



Client Information Sheet

Owners Name(s) _____

Address _____ City _____ ST _____ Zip Code _____

Main Phone Number _____ Email _____

Spouse/Second Contact Name: _____ Relation: _____ Number: _____

Emergency Contacts Name: _____ Phone Number _____

Name: _____ Phone Number _____

Veterinarian Office _____ Phone Number _____

Pet Information

Pet Name _____ Dog Cat Other _____ Male Female

Breed _____ Color: _____ Birthday/Age _____ Neutered /Spayed Y N

Medications Crate Trained Storm Anxiety Fear of men 1st time boarding Digs Holes Eats poop

Diabetic Social Separation Anxiety Shy/nervous Eats beds/blankets Escape Artist Mounts other dogs

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Diabetic Social Separation Anxiety Shy/nervous Eats beds/blankets Escape Artist Mounts other dogs

List any allergies, illnesses, health concerns, current/past injuries, or additional instructions your pets have:

Emergency Contact: You agree that your emergency contact person or Water Bowl Oasis' staff, in the event your emergency contact is not available, shall be authorized to make any and all decisions related to the health of your pet, for you in the event that we cannot contact you. You will always be first contact in any emergency situation.

In case of weather emergency or natural disaster: It may not be possible to safely evacuate your pet or communicate their care should a disaster occur and release Water Bowl Oasis LLC & their staff from any liability. These situations are subject to cancellations of service or emergency supply fees depending on the situation.

Risks of socializing: Water Bowl Oasis is a social pet care facility. Due to the open environment we encourage at Water Bowl Oasis, any aggressive, disruptive, or destructive behaviors that cannot be corrected will not be tolerated!

Your pet(s) must have basic house manners and group play manners to reside at our facility (see Resort Expectations & Rules). To ensure the safety of our staff and guests, every day is a trial day with behavior assessments. As your pet(s) ages, their personality changes & so might his/her number of playmates, activity level, likes and dislikes. Dogs are animals and animals are unpredictable. Socializing is not for every dog. Dogs can eventually age out of daycare or no longer be a good fit at Our Resort. Our staff watches for these signs. We reserve the right to refuse services to any guest that poses a threat to the well-being of itself or other members.

Social boarding or socializing your dog at daycare includes some risks including but not limited to contagious illnesses, gastrointestinal distress/upset, major to minor injuries & ailments, refusal of food, fight with other canines, soiling themselves, diarrhea, vomiting, weight loss and even death. All of these events will be avoided & communicated to the best of our abilities and guests made comfortable, though you release & hold harmless, Water Bowl Oasis LLC, their staff and heirs, from any liability from, but not limited to, these incidents.

Owner's Signature: _____ **Date:** _____

Policies, Requirements, Expectations & Rules of the Resort

Vaccinations: All dogs MUST be vaccinated and have current proof of **Rabies, Distemper, Bordetella, Fecal test & Heartworm test** in addition to having monthly flea, tick and heartworm prevention in order to book services and have access to the resort. *If fleas or ticks are found on your dog they will be given a medicated bath immediately at owner's expense.*

Spay & Neuter: All dogs are required at 6 months of age to be Spayed or Neutered. Due to our social play setting and accommodations intact males and females can cause an upset with the group play dynamic.

Frequency = Family membership requirement: Our members are required to frequent our resort a minimum of once every 30 days or at least one day of daycare is required prior to any stay if your pup has been away longer than 30 days. There is a possibility more days of daycare will be needed should your dog(s) require more adjustment time to feel comfortable before a stay, this is on a case by case basis for the benefit of the dog.

Pricing: Boarding includes playtime throughout the day at no additional cost. Accommodations include comfy doggie beds, blankets, toys, treats, bowls, play, love & cuddles! Boarding is charged by 24 hour increments. Daycare: Weekly daycare discounts within same Monday - Saturday week, no roll over "The more you play, the more you save per day!" Prices can be found on our website www.waterbowl Oasis.com

Late check-out fees: Your drop-off time is your latest pick-up time without an additional fee. Fee applied when pick-up is after 24 hour mark for boarding services. (Example, at 25 hours)

Holiday Pricing: Holiday rates for Boarding & Daycare are applied on outlined Holiday Periods listed on the prices page on our website.

Reservations & communications: All services are by appointment ONLY. Please arrive at your reserved drop-off & pick-up times. Book services via text message (727)946-0731 or through your profile on our online booking site found on our website. Most communication is via text messaging. Daycare schedules can be set (preferred method), same days every week locked in {repeating}. These are automatically updated each Sunday for the following week. Daycare can be scheduled by a la carte style. This style is less preferred because availability last minute is limited and not guaranteed.

Deposits: 40% deposits calculated from the total boarding charges reserved will be required at the time of your dog's reservation. Payment is required immediately. Without a received deposit on file for each reservation made your pet's stay will not be confirmed.

Card on file: A single active debit/credit card on file is required for all members; all sensitive information is stored on our secured payment system. We also accept cash and check payments. Cards on file are used to charge for boarding stays at pick-up, boarding deposits, cancellation fees, no-shows fees, and at the end of each week (Friday or Saturday) for weekly daycare payments.

Cancellations & Fees: Your deposit is non-refundable & non-transferable one week (7days) prior to your rescheduled drop-off appointment and is your cancellation fee should you cancel. This applies if there should be less than 7 days before your drop-off. Deposits are non-refundable no matter the reasoning for cancelling if within 7 days of drop-off, including any cancelled plans or illnesses. **Same day cancellations or cancellations due to early return:** 100% of same day services cancelled + 40% deposit (regular cancellation fee)

Late Booking Fees: A 24 hour notice for booking is required to avoid a \$5.00 late booking fee for all Daycare & a \$10.00 late booking fee for all boarding reservations.

Lobby hours for drop-off & pick-up: No Drop-off or Pick-up on Sundays – Closed
Monday –Friday: Drop-off 7:00 am - 9:50 am Pick-up 4:00 pm - 6:50 pm
Saturday: Drop-off: 7:00 am - 9:50 am Pick-up 4:00 pm - 5:50 pm
Always text when you arrive, every arrival, what dog(s) you are here to pick-up and what type/color of car you are in **(727)946-0731**

Late Drop-off or pick-up: \$5.00 per minute beyond available hours after 10:00 am & before 4:00 pm or after hours (7:00 pm Monday-Friday & 6:00 pm Saturday)

Closures: Daily 10:00am-4:00pm, Every Sunday, Fourth of July, Easter, Thanksgiving Day, Christmas Day, and New Year's Day. Quality of care stays the same during closed periods and dates, closed to public, no pick-ups or drop-offs available.

2023

Food Packaging: There will be a **\$5.00 bagging fee per 2 sealed gallon bags provided** if not packaged correctly.

All food is labeled with instructions and feeding amounts SEALED in gallon sized Ziploc bags where staff measures out meals or individually portioned meal bags (one bag per meal per dog).

Please provide an appropriate and manageable carrying method for food and leash/harnesses

Example: tote bag, grocery bag, small/medium back pack, or canvas bag.

If food is forgotten at home a High Quality Resort food or additional food can be purchased & picked up or provided at owner's cost.

No Personal Belongings: No personal belongings ever permitted for storage and hygienic purposes.

No food containers or store bought dog food bags of any size allowed. We supply bowls, crates, beds, blankets, toys, treats & more.

Updates during Daycare or Boarding Stays: Our Activities Directors send updates when possible to our boarding families after their first 24 hours of relaxation to give guests time to unwind before the pup-arazzi snap some shots.

We post highlight pictures of our guests on Facebook & Instagram throughout the month. Follow us for happy puppy pictures & videos.

Postcard Home Photo Packages Included in Package: 3 Photos sent via text during each day, Bandana, & Digital Report card

This add-on is included in our boarding price, you will receive your first report after 24 hours

Daycare add-on per week 1-2 Days of daycare \$3.50 3-6 Days of daycare \$5.00 \$1.00 each additional dog

We offer Postcard Home Photo Packages; the above charges will apply for daycare attendees. The price reflects the number of days your dog attends each week and the number of dogs you have in your pack. You can choose when you'd like to add this package on or have this as a set schedule add-on repeating each week. Let our staff know if you'd like to sign up!

Photos posted on social media will vary; there is no charge if your dog's photos happen to make it to our social media. Not all dogs are guaranteed to be in the weekly highlights, please purchase a Postcard Home Photo Package for guaranteed photos.

Marketing: You agree to receive emails and texts to the listed information above on file, to stay updated with important Resort updates, newsletters, events, promotions, confirmations, communications, photos, and closures.

Resort Expectations & Rules for Daycare, Socializing, & Boarding

Attributes for safe play:

All clients (Dogs) and owners are required to follow these expectations in order to keep their membership active.

Sociability- Selective, fearful, reactive, nervous, anxious puppies or adult dogs

Dogs are assigned to a play group based on size but mostly temperament/ play-style. However, if we notice your dog(s) is more selective with their playmates than what we're able to safely accommodate, it may be determined our facility is not an appropriate match for your dog(s). We have a zero tolerance policy for aggression, disruption & destruction.

Self-restraint

Enthusiasm is welcomed here at Water Bowl Oasis, but excessive jumping, nipping, instigating rough play, barging through gates and doorways, barreling over dogs and staff, excessive barking, bullying behaviors, excessive stress/excitement drooling, destruction of furniture or facility, playing in water bowls, marking indoors, and mounting all cause safety concerns. The staff needs to provide equal attention to all dogs, so some self-moderation is required during group play.

Down time

Often we provide periodic rests for our dogs throughout the day. This provides much needed structure and time to decompress and recharge keeping dogs playing nice and happiest. Dogs must be able to settle either with their friends periodically without causing disruption or they will need to settle separate from their friends in our group crate room without causing destruction to kennels or becoming overly stressed.

**Proper crate training is always highly recommended to avoid separation anxiety in adult dogs.
Assistance with positive reinforcement crate use is available.**

Sharing

For safety reasons TOYS are highly supervised in the playgroups and removed when behavioral issues arise. Some dogs become possessive over toys, favorite staff members, their owners, water bowls, their friends, and any other available resources. If this is the case for you dog(s), and issues are arising, they may be required to complete training prior to returning to daycare for a second evaluation.

Ability to read other dogs

To keep interactions safe we expect dogs to learn how to read social cues and respect each other's boundaries. If we notice your dog(s) is persistent, instigating, or bullying and not responding to cues from other dogs or verbal cues from staff, they may be required to complete training prior to returning to daycare for a second evaluation.

Comfort away from home

Dogs with anxiety we give a chance to slowly adjust at their own pace and have had successes as long as behaviors are not too extreme causing upset in the group. We adjust each trial period to each dog's personality.

A commonly recommended trial period for dogs new to socializing is traditionally 3 daycare days a week for one month; this creates a routine for your dog(s) instilling comfort. After your dog(s) is comfortable, we can reevaluate a new plan for them or daycare a la carte as needed for frequency requirement for boarding. Occasionally some dogs show signs of significant discomfort even after a trial period.

If this is the case, we will advise you to start with short play dates with smaller groups away from home, our Resort may be too fast pace at first.

Boarding may also require steps to become comfortable, even after a trial period because socializing and being away overnight is a new experience and a longer one than daycare.

Appropriate greetings, Drop-off & Pick-up Procedures

Some dogs may be over excited or frustrated when they are unable to immediately sniff/greet dogs on the other side of the fence, or when they arrive or leave at the door. This can cause over stimulation and sometimes aggression (barrier frustration) a safety concern for staff or other dogs. The staff must be able to quickly redirect dogs away from the doors/gates/fences if they become too fixated on the dogs in separate areas. Staff must also be able to control excited dogs through the building safely and into your hand on the front porch.

The front door is always locked for safety!

Always text us when you arrive, each arrival, what dog(s) you are here to pick up and what type/color of car you are in **(727)946-0731**. Hand off of all dogs is always done outside of your vehicle, valet style.

Our staff does not open or shut car doors to prevent any injury and damages to dogs or vehicles. Control of your dog(s) at hand off is required for safety of staff, dogs, others, and you.

Owners can park in the designated parking area or to right side of our driveway so that cars can still pass on the left if there is not a parking spot open. You will be received in the order you arrive one at a time. Please be courteous of other vehicles needing to pass by and pull up closest to Valet porch/sidewalk area for this service.

NO RETRACTABLE LEASHES ARE ALLOWED AT THE RESORT

All dogs MUST be on a leash with a collar or harness, which is kept at the Resort during their visit for safe hand off at pick-ups & drop-offs. Please avoid meetings in the parking lot with other dogs who you do not know. Not all clients' dogs play in the same playgroups and some dogs are extremely protective of their owners when on a leash.

Policies, Requirements, Resort Expectations & Rules:

I, _____ have read through all of the policies, requirements, Resort Expectations and Rules found here & on the website www.waterbowl oasis.com and fully understand the risks of dogs socializing. Water Bowl Oasis LLC & its staff are not liable for any damages caused from boarding, daycare or grooming services. By signing this document you agree to these policies & to stay compliant with these policies and any changes Water Bowl Oasis LLC makes in the future.

Additionally, you acknowledge and agree that this contract is binding and applies to all current and future pets belonging to this family, and is agreed upon by all heads of the household and their heirs. It is your responsibility as the owner to make sure you give proper written instructions to whoever drops the dog off for services if a non-owner.

Signature _____ Date: _____

Grooming Policies (All clients' sign)

Name _____ Phone # _____

Pet's Names _____

I, the Owner understand that if my dog's hair is matted, bites, or otherwise does not cooperate for any grooming service, additional fees will apply or pet(s) will not be groomed.

I understand that de-matting & detangling to save the length of a coat is painful sometimes to the pet and not always advisable or possible. WBO LLC and its staff are not liable for cuts, scrapes, or irritations due to matted hair removal. Removal of matted hair which is necessary for the comfort & wellbeing of your pet can cause your pet to lick, bite, or scratch themselves raw and develop a "hot spot". You agree to watch your pet(s) for adverse reactions and seek veterinary attention if skin irritations persist or occur and do not hold Water Bowl Oasis LLC and their staff accountable for medical expenses.

I understand if my dog's hair is matted and I agree to continue with my groom, the end result will be completed to the best of Water Bowl Oasis LLC and its employee's ability, completely depending on my dog(s) temperament and coat condition. I, the owner of the pet understand if I do not want the length of my dog's coat to be shorter than originally agreed upon due to mattes the groom & bath will not be carried out. Bathing a pet with mattes will just increase the matting further and cause irritation to the skin causing pain to the pet. It is Water Bowl Oasis's policy to only care for our clients with respect and love. Creating more mattes and pain to an animal is not a practice our groomer carries out.

I understand an additional \$15 fee per 15 minutes of additional brushing, if required, to save a coat will be applied if saving the length of the coat is what (I) the owner of the pet(s) has instructed.

Grooming appointments are schedule during daycare or during boarding stays.

Grooming appointment cancellations within 24 hours prior to appointment time or no shows will result in a \$25 fee and more than 3 occurrences will not be tolerated.

WBO LLC & its staff will not bathe or groom a dog with skin irritations or wounds without a veterinarian medical release.

This contract is binding and applies to all current and future pets belonging to this family, and is agreed upon by all heads of the household and their heirs. If a non-owner drops a dog(s) off and gives instructions for the groom, Water Bowl Oasis LLC and its staff are not liable for their instructions if given incorrectly. It is your responsibility as the owner to make sure you give proper written instructions to whoever drops the dog(s) off. If we have questions and you are unavailable your pet(s) will not be groomed until we have your instructions or we will groom based upon past notes in your pet's file.

Owner's Signature _____ Date _____

Water Bowl Oasis LLC

CREDIT CARD FORM

VISA MASTERCARD DISCOVER AMEX

CARD HOLDER'S NAME

CARD NUMBER

EXPIRATION DATE

CVV CODE

ZIP CODE

CARD HOLDERS SIGNATURE

An active card on file is required for all clients in order to make reservations. This sensitive information is entered into our secure point of sale system and kept for all future deposits and payment ease at pick-up. Payments are charged to the card on file at the end of each stay or the end of the day care week.

To update payment information please contact our office.

Full payment for all services will be required in advance for clients who do not adhere to this policy.