction of love and affection throughout the day. We take all temperaments of dogs and take care of them accordingly.
- **Drop off and Pick-Up:** You can drop off your dog as early as 7:00AM and pick-up as late as 7:00 PM with no additional fees on weekdays. On Saturday and Sunday, we are open 8:00 AM to 5:00 PM. For existing customers, daycare drop-offs are a breeze because we know your time is precious to beat the traffic to work!
- **Clean and Fresh Air** – Dog Den is equipped with powerful air exchange fans that swaps the inside air with the outside in less than 30 minutes! We do this at least once a day, or more if the weather permits.

### Overnight Boarding

- **Standard Suites** – These suites measure 3' x 3'. They are constructed completely with stainless steel which makes them easy to clean and sanitize. We do daily cleaning to ensure your pet's suites are clean and comfy.

Dog Den | 5632 E. La Palma Ave. Anaheim Hills, CA 92807 | 714-716-4656

- **Premium Suites** – These suites measure 3' x 5'. They come fully equipped with its own lights, ventilation fans and live camera. Not only do the fans give the suite constant fresh air but the white noise allows the dog to have a better sleep cycle. The 2-way live camera will allow you and your pet to keep in touch no matter where you are in the world. You will be able to hear their bark while they will be able to hear your voice. The suites are also insulated which helps with temperature retainment and noise reduction.
- **Playtime Included** – Our overnight guests get at least 4 hours in the play area to exercise and mingle with the day time guests.
- **Meals** – Does your pet need a lunch and a snack in addition to their breakfast and dinner? No problem! Let us know their meal requirements during check-in and we will accommodate at no extra costs.
- **Potty Breaks** – We let the pets go potty once every 4-6 hours. If the weather is too hot or too cold, they can do their business in our play area,
- **Medication** – If your pet needs medication, we can administer them, except for shots.
- **Pick-up/ Drop-off** – Drop off your pet between 12PM to 5PM to ensure their suite, and dinner are prepared. If you drop off your pet before 12PM, half day of daycare will be charged. Pick-up by 12:00 PM on the last day otherwise there is a half day of daycare charge.
- **Special Requests?** – Does your pet prefer to not have group play? Do they have a special treat they like daily? Do they want some 1-on-1 time with our attendants? Let us know and we'll find a way to accommodate!
- **Boarding Packages** – The longer the stay the better the price! Ask a Dog Den attendant on special pricing for extended stays.

## **General Information**

We are here to provide the best care for your pet, whether it is day care, overnight boarding, or grooming. Dog Den offers state-of-the-art indoor grass with proper flushing technology that ensure your pet's play area remains safe, clean and comfortable.

## **Health and Temperament**

Daycare and boarding is not for all dogs. Unless, otherwise stated by you, bringing your pet to Dog Den you are implying that your dog is in good health and have not shown any aggression towards other dogs or humans. We will perform a temperament test to make sure they are well socialized and will be a great fit at Dog Den.

## **Hours**

Weekdays – 7:00 AM to 7:00 PM

Weekends – 8:00 AM to 5:00 PM

Drop-offs before our normal opening time are available by appointment only.

## **Vaccinations**

We require all pets to have up-to-date vaccinations before entering Dog Den. Any pets found with expired vaccines will be excluded from any group play until they are picked up. We require 3 different vaccines. All vaccination will be verified with the clinic that administered the shots and test. This ensure all patrons can enjoy a safe environment.

1. Rabies
2. Bordetella
3. Parvo
4. Distemper

Check with us for a list of clinics in the area that perform tests services.

Your pet must also be on a Flea medication.

## **Daily Activity Updates**

Dog Den uses a program called Revelation Pets to keep you updates on your pet's status throughout the day, 1 update by 12PM and another by 5PM. On the first day of your pet's daycare or boarding you will receive an email from Revelation Pets by 8PM. You will need to click through the email and create an account. After creating an account, you will be able to choose how often to receive notifications. There will be 3 options to choose from, 1) None 2) Once a day 3) Whenever a new update is added. If you choose the 3<sup>rd</sup> option you will receive an email when we update your pet's account with a picture update or you can login to the account at any time to see any posted updates.

## **Policies**

### **General Policies**

- Dogs must be under 50lbs or can comfortably stay in our standard 3' x 3' kennels.
- Due to our limited space, pets must be under 50lbs or be able to utilize our standard suite even regardless which Dog Den services.
- We are not able to accept dogs with history for seizures or require injections.
- All dogs must pass a temperament test before any services will be rendered. Please allow a 4-hour window for temperament testing. Dogs will receive up to a full day of daycare on the day of their temperament test.

### **Day Care Policies**

- Dogs must be picked up by 7:00 PM on weekdays and 5:00 PM on weekends. Charges may apply for late pick-up.
- Dogs that are not picked up by 7:00 PM on weekdays and 5:00 PM on weekends will be placed into our Boarding program, where standard boarding fees will apply.
- Dog Den's door closes by 7:00PM on weekdays and 5:00 PM on weekends. If you are picking up after this time, call or text ahead of time.
- Dogs will remain in our play area during their entire stay. Dogs that require lunches will be placed in separate kennels during lunch.

### **Boarding Policies**

- Dogs must be dropped off by 5:00 PM at the latest to ensure proper preparation of their suite.
- Dogs must be picked up by 12:00PM on the last day. Late pick-up may result in additional half day of daycare charges as the pets will be placed into our Day Care program.
- Dogs will receive at least 4 hours of daily playtime during their stay.
- Dogs that need to be excluded from group play and need extended kennel hours may result in additional charges. Speak to a Dog Den associate for details.
- We do not currently accept dogs with a history of seizures or injections.
- Dog Den will provide blankets, bowls, and food.
- We highly encourage you to bring your pet's own food. Please make sure you bring a little more than what is needed in case the boarding runs longer than expected due to your travel plans. We do offer meals at a rate of \$1 per meal up to two cups. We use PureVita dog food.
- We give boarding dogs fresh Dog Den blankets daily. If you bring your own blankets they will not be laundered unless by your request or if the dogs poop or pee on them. Laundering any type of garments may cause damage, so please do not bring any blankets that you do not want to take the chance of it being damaged.
- Dog Den will not have an attendant on site overnight to create a quiet and peaceful environment for the dogs to get a good night's sleep. However, they are being monitored 24/7 through surveillance cameras.

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## **Dog Den New Customer Application Form**

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone (    ) \_\_\_\_\_ - \_\_\_\_\_      Cell Phone (    ) \_\_\_\_\_ - \_\_\_\_\_

Email Address: \_\_\_\_\_

How did you hear about us?

\_\_\_ Yelp      \_\_\_ Flyer      \_\_\_ Coupon Book      \_\_\_ Word of Mouth

\_\_\_ Google      \_\_\_ Facebook      \_\_\_ Instagram

Name of the Dog Den customer who referred your: \_\_\_\_\_

Others: \_\_\_\_\_

**In Case of Emergency** (and we cannot reach you):

Name #1: \_\_\_\_\_ Cell Phone (    ) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Name #2: \_\_\_\_\_ Cell Phone (     ) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Who else is authorized to pick up your dog? 1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**Veterinarian:**

Clinic Name: \_\_\_\_\_ Phone(    ) \_\_\_\_\_ - \_\_\_\_\_

Address: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Medical Notes: \_\_\_\_\_

### Pet Information

Name: \_\_\_\_\_ Birthday: \_\_\_\_\_ Sex: M / F Fixed: Y / N

Breed: \_\_\_\_\_ Color: \_\_\_\_\_ Weight: \_\_\_\_\_

Dietary Notes: \_\_\_\_\_

Allergies: \_\_\_\_\_

Microchip #: \_\_\_\_\_

Insurance provide: \_\_\_\_\_ Insurance policy #: \_\_\_\_\_

Any Medications your pet is on (All medications must be in its original packaging with Dr. instructions):

Medication 1: \_\_\_\_\_ Dosage: \_\_\_\_\_

Medication 2: \_\_\_\_\_ Dosage: \_\_\_\_\_

Medication 3: \_\_\_\_\_ Dosage: \_\_\_\_\_

### Vaccinations

Please attach a copy of your dog's current vaccinations, or email it to [info@dogdenus.com](mailto:info@dogdenus.com)

Required vaccinations: **Rabies, Distemper, Parvo & Bordetella.**

Clinic's Name: \_\_\_\_\_ City: \_\_\_\_\_ Phone Number: \_\_\_\_\_

### When I am at Dog Den I want to be...

\_\_\_ Playing with other dogs

\_\_\_ Losing a few pounds

\_\_\_ Relaxing

\_\_\_ Playing with the staff

\_\_\_ Learning a few tricks

\_\_\_ Don't care, as long as I am loved!

I am a:

**This describes me well:**

**I sleep in:**

**I go to dog park at least:**

**When I am at the dog park, I:**

**I don't like:**

**I am potty trained**

**I get bathed regularly:**

**When my parents travel, I stay**

**I know how to:**

\_\_\_ Indoor Dog

\_\_\_ Ball! Ball! Ball!

\_\_\_ A crate

\_\_\_ Once a Week

\_\_\_ Play with others

\_\_\_ Small Dogs

\_\_\_ Yes

\_\_\_ Yes

\_\_\_ at a kennel

\_\_\_ Sit \_\_\_ Down

\_\_\_ Outdoor Dog

\_\_\_ Moderate

\_\_\_ Parent's Bed

\_\_\_ Once a Month

\_\_\_ Keep to myself

\_\_\_ Big Dogs

\_\_\_ No

\_\_\_ No

\_\_\_ at home

\_\_\_ Wait \_\_\_ Spin

\_\_\_ Zzzz

\_\_\_ Wherever

\_\_\_ Once a Year

\_\_\_ Spectator

\_\_\_ N/A

\_\_\_ Friend's

\_\_\_ Shake/Paw

Anything we should know? \_\_\_\_\_



## **MEDICAL RELEASE FORM**

This is a required form for all **DogDen US** participants receiving services.

First and foremost the safety and wellbeing of your pet(s) is of the highest importance. Insuring that your pet remains safe and well cared for is our first responsibility and as such we take it very seriously. We do our best to have our pet parents screen for pre-existing health conditions, but some factors may be beyond our control. In the event that a medical emergency arises while a pet is at our facility or participating in a service that we provide it is imperative that we are immediately able to get them medical treatment at the closest available facility. We will call ahead to the veterinary offices in closest proximity geographically to us to insure they can handle the emergency present. Your pet will be rushed to the closest available facility for treatment and you will be notified. We notify the owner after we have secured a medical treatment center for the animal to avoid delays that may be caused by emotion on the part of the owner. Our goal is to get your pet medical attention as quickly as humanly possible, and any distractions may interfere with that process.

For that reason, it is a requirement to have our pet parents sign this form.

I understand that in the event of a medical emergency that **DogDen US**, at its sole discretion, deems to need the immediate attention of a licensed veterinarian, I authorize **DogDen US** to seek medical attention at the closest available veterinary facility. I further agree that I am financially responsible for any medical treatment my pet(s) receives as a result of a medical emergency while attending services provided by **DogDen US**.

\_\_\_\_\_ \$250

\_\_\_\_\_ \$500

Amount \$ \_\_\_\_\_

\_\_\_\_\_ Do not treat my dog.

I have read and understood the Medical Release Agreement (please initial)

## **Pet Care Agreement**

1. I further understand that **DogDen US** has relied upon my representation that my dog is in good health and has not injured or shown aggression or threatening behavior to any person or dog in admitting my dog for services at their facility.
2. I further understand that their owners, staff, partners and volunteers, will not be liable, financially or otherwise, for injuries to my dog, me or any property of mine while my dog is participating in services provided by **DogDen US**. I hereby release **DogDen US** of any liability of any kind arising from my dog's participation in any and all services provided by **DogDen US**.
3. I further understand and agree that any problems with my dog, behavioral, medical or otherwise will be treated as deemed best by staff of **DogDen US** in their sole discretion, and in what they view as the best interest of the animal. I understand that I assume full financial responsibility and all liability for any and all expenses involved in regards to the behavior and health of my dog.
4. I further understand that there are risks and benefits associated with group socialization of dogs. I agree that the benefits outweigh the risks and that I accept the risk. I desire a socialized environment for my dog while attending services provided by **DogDen US** and while in their care. I understand that while the socialization and play is closely and carefully monitored by **DogDen US** staff to prevent injury, it is still possible that during the course of normal play my dog may receive minor nicks and scratches from roughhousing with other dogs. Any injuries to my dog will be pointed out by staff upon pick-up.
5. I understand by allowing my dog to participate in services offered by **DogDen US**. I hereby agree to allow **DogDen US** to take photographs or use images of my pet in print form or otherwise for publication and/or promotion.
6. I further understand that I am solely responsible, financially or otherwise, for any harm or damage caused by my dog while my dog is attending any services provided by **DogDen US**.
7. I understand that if my dog is not picked up on time or by a date specified in a separate agreement, I hereby authorize **DogDen US** to take whatever action is deemed necessary for the continuing care of my dog. I will pay (**DogDen US** the cost of any such continuing care upon demand by **DogDen US**. I understand that if I do not pick up my animal, **Dog Den US** will proceed according to the guidelines provided by (California Abandoned Animal Statute) Abandonment of animals by owner; procedure for handling. I also acknowledge that I will be fully responsible for all attorneys' fees and associated costs if I abandon my dog.

I have read and understood the Pet Care Agreement (please initial)

### **Flea Preventative**

This is a required form for all **Dog Den US** participants receiving services.

Here at Dog Den US we pride ourselves on a clean and safe environment. Our main priority is the safety and wellbeing of your pet(s). For that reason, it is a requirement for all pets that receive services from Dog Den US to be on flea medication.

I understand that by signing this form I am confirming that my pet(s) is on a flea preventative and should be free of fleas. If fleas are found, I authorize Dog Den US to administer a flea treatment that is deemed necessary. I acknowledge that I am financially responsible for any flea treatment that may be administered.

If your pet(s) is already on a flea preventative, please provide the information below:

Brand/Name of Flea Preventative: \_\_\_\_\_

Length of Dose: \_\_\_\_\_

Date Last Administered : \_\_\_\_\_

I have read and understood the Flea Preventative Agreement (please initial) 

### **Media Release Authorization**

I authorize Dog Den the right to take, edit, alter, publish, distribute, and make use of any pictures or video taken of my pet while in their care. Any image or video taken may be used in and/or for any lawful promotional materials including, but not limited to, flyers, posters, websites, advertisements, social networking sites and other print and digital communications, without payment or any other consideration.

This authorization extends to all languages, medias, formats and markets now known or later discovered.

This authorization shall continue indefinitely. I waive the right to inspect or approve any product in which my pet appears, including written or electronic copy. I understand and agree that these materials shall become the property of Dog Den and will not be returned.

Please initial:

\_\_\_\_\_ I agree

\_\_\_\_\_ I do not give permission to Dog Den to use my dog's image in any form of print or digital media. This will also forfeit the benefit of receiving updates of my dog throughout its stay with Dog Den **NO EXCEPTIONS!**

**By signing below, I agree to adhere to Dog Den's policies and regulations as stated above in the Medical Release, Pet Care Agreement Flea Preventative, and Media Release Forms.**

**Pet Name:** \_\_\_\_\_

**Owner Name:** \_\_\_\_\_

**Signature of Owner:** \_\_\_\_\_

**Date:** \_\_\_\_\_