



180 W. Lake St.  
 Elmhurst, IL 60126  
 630.833.2628 Fax 630.563.0900

**Customer Information**

Last Name \_\_\_\_\_ First Name(s) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Email \_\_\_\_\_

Cell Phone #1 \_\_\_\_\_ Name #1 \_\_\_\_\_

Cell Phone #2 \_\_\_\_\_ Name #2 \_\_\_\_\_

How did you hear about Top Dog Retreat? (circle all that apply)

*Advertisement Search Engine Drive-By Rescue Group Vet Other/Referral* \_\_\_\_\_

**DOG ESSENTIALS**

Dog's Name \_\_\_\_\_ Breed \_\_\_\_\_

Date of Birth \_\_\_\_\_ Sex: M F Spayed/Neutered? Y N

Weight \_\_\_\_\_ Color/Description \_\_\_\_\_

Dog's age when you got him/her \_\_\_\_\_ (if unsure, please estimate)

Your dog was obtained from (circle one) Breeder Pet Shop Shelter/Rescue \_\_\_\_\_

What was the primary reason you got a dog? (circle one)

*Companion for... family or another dog Replace previous dog Protection Gift For Child*

Are there other dogs/cats in your family? Y N If yes, Breed(s) \_\_\_\_\_ Age(s) \_\_\_\_\_

Is your dog a (all that apply) *Digger Chewer/Shredder Barker Fence Climber*

Does your dog exhibit destructive chewing? Y N If yes, chews what? \_\_\_\_\_

Has your dog displayed aggressive behavior? No or Yes, please describe *(toward people, other animals, etc)*

\_\_\_\_\_

Has your dog ever bitten a human? a dog? No or Yes, please describe \_\_\_\_\_

\_\_\_\_\_

**VETERINARY INFORMATION**

Veterinarian/Clinic \_\_\_\_\_ City \_\_\_\_\_ Phone \_\_\_\_\_

### PLAY & STAY HABITS

Has your dog interacted/played with other dogs before? Y N Where? *Home Dog Park Neighborhood*

Has your dog ever been attacked? No or Yes-please describe *When, Type of dog, Injuries* \_\_\_\_\_

Has your dog attended daycare before? Y N Where? \_\_\_\_\_ When? \_\_\_\_\_

Your dog's favorite play activities? (circle all that apply) *Tug Fetch Chase Wrestle Walks Runs*

Has your dog been boarded before? Y N Where? \_\_\_\_\_ When? \_\_\_\_\_

Does your dog sleep in a crate? Yes, and he/she... *Loves it Tolerates it Hates it Destroys it*  
No, he/she sleeps (*Where?*) \_\_\_\_\_

Is your dog house-trained? Y N

Is your dog toy or food possessive? Y N If yes, describe \_\_\_\_\_

How do you control/correct misbehavior? *Electronic collar Choke/Prong collar Time Out*

*Alpha Roll Other, describe* \_\_\_\_\_

### NUTRITION & MEDICAL

What **brand** of dog food do you feed? (main meals) \_\_\_\_\_

Circle feeding habits: *Free feed 3 times a day 2 times a day Once a day*

Additional items your dog consumes: *Treats Table Scraps Bones Feces Other* \_\_\_\_\_

Does your dog have any allergies? No Yes - please describe \_\_\_\_\_

Is your dog taking any medications? No Yes - please describe \_\_\_\_\_

Any chronic medical conditions? No Yes - please describe \_\_\_\_\_

Ever had major surgery or seizures? No Yes - please describe \_\_\_\_\_

Is your dog sensitive to sights or sounds? *Thunder Lightening Fireworks Other* \_\_\_\_\_

Do you take your dog to a Groomer? No Yes - please identify \_\_\_\_\_

My dog's tolerance to bath, nails, brushing, ear cleaning is (*poor*) **1 2 3 4 5** (*perfect*)

### For Office Use Only (date & initial)

Eval Date \_\_\_\_\_ Vaccines up to date \_\_\_\_\_ Notes:

Entered in Database \_\_\_\_\_ Staff \_\_\_\_\_

## Top Dog Retreat – Master Contract

I, \_\_\_\_\_, (print first & last name) entrust Top Dog Retreat to care for my dog(s) while participating in daycare, boarding or training services. Top Dog Retreat understands the responsibility and is committed to providing a safe, clean and enjoyable environment for your dog(s). I understand and agree to the terms outlined in this Contract, as a condition of my dog's participation in services.

**VACCINATIONS:** Rabies, Bordetella and Distemper vaccines are required prior to evaluation and must be maintained up-to-date and on file at Top Dog Retreat. Bordetella shall be administered at least 3 days before participating at Top Dog Retreat. A negative fecal exam is required prior to evaluation and annually afterward.

**SPAY & NEUTER:** Dogs are required to be spayed or neutered by the age of 6 months. Exceptions as documented by a veterinarian are considered on a case-by-case basis.

**FLEA & TICK PROTECTION:** Dogs are required to be actively protected by a Flea & Tick preventative such as Program, Sentinel, Frontline, Advantix or Revolution. A dog discovered with fleas or ticks will be bathed at the owner's expense.

**HEALTH & WELL-BEING:** All dogs must be healthy upon arrival for daycare/boarding/training services. If a dog becomes ill or if his/her health requires professional attention, Top Dog Retreat reserves the right to: (1) Request the owner to arrange for the dog to be picked up, (2) Provide medical attention or (3) Engage the services of a local veterinarian. Expenses for veterinary services will be the responsibility of the owner.

**SAFETY:** I acknowledge and understand that there are certain risks in any environment that includes dog socialization and physical interaction. Top Dog Retreat maintains the highest standards of cleanliness and safety however, cannot remove 100% of the risks that exist in a dog facility. Top Dog Retreat is not liable for illness or injuries inflicted on my dog or by my dog upon others, including but not limited to canine cough, nicks, cuts and possibly bites or punctures.

**DAYCARE:** Daycare dogs are expected to arrive no later than 12 noon. I understand that Top Dog Retreat will make every effort to include my dog(s) in playgroups with other compatible dogs. Top Dog Retreat has the sole right to determine whether my dog is included in playgroups or included on a limited basis.

**BOARDING:** Boarding dogs are expected to arrive at Top Dog Retreat no later than 6:30pm, for stays beginning Monday thru Friday. It is recommended that you supply your dog's food, to help avoid digestive distress or diarrhea.

**LATE PICK-UP:** Check-out time for boarding dogs is 12 noon. Boarding dogs picked up after 12pm will be charged \$25 for afternoon pick-up. Daycare services end at 7pm. A late charge of \$10 will apply to dogs picked up after 7pm if Top Dog Retreat is notified prior to 7pm. After 7:10pm, or if Top Dog Retreat is not notified of an owner's delayed pick-up, your dog will be boarded overnight at the rate of a Standard Suite.

**DAMAGES:** I understand that I am solely responsible for any harm or damage caused by my dog(s) to persons or property of the Owners, employees and invitees of Top Dog Retreat while my dog(s) is/are attending Top Dog Retreat.

**PAYMENT:** Services should be paid in advance, for dogs that will be picked up by someone other than the owner. Boarding customers are requested to pay upon drop off. A \$25 fee will apply to all bounced checks issued to Top Dog Retreat.

**PHOTOGRAPHY:** Top Dog Retreat has the right to use photograph(s) of my dog(s) as often as desired. I waive the right of approval, and release Top Dog Retreat from all claims related to the use or publication of any photographs.

Owner's signature below certifies that he/she has provided accurate information about their dog(s) on the **Customer Information** form. Furthermore, the owner has read, understands and agrees to the terms of Top Dog Retreat's **Master Contract** and **Policies and Rules** document.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Top Dog Retreat – Policies and Rules

Top Dog Retreat implements the following Policies and Rules to provide a safe, healthy, comfortable and fun environment for all of our guests. Signature on the **Master Contract** indicates that the owner has read and agrees to the Policies and Rules contained herein.

### EVALUATION

An evaluation half day (daycare) is required prior to the first daycare or lodging stay. We will give you our honest opinion of your dog's experience, and if he/she demonstrated signs of stress, aggression or other potentially problematic behaviors. We will inform you if Top Dog Retreat is a good fit for your dog. If we don't see your dog for 14 or more months, a re-evaluation may be required.

### LEASHES IN THE LOBBY

Your dog should be on a leash upon entering or exiting Top Dog Retreat's lobby. Dogs get excited, seek attention and can have abrupt reactions as they arrive or depart. Our priority is the safety of our clients, both dog and human and as such, we ask that you be aware of the surroundings and control your dog accordingly.

### COLLARS

Collars are required for all dogs. Nylon, leather or material other than a choke or prong collar is expected while dogs are in playgroup.

### HOLIDAYS

Major Holidays are Easter, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, Christmas and New Year's Day. Top Dog Retreat's lobby is Closed on these Holidays.

### RESERVATIONS

We encourage customers to make boarding reservations as soon as possible, especially through the major holiday periods. Customers are encouraged to make daycare reservations at least a day in advance.

### DEPOSITS & CANCELLATIONS

A deposit is required for all holiday boarding reservations. Top Dog Retreat reserves the right to collect boarding deposits for new customers, or those that have had recurring cancellations.

Please provide at least 1 day notice of cancellation for non-holiday boarding reservations.

Please provide at least 5 days notice of cancellation for a holiday boarding reservation. Deposits are non-refundable if a holiday reservation is cancelled with less than 5 days notice.

### BOARDING GUESTS

Please bring your dog's own food. A nominal fee will apply if Top Dog Retreat supplies his/her meals. Top Dog Retreat does provide beds, linens and other canine comforts so it is not required that these items be brought from home. Please label your dog's belongings. We cannot guarantee that toys, bedding and other items will be returned in the exact condition in which they arrived.

### DAYCARE GUESTS

Please reserve daycare services at least a day in advance whenever possible. Recurring daycare reservations are welcome however, if two consecutive days are missed without notification, future recurring reservations will be cancelled. All "Daycare Packages" are valid for one year from date of purchase. Unused days on a multi-day package are non-refundable.

### MEDICATION

We are happy to administer medication to your dog. All medication should be clearly marked with your dog's name, the name of the medication, the frequency and the required dosage.

### FAILURE TO PICK-UP

If a dog's owner cannot be contacted and a dog is not picked up within 7 days of the scheduled pick-up date, the dog will be considered abandoned.