

THE DOG LOUNGE

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
- ☐ Required declarations signed and dated
- ☐ Current vaccination record attached
- ☐ Relevant veterinary/medical information attached
- ☐ Medication/allergy/behaviour information provided where applicable
- ☐ £30 Trial Day Assessment fee paid

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

The Dog Lounge

1. Owner, Emergency Contact & Dog Details

Owner details

Full name	
Address	
Postcode	
Mobile	
Home / work number	
Email	

Preferred contact method

☐ Mobile call
 ☐ Text message
 ☐ WhatsApp
 ☐ Email

Emergency contact — someone other than the owner

Name	
Relationship	
Telephone	
Alternative number	

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 — please provide details: _____

2. Veterinary, Health & Preventative Care

Veterinary details

Veterinary practice	
Address	
Telephone	
Preferred vet	
Pet insurance	☐ Yes ☐ No
Insurance company / policy no.	

Please attach a copy of your dog's current vaccination record or veterinary certificate.

Vaccinations

Vaccination	Date given	Expiry / next due
Distemper		
Canine Parvovirus		
Canine Adenovirus (Hepatitis)		
Leptospirosis		
Kennel Cough (Bordetella)		

☐ Vaccination record attached

Preventative treatment

Flea treatment — product / last given / frequency	
Worming — product / last given / frequency	
Tick prevention — product / last given / frequency	

The Dog Lounge requires health and vaccination information to be kept up to date. Primary vaccination courses must meet applicable licensing requirements before acceptance into day care.

3. Medical History & Medication

- ☐ No known medical conditions
☐ Allergies
☐ Previous operation
☐ Sight/hearing impairment
☐ Epilepsy
☐ Diabetes
☐ Anxiety
- ☐ Medical condition(s)
☐ Food intolerance
☐ Mobility issue
☐ Heart condition
☐ Arthritis
☐ Skin/ear/eye condition
☐ Other

Details / veterinary restrictions _____

Recent illness — last 14 days

- ☐ None
☐ Diarrhoea
☐ Sneezing
☐ Nasal discharge
☐ Loss of appetite
- ☐ Vomiting
☐ Coughing
☐ Eye discharge
☐ Lethargy
☐ Other

Details _____

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
Start / end date	
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.

Owner name	
Owner signature	
Date	

4. Behaviour, Temperament & Socialisation

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 another dog	☐	☐
Bitten a person	☐	☐
Shown aggression	☐	☐
Resource guarded food	☐	☐
Resource guarded toys	☐	☐
Escaped secure areas	☐	☐
Shown separation anxiety	☐	☐
Been excluded from another daycare	☐	☐
Displayed fearful behaviour	☐	☐
Shown reactivity	☐	☐
Mounted other dogs excessively	☐	☐
Shown protective behaviour	☐	☐

Please give details of any YES answers

Known triggers / things that upset your dog

Stress signals you recognise

Personality & play

☐ Very confident

☐ Playful

☐ Nervous

☐ Affectionate

☐ Gentle play

☐ Fetch

☐ Mixed play style

☐ Confident

☐ Calm

☐ Shy

☐ Sensitive

☐ Rough play

☐ Tug

☐ Friendly

☐ Excitable

☐ Independent

☐ Chase

☐ Independent play

Favourite toys / activities

5. Handling, Routine, Rest & Exercise

Handling — my dog is happy to be...

- | | | |
|---------------------------------------|---|--|
| ☐ Groomed | ☐ Touched | ☐ Picked up |
| ☐ Collar held | ☐ Harness fitted | ☐ Feet touched |
| ☐ Ears checked | ☐ Mouth checked | ☐ Nails touched |

Usual routine

Usual exercise level	☐ Low ☐ Moderate ☐ High
Maximum exercise before rest	
Usual morning rest / sleep	
Usual afternoon rest / sleep	
Preferred resting place	☐ Bed ☐ Crate ☐ Sofa ☐ Quiet area ☐ Anywhere

Regular attendance requested

- ☐ Monday
 ☐ Tuesday
 ☐ Wednesday
 ☐ Thursday
 ☐ Friday

Usual drop-off time	
Usual collection time	

Anything else that helps us care for your dog?

The Dog Lounge

6. Feeding, Treats & Dietary Consent

Food type	☐ Dry ☐ Wet ☐ Raw ☐ Prescription ☐ Owner supplied
Meal time(s)	
Amount	
Special diet	☐ No ☐ Yes — details: _____
Treats allowed	☐ Yes ☐ No
Foods / ingredients to avoid	
Food-related behaviour concerns	

Dogs will be fed separately unless specific arrangements are agreed and considered safe. Dogs requiring a specific feed due to a medical condition will be fed separately. Suitable treats may be used for positive interaction or enrichment only where permitted and subject to the dietary information you provide.

☐ YES — I authorise The Dog Lounge to feed my dog in accordance with the written information in this pack.

☐ My dog does not require meals while attending day care.

Owner name	
Owner signature	
Date	



7. Exercise, Play, Enrichment & Water

The Dog Lounge provides activities according to each dog's age, health, physical ability, temperament, confidence, behaviour and welfare needs. Dogs will not be forced to participate and staff may adapt or stop an activity where needed for welfare or safety.

Activities my dog enjoys

- | | | |
|---|---|---|
| ☐ Group play | ☐ One-to-one play | ☐ Sniffing / scent work |
| ☐ Puzzle feeders | ☐ Treat balls | ☐ Training games |
| ☐ Agility / climbing | ☐ Digging / sand pit | ☐ Ball pit |
| ☐ Fetch / toys | ☐ Quiet cuddles | ☐ Water play / splash pool |

Activities my dog should NOT participate in _____

Medical / mobility / exercise restrictions _____

Fears or anxieties relating to activities/equipment _____

Water confidence & permission

- | | | |
|--|---|-----------------------------------|
| ☐ Loves water | ☐ Enjoys paddling | ☐ Can swim |
| ☐ Does not like water | ☐ Must not enter water | |
| ☐ YES — Full supervised pool / water play | | |
| ☐ PADDLING ONLY — Shallow supervised water play | | |
| ☐ NO — No pool or water-play activities | | |

I understand that participation depends on my dog's individual suitability and may be restricted due to health, welfare, weather, temperature, water quality, maintenance or staffing. Fresh drinking water is provided separately.

Owner name	
Owner signature	
Date	

The Dog Lounge

8. Young Dogs, Neutering & Dogs in Season

Neutering / spaying

- ☐ Male — neutered
- ☐ Female — spayed
- ☐ Puppy/young dog not yet neutered/spayed and currently permitted under The Dog Lounge policy
- ☐ Other — discussed and agreed with The Dog Lounge: _____

I confirm the information provided is accurate and I will tell The Dog Lounge of any relevant change.

Female dogs in season

Female dogs in season, showing signs of coming into season, or reasonably suspected of being in season must not attend. If this is discovered after admission, the dog may be separated and prompt collection required.

- ☐ I understand and agree to comply with The Dog Lounge's dogs-in-season requirements.

Dogs under one year — mixing consent

For dogs under one year, The Dog Lounge will consider developmental stage, size, confidence, play style, temperament and welfare before any interaction with suitable older dogs.

- ☐ YES — I give permission for my dog, while under one year, to mix and socialise with suitable older dogs following assessment.
- ☐ NO — I do not give permission for my dog to mix or socialise with older dogs while under one year.
- ☐ N/A — My dog is one year or older.

Owner name	
Owner signature	
Date	

The Dog Lounge

9. Emergency Veterinary Care & Secure Restraint

Emergency veterinary authorisation

- ☐ I authorise The Dog Lounge to seek emergency veterinary treatment if immediate medical attention is required.
- ☐ I authorise The Dog Lounge to transport my dog to a veterinary practice if required.
- ☐ I understand reasonable attempts will be made to contact me first unless delay could place my dog's welfare at risk.
- ☐ I accept responsibility for reasonable veterinary/transport costs unless The Dog Lounge is legally liable for those costs.

Agreed veterinary arrangements

Usual veterinary practice	
Telephone	
Veterinary surgeon (if known)	

- ☐ Use my usual veterinary practice where reasonably practicable.
- ☐ If unavailable or unsuitable in the circumstances, The Dog Lounge may use another appropriate veterinary or emergency service.
- ☐ In an emergency, The Dog Lounge may use the nearest or most appropriate available veterinary practice where delay could compromise welfare.

Emergency crate / carrier / restraint

Crates are not used as routine day-care confinement. In limited emergency, transport, medical or welfare circumstances, an appropriate crate, carrier, harness, vehicle restraint or secure quiet area may be used temporarily and for no longer than reasonably necessary.

- ☐ YES — I authorise appropriate temporary secure restraint where reasonably necessary for emergency veterinary transport or medical/welfare management.
- ☐ My dog is accustomed to a crate/carrier.
- ☐ My dog becomes distressed/aggressive when confined — details: _____
- ☐ Medical/mobility restriction affecting restraint — details: _____

Owner name	
Owner signature	
Date	

10. Authorised Collection, Photography, CCTV & Privacy

People authorised to collect my dog

Name	Relationship	Telephone

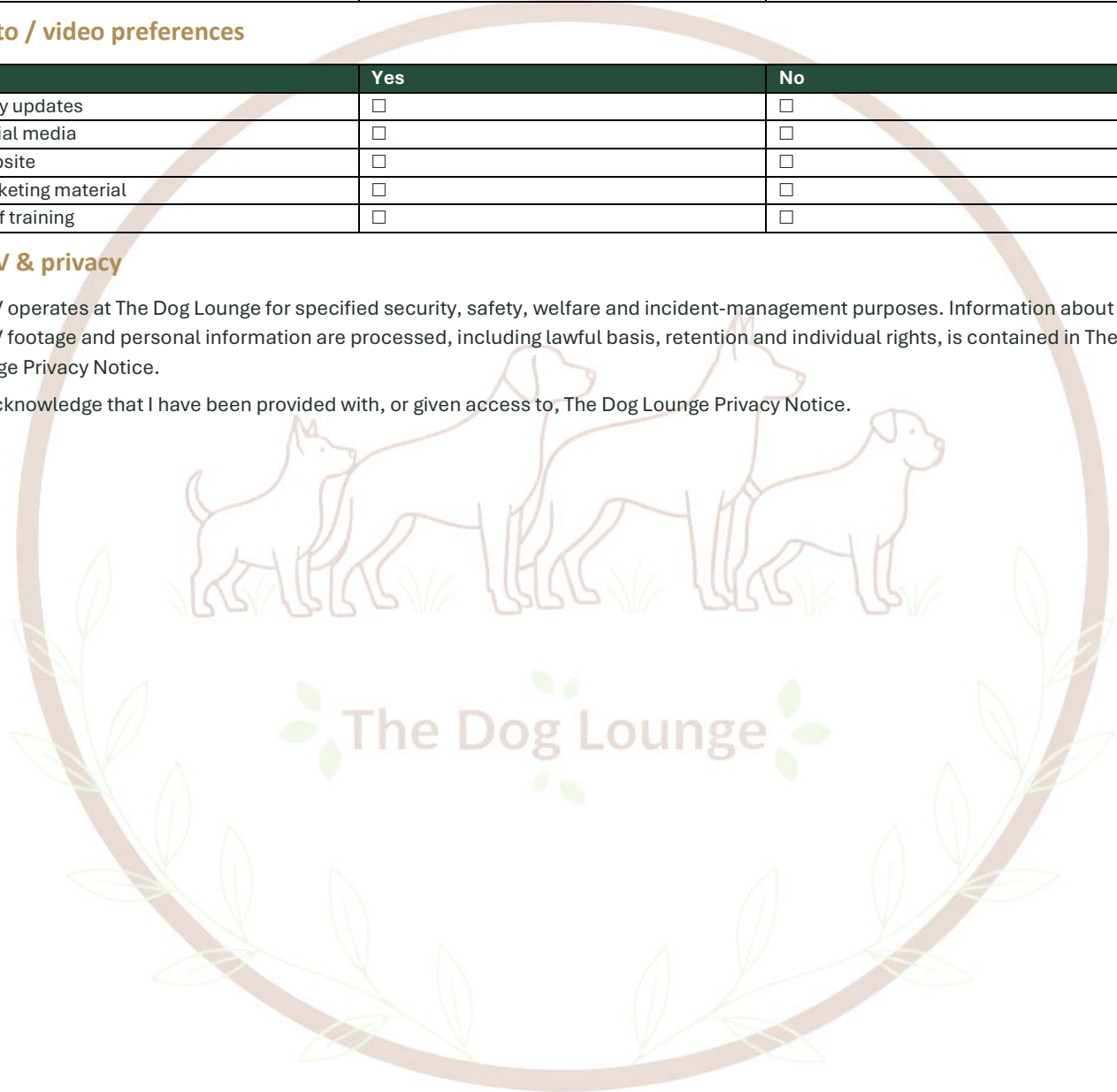
Photo / video preferences

Use	Yes	No
Daily updates	☐	☐
Social media	☐	☐
Website	☐	☐
Marketing material	☐	☐
Staff training	☐	☐

CCTV & privacy

CCTV operates at The Dog Lounge for specified security, safety, welfare and incident-management purposes. Information about how CCTV footage and personal information are processed, including lawful basis, retention and individual rights, is contained in The Dog Lounge Privacy Notice.

☐ I acknowledge that I have been provided with, or given access to, The Dog Lounge Privacy Notice.



11. Trial Day, Fees & Payment

All new dogs must complete a Trial Day Assessment before being accepted into day care.

Trial Day Assessment fee	£30.00
Duration	Approximately 2 hours
Full day fee	£32.00 — 8:00am to 5:00pm
Additional hours	Chargeable in accordance with current booking terms

The trial allows us to assess behaviour, temperament, confidence, social skills, welfare and suitability for group day care.

- ☐ I understand the Trial Day costs £30 and lasts approximately 2 hours.
- ☐ I understand completing a Trial Day does not guarantee acceptance.
- ☐ I understand The Dog Lounge may refuse admission where attendance could compromise health, safety or welfare.
- ☐ I understand the Trial Day fee and any cancellation/refund are governed by The Dog Lounge cancellation terms and applicable consumer law.

Booking & payment

- ☐ A 50% booking deposit is required within 24 hours of invoice to secure applicable bookings.
- ☐ The remaining balance must be paid before attendance in accordance with The Dog Lounge payment terms.
- ☐ Late collection charges may apply in accordance with the Terms & Conditions.

Bank: Lloyds TSB | Account name: The Dog Lounge | Account no: 33971568 | Sort code: 77-72-20 | Reference: Owner's name



12. Accurate Information & Ongoing Disclosure

The Dog Lounge relies on owners providing complete, accurate and honest information so appropriate decisions can be made for the health, welfare and safety of dogs, staff, customers and visitors.

- ☐ I confirm that the information and documents I provide are complete, accurate, genuine and not misleading to the best of my knowledge.
- ☐ I have disclosed known medical conditions, medication, allergies, vaccination status, behaviour concerns, bites/attempted bites, aggression, resource guarding, fears/anxiety, previous serious incidents and relevant daycare exclusions.
- ☐ I will promptly tell The Dog Lounge about any material change affecting my dog's health, welfare, behaviour, reproductive status or suitability for day care.
- ☐ I understand that false, falsified, misleading or materially incomplete information may result in refusal, early collection, suspension, reassessment or termination of day-care services where reasonably necessary.

Where knowingly or negligently false/misleading information or material non-disclosure directly causes legally recoverable loss or expense, The Dog Lounge may seek recovery of reasonable directly resulting costs. Nothing in this agreement removes liability that cannot lawfully be excluded or makes the owner responsible for The Dog Lounge's own negligence or breach of legal obligations.

Owner name	
Owner signature	
Date	



13. Final Owner Declaration & Agreement

Please tick each box before signing.

- ☐ I have read and agree to The Dog Lounge Customer Policy Pack, Registration Pack, Terms & Conditions and applicable customer rules.
- ☐ I have completed this pack honestly and accurately and provided current vaccination evidence and relevant health/behaviour information.
- ☐ I understand all dogs must successfully complete a Trial Day Assessment before acceptance and that payment does not guarantee acceptance.
- ☐ I understand normal canine behaviours and minor accidental injuries cannot be completely eliminated despite appropriate supervision and risk management.
- ☐ I agree to follow drop-off, collection and car-park safety requirements, including keeping my dog securely on a lead between my vehicle and the premises.
- ☐ I agree to comply with booking, payment, cancellation and collection procedures and applicable charges.
- ☐ I will notify The Dog Lounge of changes to my contact details, emergency contact, vet, insurance, dog's health, medication, vaccinations or behaviour.
- ☐ I understand continued attendance is subject to ongoing suitability and The Dog Lounge may refuse, suspend or terminate attendance where reasonably necessary to protect health, safety or welfare or where the Terms & Conditions are breached.
- ☐ I have had sufficient opportunity to read the documentation, ask questions and seek clarification before signing.

Customer Policy Pack acknowledgement

Policy Pack version	1.0
Effective date	September 2026
Date provided to owner	

- ☐ I confirm I have been provided with, or given access to, the Customer Policy Pack and agree to comply with the applicable policies, terms and conditions.
- ☐ I understand policies may be updated where reasonably necessary and I will be informed of material changes affecting my agreement or my dog's attendance where appropriate.

Owner agreement

By signing below, I confirm that I have read, understood and accept the Registration Pack, Terms & Conditions, Policies and Procedures, and that this declaration forms part of my agreement with The Dog Lounge.

Owner name	
Dog(s) name(s)	
Owner signature	
Date	

For The Dog Lounge

Checked by	
Staff signature	
Date	
Trial outcome	☐ Accepted ☐ Further assessment ☐ Not suitable
Restrictions / care-plan notes	



14. Return Checklist — Office Use

- ☐ Registration pack complete
- ☐ All required signatures present
- ☐ Vaccination record received and verified
- ☐ Preventative healthcare information complete
- ☐ Medical / medication information reviewed
- ☐ Behaviour / bite / aggression history reviewed
- ☐ Water-play consent recorded
- ☐ Under-one-year consent recorded if applicable
- ☐ Emergency vet consent recorded
- ☐ Photo/video preferences recorded
- ☐ Customer Policy Pack acknowledged
- ☐ £30 Trial Day fee received
- ☐ Trial Day booked

Trial date	
Trial time	
Payment received date	
Staff member	

A Trial Day should only be confirmed once required forms are complete, vaccination records have been received/verified and the Trial Day fee has been paid.

Returning your pack

Email: thedoglounge1@hotmail.com | Telephone: 07752 214716 | Or return in person to The Dog Lounge.

Document: TDL-CUST-REG-001 | Version 1.0 | Issue: September 2026 | Review: September 2027 / sooner if required