CUSTOMER REGISTRATION PACK

Safe • Individual • Enriching Day Care

Owner name	
Dog's name	
Trial date / time	
Regular day(s) requested	

Please complete this pack fully before your dog attends. If a question does not apply, write N/A rather than leaving it blank.

BEFORE YOU RETURN THIS PACK

☐ All required sections completed

☐ Current vaccination record provided

☐ Relevant veterinary/medical information provided

☐ Medication/allergy/behaviour information provided where applicable

☐ Trial Day Package fee paid

Please read The Dog Lounge Customer Policy Pack, Terms & Conditions and Privacy Notice before signing. Admission remains subject to a successful Trial Day Assessment and ongoing suitability for group day care.

1. Owner, Emergency Contact & Dog Details

OWNER DETAILS	
Full name	
Address	
Postcode	
Mobile	
Email	
Preferred contact	☐ Call ☐ Text ☐ WhatsApp ☐ Email
EMERGENCY CONTACT	
Name	
Relationship	

Telephone	
DOG DETAILS	
Dog's name	
Breed	
Date of birth / age	
Sex	☐ Male ☐ Female
Neutered / spayed	☐ Yes ☐ No
Colour	
Weight	
Microchip number	
Distinctive features	
Prohibited type / exemption	☐ No ☐ Yes — Details:

ATTENDANCE

☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☐ Friday

Preferred drop-off	
Preferred collection	

The Dog Lounge offers flexible hours between 7:00am and 6:00pm, with up to 9 hours of day care included. Owners may choose their preferred drop-off and collection times. Alternative hours may be accommodated by prior arrangement.

THE DOG LOUNGE | CUSTOMER REGISTRATION PACK

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2. Veterinary, Health, Preventative Care & Medication

VETERINARY DETAILS	
Veterinary practice	
Telephone	
Preferred vet	
Pet insurance	☐ Yes ☐ No
Provider / policy no.	

☐ Current vaccination record / veterinary certificate provided

PREVENTATIVE TREATMENT	
Flea treatment	Product / last given / frequency:
Worming	Product / last given / frequency:
Tick prevention	Product / last given / frequency:

HEALTH & MEDICAL HISTORY

☐ No known medical conditions

☐ Allergies	☐ Food intolerance	☐ Previous operation
☐ Mobility issue	☐ Sight/hearing impairment	☐ Heart condition
☐ Epilepsy	☐ Arthritis	☐ Diabetes
☐ Skin/ear/eye condition	☐ Anxiety	☐ Other

Details / veterinary restrictions	

RECENT ILLNESS — LAST 14 DAYS

☐ None	☐ Vomiting	☐ Diarrhoea
☐ Coughing	☐ Sneezing	☐ Eye/nasal discharge
☐ Lethargy	☐ Loss of appetite	☐ Other

MEDICATION

☐ No medication required ☐ Medication required

Medication name	
Reason / prescribed by	
Dosage	
Time(s)	
Method	☐ Oral ☐ With food ☐ Topical ☐ Eye/Ear ☐ Other
Storage	☐ Room temperature ☐ Refrigerated ☐ Other
Special instructions	

☐ YES — I authorise appropriately trained staff at The Dog Lounge to administer the medication above in accordance with my written instructions and applicable veterinary instructions.

Medication will be checked by two authorised members of staff whenever reasonably practicable before administration.

Some dogs rely on medication to manage ongoing medical conditions. If there is any uncertainty regarding medication, dosage, timing or administration, clarification must be sought as soon as possible.

Any clarification or changes to medication instructions must be provided in writing, such as by text message, email or written veterinary confirmation, and retained with the dog's records as evidence.

Owner name	
Owner signature	
Date	

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3. Behaviour, Temperament, Handling & Daily Care

Please be completely open. Accurate information helps us choose safe groups, activities and handling for your dog.

HAS YOUR DOG EVER...?

Behaviour	Yes	No
Bitten / attempted to bite another dog	☐	☐
Bitten / attempted to bite a person	☐	☐
Shown aggression / reactivity	☐	☐
Resource guarded food or toys	☐	☐
Escaped from a secure area	☐	☐
Shown separation anxiety	☐	☐
Been excluded from another day care	☐	☐
Displayed significant fear / anxiety	☐	☐
Mounted other dogs excessively	☐	☐
Shown protective behaviour	☐	☐

Details of YES answers	
Known triggers / things that upset your dog	
Stress signals you recognise	

PERSONALITY & PLAY

☐ Confident ☐ Friendly ☐ Playful ☐ Calm ☐ Excitable

☐ Nervous ☐ Shy ☐ Independent ☐ Affectionate ☐ Sensitive

Play style:

☐ Gentle ☐ Rough ☐ Chase ☐ Fetch

☐ Tug ☐ Independent ☐ Mixed

Favourite toys / activities	

HANDLING

My dog is happy to be:

☐ Groomed ☐ Touched ☐ Picked up

☐ Collar held ☐ Harness fitted ☐ Feet touched

☐ Ears checked ☐ Mouth checked ☐ Nails touched

Anything your dog dislikes	

REST & EXERCISE

Exercise level	☐ Low ☐ Moderate ☐ High
Exercise / mobility restrictions	
Rest / sleep requirements	
Preferred resting place	☐ Bed ☐ Crate ☐ Sofa ☐ Quiet area ☐ Anywhere

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4. Feeding, Enrichment, Water, Neutering & Dogs in Season

FEEDING & TREATS	
Meals required during day care	☐ Yes ☐ No
Food / type / amount / time	
Special / prescription diet	☐ No ☐ Yes — Details:
Treats allowed	☐ Yes ☐ No
Foods / ingredients to avoid	
Food / resource guarding concerns	

Dogs requiring a specific feed due to a medical condition will be fed separately.

EXERCISE, PLAY & ENRICHMENT

☐ Group play ☐ One-to-one play ☐ Scent work ☐ Puzzle activities ☐ Training games

☐ Agility / climbing ☐ Digging / sand pit ☐ Ball pit ☐ Fetch / toys ☐ Quiet cuddles

Activities will be adapted according to each dog's age, health, physical ability, temperament, confidence and welfare needs.

WATER PLAY

☐ FULL — Supervised pool / water play

☐ PADDLING ONLY — Shallow supervised water play

☐ NO — No pool or water-play activities

Restrictions / fears	

NEUTERING & ENTIRE DOGS

☐ Male — neutered ☐ Female — spayed

☐ Puppy / young dog not yet neutered / spayed ☐ Adult entire male

☐ Other arrangement agreed:

Young unneutered male dogs may attend subject to individual assessment and suitability.

Adult unneutered males may also be considered. Where appropriate, male-only days may be offered, subject to availability and the suitability of the dogs attending.

Every dog will be assessed individually. Continued attendance will depend on behaviour, welfare and our ability to safely manage the dog within the day-care environment.

FEMALE DOGS IN SEASON

Female dogs in season may be accommodated where their individual needs and the other dogs attending can be safely managed.

We will manage dogs in season to the best of our ability, including separation or adjustment of groups where appropriate.

Where a season causes significant behavioural changes or affects the safe management or welfare of the dog or other dogs attending, alternative arrangements may be required.

Owners must inform The Dog Lounge as soon as they become aware that their dog is in season or showing signs that a season may be starting.

☐ **I understand and agree to the above requirements.**

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5. Emergency Care, Collection, Photography, Trial & Owner Agreement

EMERGENCY VETERINARY CARE

☐ I authorise The Dog Lounge to seek emergency veterinary treatment if reasonably necessary.

☐ I authorise The Dog Lounge to transport my dog to my usual veterinary practice or, where unavailable or inappropriate, another suitable veterinary or emergency service.

☐ I understand reasonable attempts will be made to contact me first unless delay could compromise my dog's welfare.

☐ I authorise appropriate temporary secure restraint where reasonably necessary for emergency transport, medical treatment or welfare management.

My dog has difficulties with crates / restraint	☐ No ☐ Yes — Details:

AUTHORISED COLLECTION		
Name	**Relationship**	**Telephone**

PHOTOGRAPHY, VIDEO & CCTV				
☐ Daily updates	☐ social media	☐ Website / marketing	☐ Staff training	☐ None

CCTV operates at The Dog Lounge for specified security, safety, welfare and incident-management purposes. Further information is contained within The Dog Lounge Privacy Notice.

TRIAL DAY ASSESSMENT	
Trial Day Package Fee	£18 (up to 4 hours) £26 (up to 9 hours)
Trial Day Assessment	We will assess the dogs within these hours

The trial allows us to assess your dog's behaviour, temperament, confidence, social interaction, welfare and suitability for group day care.

☐ I understand that completing a Trial Day does not guarantee acceptance or continued attendance.

FINAL OWNER DECLARATION & AGREEMENT

Please tick each box before signing.

☐ If your dog is under 12 months, please tick to give permission to mix with other dogs

☐ I confirm that the information I have provided is complete and accurate to the best of my knowledge.

☐ I have disclosed relevant medical conditions, medication, allergies, behaviour concerns, aggression, bites/attempted bites, resource guarding, fears and previous serious incidents.

☐ I have provided current vaccination evidence.

☐ I will promptly inform The Dog Lounge of relevant changes to my dog's health, medication, behaviour, vaccinations or reproductive status.

☐ I understand that normal canine behaviours and minor accidental injuries cannot be eliminated despite appropriate supervision and risk management.

☐ I agree to follow drop-off, collection and car-park safety requirements and keep my dog securely on a lead between my vehicle and the premises.

☐ I confirm that I have been provided with, or given access to, The Dog Lounge Customer Policy Pack, Terms & Conditions and Privacy Notice, and agree to the applicable requirements.

☐ I understand that continued attendance is subject to my dog's ongoing suitability and that The Dog Lounge may refuse, suspend or reassess attendance where reasonably necessary to protect health, safety or welfare.

☐ I have had sufficient opportunity to read the information, ask questions and request clarification before signing.

OWNER AGREEMENT	
Owner name	
Dog(s) name(s)	
Owner signature	
Date	
FOR THE DOG LOUNGE	
Trial Outcome	☐ Accepted ☐ Further Assessment ☐ Not Suitable
Restrictions / Individual Care-Plan Notes	
Checked by	
Staff signature	
Date	

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