THE DOG LOUNGE

The Dog Lounge – Customer Registration Pack

Before Completing This Registration Pack

Please read all The Dog Lounge's Policies, Procedures, Terms & Conditions and Owner Agreement before completing this registration pack.

Once you have read and understood the information, please complete all forms in full, ensuring they are accurate and up to date. Where required, please sign and date each section to confirm your agreement.

When returning your completed registration pack, please include:

- **Proof of your dog's current vaccinations.**
- **Any relevant veterinary or medical information.**

- **Details of any medication, allergies or behavioural concerns.**
- **Payment of the £30 Trial Day Assessment fee.**

Please return your completed registration pack by:

- **Email: thedoglounge1@hotmail.com**
- **Telephone: 07752 214716 (for any questions or to discuss your application)**
- **In person: The Dog Lounge**

Once we have received your completed paperwork, vaccination records and Trial Day payment, we will review your application and contact you by telephone or email to arrange your dog's mandatory Trial Day Assessment.

Please note: Completion of the registration pack and payment of the Trial Day fee do not guarantee acceptance into The Dog Lounge. Admission is subject to a successful Trial Day Assessment and your dog's health, welfare, behaviour and suitability for our daycare environment

Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018

Supporting DEFRA Licensing Standards & Company Policies

Business Name

The Dog Lounge

Business Address

Unit 13, Ashley Industrial estate

79 Mereside

Soham

Ely

Cb7 5ee

Telephone

07752214716

Email

Thedoglounge1@hotmail.com

Website

Version Control

Document Version: 1.0

Issue Date: _____1_____

Review Date: ____Annually _____

Approved By: _____The Dog Lounge_____

Document Status

Controlled Document

This document remains the property of **The Dog Lounge**, and will be shared to the customer

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Confidential

Unauthorised copying, disclosure or distribution is prohibited.

DOCUMENT CONTROL

This document is a controlled document owned by **The Dog Lounge**. It has been developed to support the safe, effective and consistent operation of the business and to provide a

standardised system for recording information relating to dog welfare, health and safety, staff responsibilities and business operations.

Only the most current approved version of this manual should be used. Any printed copies should be considered **uncontrolled** unless confirmed as the latest version.

DOCUMENT INFORMATION

Document Title	**Forms & Records Manual**
Business Name	The Dog Lounge
Document Reference	TDL-FRM-001
Version Number	1.0
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Approved By	__L wright_____
Position	__Owner_____

VERSION HISTORY

Version	Date	Description of Changes	Author	Approved By
1.0	September 2026	Initial Issue	Wright	Wright

DOCUMENT PURPOSE

The purpose of this manual is to provide a consistent and accurate system for recording information relating to dogs in our care

These records demonstrate The Dog Lounge's commitment to maintaining high standards of animal welfare, professionalism and legal compliance.

CONFIDENTIALITY

All information must be handled in accordance with the company's Confidentiality Policy, UK GDPR and the Data Protection Act 2018. Staff must not disclose, copy or share information contained within this manual unless authorised to do so as part of their role or where required by law.

SECTION 1 – OWNER & DOG ADMISSION

THE DOG LOUNGE

FORM 1 – DOG REGISTRATION & OWNER AGREEMENT

Purpose

This form collects the information required to register your dog with The Dog Lounge and confirms your agreement to our Terms & Conditions, Policies and Procedures. It enables us to provide safe, appropriate and individualised care for your dog while meeting our legal and licensing responsibilities.

SECTION 1 – OWNER DETAILS

Owner's Full Name: _____

Address:

Postcode: _____

Mobile Number: _____

Home Number: _____

Work Number: _____

Email Address: _____

Preferred Contact Method

☐ Mobile Call

☐ Text Message

☐ WhatsApp

☐ Email

SECTION 2 – EMERGENCY CONTACT

(Please provide someone different from the owner.)

Name: _____

Relationship: _____

Telephone Number: _____

Alternative Number: _____

SECTION 3 – DOG DETAILS

Dog's Name _____

Breed _____

Date of Birth / Age _____

Sex

☐ Male

☐ Female

Neutered / Spayed

☐ Yes

☐ No

Colour _____

Weight _____

Microchip Number _____

Distinctive Features

Is your dog a prohibited type under Section 1 of the Dangerous Dogs Act 1991, or does your dog have a Certificate of Exemption?
☐ No
☐ Yes – please provide details: _____

Photograph Taken

☐ Yes

☐ No

NEUTERING & FEMALE DOGS IN SEASON DECLARATION

Dog's Name: _____

The Dog Lounge operates a neutering and dogs-in-season policy to help maintain a safe, settled and appropriate group day-care environment.

Neutering

I understand that adult dogs attending The Dog Lounge must meet The Dog Lounge's neutering requirements as set out within the Customer Policy Pack.

I confirm that the neutering/spaying information I have provided for my dog is accurate.

My dog is:

☐ Male – Neutered
☐ Female – Spayed
☐ Puppy/young dog not yet neutered or spayed and currently permitted under The Dog

Lounge's age requirements
☐ Other – discussed and agreed with The Dog Lounge: _____

I agree to inform The Dog Lounge immediately of any change relevant to my dog's neutering or reproductive status.

Female Dogs in Season

I understand that **female dogs that are in season, showing signs of coming into season, or reasonably suspected of being in season must not attend The Dog Lounge**.

I understand that a female dog in season can cause behavioural changes in other dogs, including increased interest, excitement, persistent following, sniffing and mounting. This may lead to overstimulation, frustration, competition or conflict within a group day-care environment.

If my female dog comes into season, I agree to:

- Inform The Dog Lounge as soon as possible.
- Not bring her to day care while she is in season or showing signs of coming into season.
- Follow The Dog Lounge's requirements regarding when she may safely return.

I understand that if my dog is discovered to be in season after admission, she may be separated from the group and I, or my nominated emergency contact, will be required to arrange collection as soon as reasonably practicable.

I understand that I must not knowingly conceal or fail to disclose that my dog is in season or showing signs of coming into season.

OWNER DECLARATION

☐ I confirm that the information I have provided regarding my dog's sex, age and neutering/spaying status is true and accurate.

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

☐ I understand that deliberately providing false information or failing to disclose relevant information may result in my dog's attendance being refused, suspended or terminated in accordance with The Dog Lounge Customer Policy Pack.

Owner's Name: _____

Owner's Signature: _____

Date: _____

Staff Checked By: _____

Date: _____

SECTION 4 – VETERINARY DETAILS

Veterinary Practice

Address

Telephone

Preferred Vet

Pet Insurance
The Dog Lounge strongly recommends that all dogs attending daycare are covered by suitable pet insurance to help meet the cost of veterinary treatment, illness, injury or other unexpected expenses. Whilst insurance is not a condition of attendance, owners remain fully responsible for all veterinary fees and other costs relating to their own dog unless The Dog Lounge is legally liable for those costs.

Owner Financial Responsibility

By signing this agreement, you acknowledge and agree that you are financially responsible for all costs relating to your dog's care, including veterinary treatment, medication, transport, emergency treatment and any other expenses incurred on behalf of your dog, unless The Dog Lounge is legally responsible for those costs. Where reasonably practicable, The Dog Lounge will seek your authorisation before incurring non-emergency costs. In an emergency, where immediate treatment is required to protect your dog's health or welfare, you authorise The Dog Lounge to obtain veterinary treatment on your behalf and agree to reimburse all reasonable costs incurred.

Declaration

By signing below, I confirm that I have read and understood this agreement and accept financial responsibility for all reasonable costs incurred in relation to my dog's care and treatment, except where The Dog Lounge is legally liable for those costs.

Name……

Sign……..

Date……..

Pet Insurance

☐ Yes

☐ No

Insurance Company

Policy Number

SECTION 5 – MEDICAL HISTORY

Does your dog have any medical conditions?

☐ No

☐ Yes

Details

Current Medication

Allergies

Food Intolerances

Previous Operations

Mobility Issues

Sight / Hearing Impairment

MEDICATION ADMINISTRATION AUTHORISATION

Dog's Name: _____

The Dog Lounge can administer routine medication where this can be done safely, appropriately and within the competence of trained staff.

Medication will only be administered in accordance with the written instructions provided by the owner and, where applicable, the prescribing veterinary professional.

Medication Details

Medication Name: _____

Reason for Medication: _____

Prescribed By / Veterinary Practice: _____

Dosage: _____

Time(s) to be Administered: _____

Method of Administration:
☐ Oral
☐ With Food
☐ Topical
☐ Eye / Ear Medication
☐ Other: _____

Storage Requirements:
☐ Room Temperature
☐ Refrigerated
☐ Other: _____

Start Date: _____

End Date / Ongoing: _____

Special Instructions:

Medication Requirements

I understand and agree that:

- Medication must be supplied in its original labelled packaging wherever reasonably practicable.
- Prescription medication must be clearly labelled for the dog for whom it has been prescribed.
- Medication must be within its expiry date.
- I must provide sufficient medication for my dog's attendance.
- I must provide complete and accurate dosage, timing, storage and administration instructions.
- Prescription medication will be administered in accordance with veterinary instructions.
- The Dog Lounge will not alter a prescribed dosage or treatment regime without appropriate veterinary instruction.
- Medication administered by staff will be recorded.
- Medication will be stored securely and appropriately according to its instructions.
- Medication requiring refrigeration will be stored appropriately and separately from food where necessary.
- The Dog Lounge may refuse to administer medication where instructions are unclear, the medication has expired, suitable packaging or information has not been provided, or staff are not appropriately trained or competent to administer it safely.
- The Dog Lounge may request further information from me or my veterinary practice where reasonably necessary for the safe administration of medication.

Missed, Refused or Vomited Medication

I understand that a dog may occasionally refuse medication, spit it out or vomit after administration.

Where this occurs:

- Staff will not automatically repeat a dose unless clear written veterinary instructions permit this.
- The incident will be recorded.
- I will be informed where appropriate.
- Veterinary advice may be sought where necessary for my dog's welfare.

Changes to Medication

I agree to inform The Dog Lounge **before my dog's next attendance** of any change to:

- Medication.
- Dosage.
- Administration times.
- Method of administration.

- Storage requirements.
- Veterinary instructions.
- Side effects or adverse reactions.
- My dog's medical condition.

A new authorisation may be required where medication or treatment instructions materially change.

OWNER AUTHORISATION

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

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

I understand that this authorisation applies only to the medication and instructions recorded above.

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

Medication Checked By: _____

Date Received: _____

Expiry Date Checked: _____

Storage Location: _____

Staff Authorised / Competent to Administer:
☐ Yes
☐ No

Additional Notes:

SECTION 6 – BEHAVIOUR & TEMPERAMENT

Has your dog ever:

Behaviour	Yes	No
Bitten another dog	☐	☐
Bitten a person	☐	☐
Shown aggression	☐	☐
Resource guarded food	☐	☐
Resource guarded toys	☐	☐
Escaped secure areas	☐	☐
Suffered separation anxiety	☐	☐
Been excluded from another daycare	☐	☐
Displayed fearful behaviour	☐	☐
Shown reactivity	☐	☐

Please provide details

Known Triggers

Stress Signals

SECTION 7 – SOCIALISATION

Comfortable With

☐ Adult Dogs

☐ Puppies

☐ Small Dogs

☐ Large Dogs

☐ Male Dogs

☐ Female Dogs

☐ Adults

☐ Children

☐ Strangers

Preferred Play Style

☐ Gentle

☐ Rough

☐ Chase

☐ Independent

☐ Mixed

Favourite Activities

Behaviour & Welfare Monitoring
I understand that The Dog Lounge will monitor my dog's behaviour and welfare during attendance as required for safe care, animal welfare and licensing purposes. Relevant concerns or significant behavioural changes will be recorded and communicated to me where appropriate.

UNDER-ONE-YEAR DOG MIXING & SOCIALISATION CONSENT

Dog's Name: _____

Date of Birth: _____

This section applies to dogs **under one year of age** attending The Dog Lounge.

The Dog Lounge recognises that puppies and young dogs have different developmental, social, exercise and rest requirements.

In accordance with The Dog Lounge's Customer Policy Pack, dogs under one year of age will be kept separate from older dogs unless the owner has provided written consent for their dog to mix and socialise with suitable older dogs.

Where consent is provided, The Dog Lounge will assess which dogs are suitable for interaction and will consider factors including:

- Age and developmental stage.
- Size and physical ability.
- Temperament and confidence.
- Play style.
- Behaviour and body language.
- The suitability of the other dogs involved.
- The individual welfare needs of the young dog.

Providing consent does **not** mean that my dog will automatically mix with every older dog attending The Dog Lounge.

I understand that The Dog Lounge may separate my dog from older dogs at any time where staff reasonably consider this necessary for health, welfare, development, behaviour or safety.

Owner Consent

Please select **one** option:

☐ **YES – I give permission** for my dog, while under one year of age, to mix and socialise with suitable older dogs following assessment by The Dog Lounge.

☐ **NO – I do not give permission** for my dog to mix or socialise with older dogs while my dog is under one year of age.

I understand that if I do not provide consent, The Dog Lounge will manage my dog's attendance in accordance with its arrangements for dogs under one year of age and applicable licensing requirements.

I agree to inform The Dog Lounge of any change that may affect my dog's suitability for socialisation or group interaction.

Owner's Name: _____

Owner's Signature: _____

Date: _____

Staff Checked By: _____

Date: _____

SECTION 8 – FEEDING & DAILY ROUTINE

Food Type

☐ Dry

☐ Wet

☐ Raw

☐ Prescription

☐ Owner Supplied

Feeding Instructions

Treats Allowed

☐ Yes

☐ No

Foods Not Allowed

Usual Exercise Routine

Rest Requirements

Favourite Toys / Activities

WRITTEN FEEDING AUTHORISATION

Dog's Name: _____

I authorise The Dog Lounge to feed my dog in accordance with the written feeding and dietary information I have provided within this Registration Pack.

I confirm that I have provided accurate and complete information regarding:

- My dog's normal food and feeding requirements.
- The amount and frequency of food required where applicable.
- Any allergies or food intolerances.
- Any veterinary-prescribed or specialist diet.
- Foods or ingredients my dog must not receive.
- Whether treats may be given.
- Any known food-related behavioural concerns, including resource guarding.

Dogs will be fed separately from other dogs unless the owner has provided specific written consent for communal feeding and The Dog Lounge considers this safe and appropriate. Dogs requiring specific feed due to a medical condition will be fed in isolation.

I understand that The Dog Lounge may use suitable treats for positive interaction, reward or enrichment only where I have confirmed that treats are permitted and subject to any dietary restrictions I have provided.

I understand that if my dog refuses food, shows a significant change in appetite or displays a concerning reaction to food, this may be recorded and communicated to me where appropriate.

I agree to inform The Dog Lounge **before attendance** of any change to my dog's food, diet, allergies, intolerances, veterinary dietary advice or feeding requirements.

OWNER AUTHORISATION

☐ YES – I authorise The Dog Lounge to feed my dog in accordance with my written instructions and the information provided within this Registration Pack.

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

Owner's Name: _____

Owner's Signature: _____

Date: _____

Staff Checked By: _____

Date: _____

SECTION 9-INDIVIDUAL EXERCISE, PLAY & ENRICHMENT AGREEMENT

Dog's Name: _____

The Dog Lounge provides exercise, play, socialisation and enrichment according to each dog's individual age, health, physical ability, temperament, confidence, behaviour and welfare needs.

Activities may include, where suitable:

- Supervised social play with compatible dogs.
- Indoor and outdoor exercise.
- Climbing and activity equipment.
- Sensory and scent-based activities.
- Sniffing and exploration.
- Puzzle and problem-solving activities.
- Toys and appropriate play equipment.
- Sand-based activities.
- Ball and toy-based enrichment.
- Individual interaction with staff.
- Calm and quiet enrichment activities.
- Water and pool activities where separately permitted and appropriate.
- Rest and opportunities to withdraw from play or group activity.

Dogs will not be forced to participate in an activity they appear unwilling, uncomfortable or unable to undertake.

The Dog Lounge may adapt, restrict or stop an activity where staff reasonably consider this necessary for the dog's health, safety or welfare.

Individual Preferences & Requirements

What activities does your dog particularly enjoy?

Are there any activities your dog should NOT participate in?

☐ No

☐ Yes – please give details:

Does your dog have any veterinary, medical, mobility or exercise restrictions?

☐ No

☐ Yes – please give details:

Does your dog have any fears, anxieties or dislikes relating to play, equipment or activities?

☐ No

☐ Yes – please give details:

☐ I understand that, where considered suitable for my dog, enrichment and exercise may include supervised use of climbing equipment, raised platforms, ramps, steps, ball-pit and sand-pit activities, and that I have disclosed any health, mobility or veterinary restrictions that could affect my dog's safe participation.

OWNER AGREEMENT & CONSENT

☐ **YES – I agree** to The Dog Lounge providing my dog with appropriate exercise, play, socialisation and enrichment in accordance with the information I have provided, my dog's individual needs and The Dog Lounge Customer Policy Pack.

I understand and agree that:

- My dog will not necessarily participate in every activity available.
- Activities will be selected according to my dog's individual suitability and welfare needs.
- My dog will be allowed to choose whether to participate and may move away, rest or withdraw from an activity.
- My dog will not be forced to play or socialise.

- Staff may modify, restrict or stop an activity where necessary for health, welfare or safety.
- Group interaction will only take place where considered appropriate for my dog.
- The Dog Lounge will take account of the restrictions and relevant information I have provided.
- Water and pool activities are subject to my dog's individual suitability and any separate water-play restrictions or consent recorded within their Registration Pack.

I confirm that the information I have provided is complete and accurate.

I agree to inform The Dog Lounge **before attendance** of any change to my dog's health, mobility, behaviour, veterinary advice or other circumstances that may affect their participation in exercise, play or enrichment.

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

Reviewed by: _____

Date: _____

Any restrictions / care-plan notes:

POOL & WATER-PLAY CONSENT

Dog's Name: _____

The Dog Lounge has purpose-built water-play facilities which may be available to dogs as part of supervised exercise, play and enrichment.

Participation in pool or water activities will be based on each dog's individual age, health, physical ability, confidence, behaviour and welfare needs.

Dogs will **never have unsupervised access** to the pool or water-play facilities.

Water-Play Permission

Please select **ONE** option:

☐ **YES – I give permission** for my dog to participate in supervised pool and water-play activities where The Dog Lounge considers this appropriate for my dog's individual needs and abilities.

☐ **PADDLING ONLY – I give permission** for my dog to participate in shallow supervised water play but do not give permission for swimming.

☐ **NO – I do not give permission** for my dog to enter the pool or participate in water-play activities.

Important Information

I understand that:

- My dog will not be forced to enter water or participate in water activities.
- My dog will be allowed to leave or withdraw from water play.
- Staff may prevent, restrict or stop my dog's participation at any time where reasonably necessary for health, safety or welfare.
- The Dog Lounge will consider my dog's water confidence, age, health, mobility, physical ability and any veterinary restrictions.
- Dogs will be appropriately supervised during water activities.
- Water activities may not be offered every day and may be restricted because of weather, temperature, water quality, maintenance, staffing, health or welfare considerations.
- Fresh drinking water will remain available separately; pool or water-play facilities are not intended to provide drinking water.
- I must inform The Dog Lounge of any medical condition, previous incident, veterinary advice or other reason why water activities may be unsuitable for my dog.

Health & Medical Restrictions

Does your dog have any health, medical or mobility condition that could affect water activities or swimming?

☐ No

☐ Yes – please provide details:

Has a veterinary professional advised that your dog should avoid or restrict swimming or water activities?

☐ No

☐ Yes – please provide details:

OWNER CONSENT

I confirm that the information I have provided regarding my dog's water confidence, swimming ability, health and restrictions is complete and accurate to the best of my knowledge.

I agree to inform The Dog Lounge **before attendance** if there is any change to my dog's health, mobility, water confidence or veterinary advice that could affect their participation in pool or water-play activities.

I understand that providing permission does not require The Dog Lounge to allow my dog to participate if staff consider water play unsuitable for my dog on a particular day.

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

Permission recorded as:

☐ Full supervised water play
☐ Paddling / shallow water only
☐ No water activities

Staff Checked By: _____

Date: _____

Restrictions / Care-Plan Notes:

SECTION 10 – TRIAL DAY AGREEMENT

All new dogs are required to complete a trial day before being accepted into daycare.

Trial Day Fee: £30.00

Duration: Approximately **2 hours**

The trial day allows The Dog Lounge to assess your dog's:

- Behaviour
- Temperament
- Confidence
- Social skills
- Welfare
- Suitability for group daycare

The **£30.00** contributes towards:

- Staff supervision and behavioural assessment
- Administration and registration
- Insurance cover
- Welfare monitoring
- Operational costs associated with the assessment

Please tick each box:

☐ I understand the trial day costs **£30.00**.

☐ I understand the trial lasts approximately **2 hours**.

☐ The £30 Trial Day Assessment fee becomes non-refundable once the Trial Day Assessment has been provided. Cancellation or refund arrangements before the assessment takes place are governed by The Dog Lounge's cancellation terms and applicable consumer law.

☐ I understand completion of a trial day **does not guarantee acceptance** into The Dog Lounge.

☐ I understand The Dog Lounge reserves the right to refuse admission where attendance may compromise the safety or welfare of my dog, other dogs, staff or visitors.

SECTION 11 – DAYCARE FEES & PAYMENT

Current Full Day Fee: **£32.00 per day 8am-5pm**

Extra hours are Chargeable from £20 per hour 7am-8am

6pm-7pm

Bank details

Reference: Owners Name

Bank account name: The Dog Lounge

Bank: Lloyds TSB

Account number: 33971568

Sort Code:77-72-20

All trial days must be paid once booked

Deposit

☐ A 50% booking deposit is required within 24 hours of receiving the invoice to secure the booking. If a booking is cancelled, any refund or amount retained will be determined in accordance with The Dog Lounge's cancellation terms and applicable consumer law. Any amount retained will be proportionate to the reasonable losses directly resulting from the cancellation.

Balance

☐ I understand the remaining balance must be paid before attendance in accordance with The Dog Lounge's payment terms.

Late Collection

☐ I understand that late collection charges may apply in accordance with The Dog Lounge's Terms & Conditions.

SECTION 12 – EMERGENCY AUTHORISATION

Emergency Veterinary Treatment

☐ I authorise The Dog Lounge to seek emergency veterinary treatment should my dog require immediate medical attention.

☐ I understand every reasonable attempt will be made to contact me first unless delaying treatment would place my dog's welfare at risk.

☐ I accept responsibility for veterinary costs unless The Dog Lounge is legally liable.

Emergency Transport

☐ I authorise The Dog Lounge to transport my dog to a veterinary practice if required.

AGREED VETERINARY PRACTICE RECORD

Dog's Name: _____

The Dog Lounge and the owner agree which veterinary practice should be contacted or used if veterinary advice, examination or treatment is required while the dog is in the care of The Dog Lounge.

Owner's Usual Veterinary Practice

Veterinary Practice: _____

Veterinary Surgeon (if known): _____

Address: _____

Telephone Number: _____

Agreed Veterinary Arrangements

Please select the appropriate option:

☐ **My dog's usual veterinary practice should be used where reasonably practicable.**

☐ **If my usual veterinary practice is unavailable, unable to provide timely treatment, or it would not be appropriate to travel there in the circumstances, I authorise The Dog Lounge to use another appropriate veterinary practice or emergency veterinary service.**

☐ **In an emergency, I authorise The Dog Lounge to take my dog directly to the nearest or most appropriate available veterinary practice where delaying treatment or travelling to my usual veterinary practice could compromise my dog's health or welfare.**

Veterinary Information

I authorise The Dog Lounge to provide a veterinary professional with relevant information about my dog's health, medication, behaviour, allergies, medical history and the circumstances of an illness or injury where reasonably necessary for my dog's assessment, treatment or welfare.

I also authorise The Dog Lounge to contact my veterinary practice to seek or confirm information reasonably necessary for the safe care or treatment of my dog, subject to applicable data-protection requirements.

Owner Agreement

I understand that The Dog Lounge will make reasonable efforts to contact me, or my nominated emergency contact, before non-emergency veterinary treatment is arranged.

I understand that in an emergency or where delaying veterinary attention could compromise my dog's health or welfare, The Dog Lounge may seek veterinary advice or treatment without waiting for me to respond, in accordance with the emergency veterinary consent I have provided.

I understand that the veterinary professional responsible for my dog's treatment will make clinical decisions concerning necessary veterinary care.

I agree to inform The Dog Lounge if my dog's veterinary practice changes.

Agreed Veterinary Practice: _____

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

Agreed veterinary arrangements checked and recorded by:

Staff Name: _____

Staff Signature: _____

Date: _____

EMERGENCY CRATE / SECURE RESTRAINT CONSENT

Dog's Name: _____

The Dog Lounge does not use crates as a routine method of day-care confinement.

However, in limited circumstances, a crate, secure carrier or other appropriate restraint may be used temporarily where this is reasonably necessary to protect the health, welfare or safety of the dog or others.

This may include:

- Emergency transportation to a veterinary practice.
- Safe transportation where a crate or secure carrier is the most appropriate means of restraint.
- Temporary confinement while urgent veterinary advice is being obtained.
- Temporary confinement where a dog is injured, unwell or requires restricted movement.
- Temporary separation where movement could worsen an injury or medical condition.
- An emergency where secure containment is necessary for the dog's immediate safety.

Conditions of Use

I understand that:

- Crating or secure confinement will only be used where reasonably necessary and appropriate.
- It will not be used as a punishment.
- The Dog Lounge will use the least restrictive safe option reasonably available.
- My dog's individual size, health, mobility, temperament and condition will be considered.
- The dog will be appropriately monitored while confined.
- Confinement will last only for as long as reasonably necessary for the immediate situation.
- The Dog Lounge may seek veterinary advice regarding appropriate handling, movement or confinement.
- Where veterinary advice indicates that the dog should not be moved, crated or otherwise restrained in a particular way, that advice will be followed where reasonably practicable.
- Appropriate ventilation and temperature will be maintained during transportation and temporary confinement.

Emergency Transportation

Where emergency veterinary transportation is necessary, I authorise The Dog Lounge to use an appropriately sized crate, carrier, harness, vehicle restraint or other suitable secure method of transportation according to the dog's condition and the circumstances.

The method used will be selected with regard to the dog's safety, welfare and any known medical or behavioural needs.

Temporary Confinement While Seeking Medical Advice

Where my dog becomes injured, unwell or shows signs requiring veterinary advice, I authorise The Dog Lounge to temporarily place my dog in a suitable crate, carrier or secure quiet area where staff reasonably consider this necessary to:

- Reduce unnecessary movement.
- Prevent further injury.
- Protect the dog from interference by other dogs.
- Allow the dog to remain calm and secure.
- Safely assess and monitor the dog.
- Obtain veterinary advice.
- Arrange collection or veterinary transportation.

Where possible and appropriate, a quieter secure area without a crate may be used instead.

OWNER CONSENT

Please select one:

☐ **YES – I authorise The Dog Lounge to use an appropriate crate, carrier or secure restraint for emergency veterinary transportation and temporary medical or welfare management where reasonably necessary.**

☐ **NO – I do not consent to routine use of a crate; however, I understand that emergency veterinary or welfare circumstances may require The Dog Lounge to take reasonable immediate action necessary to protect my dog's health or safety.**

Known Crate / Restraint Information

Is your dog accustomed to a crate or carrier?

☐ Yes
☐ No
☐ Unknown

Does your dog become distressed or aggressive when crated or confined?

☐ No
☐ Yes – please give details:

Does your dog have any medical or mobility condition affecting safe crating or restraint?

☐ No
☐ Yes – please give details:

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

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

Staff Checked By: _____

Date: _____

Relevant restrictions / care-plan notes:

SECTION 13 – AUTHORISED COLLECTION

Please list anyone authorised to collect your dog.

Name	Relationship	Telephone

Name	Relationship	Telephone

SECTION 14 – PHOTOGRAPHY, CCTV & GDPR

Please indicate your preferences.

Daily Updates ☐ Yes ☐ No
social media ☐ Yes ☐ No
Website ☐ Yes ☐ No
Marketing Material ☐ Yes ☐ No
Staff Training ☐ Yes ☐ No

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

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

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SECTION 15 – OWNER DECLARATION

I confirm that:

☐ The information provided is true, complete and accurate.

☐ I will notify The Dog Lounge immediately of any changes to my dog's health, vaccinations, medication, behaviour or emergency contact details.

☐ I have read and agree to The Dog Lounge's Terms & Conditions, Policies and Procedures.

☐ I understand that the safety and welfare of all dogs, staff and visitors is The Dog Lounge's priority.

☐ I understand that failure to disclose relevant information may result in my dog's trial or attendance being suspended or withdrawn.

FORM 2 – VACCINATION & PREVENTATIVE HEALTHCARE RECORD

The Dog Lounge

Dog Vaccination & Preventative Healthcare Declaration

This form must be completed before your dog attends The Dog Lounge. It helps us meet our duty of care, protect all dogs in our care, and comply with current animal welfare and licensing requirements.

Veterinary Practice Details

Veterinary Practice: _____

Veterinary Telephone: _____

Core Vaccinations

Please provide the dates below and attach a copy of your dog's vaccination record or veterinary certificate.

Vaccination	Date Given	Expiry / Next Due
Distemper		
Canine Parvovirus		
Canine Adenovirus (Hepatitis)		
Leptospirosis		

Vaccination Record Attached

☐ Yes

☐ No

Kennel Cough (Bordetella)

Date Administered: _____

Next Due: _____

Please note:

DEFRA's current statutory guidance expressly says that **primary vaccination courses must be completed at least 2 weeks before acceptance into day care**

Flea Prevention

Product Used: _____

Date Last Given: _____

Frequency:

☐ Monthly

☐ Every 3 Months

☐ Other _____

Worming Treatment

Product Used: _____

Date Last Given: _____

Frequency:

☐ Monthly

☐ Every 3 Months

☐ Other _____

Tick Prevention

Product Used: _____

Date Last Given: _____

Frequency:

☐ Monthly

☐ Every 3 Months

☐ Other _____

Current Health Declaration

Has your dog ever suffered from any of the following?

☐ Kennel Cough

☐ Parvovirus

☐ Distemper

☐ Leptospirosis

☐ Infectious Hepatitis

☐ Heart Condition

☐ Epilepsy

☐ Arthritis

☐ Allergies

☐ Skin Conditions

☐ Ear Problems

☐ Eye Problems

☐ Diabetes

☐ Other (please specify)

Recent Illness

Has your dog shown any signs of illness within the last 14 days?

☐ Vomiting

☐ Diarrhoea

☐ Coughing

☐ Sneezing

☐ Eye Discharge

☐ Nasal Discharge

☐ Lethargy

☐ Loss of Appetite

☐ Other _____

If yes, please provide details:

Parasite Declaration

To the best of your knowledge, has your dog had:

Fleas?

☐ Yes ☐ No

Ticks?

☐ Yes ☐ No

Worms?

☐ Yes ☐ No

If yes, please provide details:

Owner Declaration

I confirm that:

☐ The information provided on this form is true and accurate.

☐ My dog's vaccinations are current and copies have been provided.

☐ My dog is protected against fleas, ticks and worms.

☐ I agree to keep my dog's vaccinations and preventative treatments up to date throughout their attendance at The Dog Lounge.

☐ I will immediately notify The Dog Lounge if my dog develops any infectious disease, parasite infestation or contagious condition.

☐ I understand that The Dog Lounge reserves the right to refuse entry to any dog whose vaccinations or preventative healthcare are not up to date, or where there are concerns regarding the health or welfare of the dog or other dogs attending.

☐ I understand it is my responsibility to provide updated vaccination records whenever vaccinations or preventative treatments are renewed.

Veterinary Titre Testing
The Dog Lounge may accept a veterinary certificate confirming a recent protective titre test instead of a booster vaccination where the certificate confirms that protection is valid for the current period. Acceptance remains subject to The Dog Lounge's vaccination policy and licensing requirements.

Homeopathic vaccination is not accepted as an alternative to vaccination.

Daily Attendance

Normal Attendance Days

☐ Monday

☐ Tuesday

☐ Wednesday

☐ Thursday

☐ Friday

Usual Drop-off Time: _____

Usual Collection Time: _____

Personality

My dog is generally:

☐ Very Confident

☐ Confident

☐ Friendly

☐ Playful

☐ Calm

☐ Excitable

☐ Nervous

☐ Shy

☐ Independent

☐ Affectionate

☐ Protective

☐ Sensitive

☐ Other

Social Behaviour

My dog enjoys playing with:

☐ Puppies

☐ Small Dogs

☐ Medium Dogs

☐ Large Dogs

☐ Male Dogs

☐ Female Dogs

☐ Older Dogs

☐ People

My dog prefers:

☐ Small Groups

☐ One-to-One Play

☐ Quiet Areas

☐ Independent Time

Play Style

Enjoys:

☐ Chase

☐ Running

☐ Tug Toys

☐ Tennis Balls

☐ Fetch

☐ Scent Games

☐ Puzzle Toys

☐ Water Play

☐ Sand Pit

☐ Climbing Equipment

☐ Enrichment Activities

☐ Training Games

Favourite Toys:

Rest & Sleep

Preferred sleeping place:

☐ Bed

☐ Crate

☐ Sofa

☐ Quiet Room

☐ Anywhere

Typical sleep times:

Morning _____

Afternoon _____

Evening _____

Feeding Requirements

Food supplied by owner?

☐ Yes

☐ No

Meal Times:

Amount:

Special Diet?

☐ Yes

☐ No

Details:

Treats Allowed?

☐ Yes

☐ No

Any foods to avoid?

Medication

Medication Required?

☐ Yes

☐ No

Medication Name:

Dosage:

Time to Administer:

Special Instructions:

Health Considerations

Please tick all that apply.

☐ Arthritis

☐ Allergies

☐ Heart Condition

☐ Diabetes

☐ Epilepsy

☐ Blind

☐ Deaf

☐ Skin Condition

☐ Previous Injury

☐ Mobility Problems

☐ Anxiety

☐ Other

Details:

Behaviour

Does your dog show any of the following?

☐ Separation Anxiety

☐ Resource Guarding

☐ Pulls on Lead

☐ Jumps Up

☐ Excessive Barking

☐ Mounting

☐ Chases

☐ Escapes

☐ Fear of Loud Noises

☐ Fear of Men

☐ Fear of Women

☐ Fear of Children

☐ Fear of Other Dogs

☐ Protective Behaviour

☐ Other

Details:

Triggers

Please tell us about anything that may upset or trigger your dog.

Handling

My dog is happy to be:

☐ Groomed

☐ Touched

☐ Picked Up

☐ Have Collar Held

☐ Have Harness Fitted

☐ Have Feet Touched

☐ Have Ears Checked

☐ Have Mouth Checked

☐ Have Nails Touched

Exercise

Preferred exercise level:

☐ Low

☐ Moderate

☐ High

Maximum exercise before rest:

Water Confidence

My dog:

☐ Loves Water

☐ Enjoys Paddling

☐ Can Swim

☐ Doesn't Like Water

☐ Must Not Enter Water

Enrichment Preferences

Tick activities your dog enjoys.

☐ Snuffle Mats

☐ Lick Mats

☐ Puzzle Feeders

☐ Treat Balls

☐ Scent Work

☐ Agility Equipment

☐ Digging Area

☐ Sand Pit

☐ Splash Pool

☐ Training Sessions

☐ Quiet Cuddles

☐ Group Play

Communication

How would you like your daily updates?

☐ Facebook

☐ Email

☐ WhatsApp

☐ Text Message

☐ Telephone

Additional Information

Please tell us anything else you feel would help us care for your dog.

FALSE INFORMATION, MISREPRESENTATION & NON-DISCLOSURE DECLARATION

Dog's Name: _____

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

Owner Responsibility

I confirm that all information and documentation I provide to The Dog Lounge is, to the best of my knowledge, complete, accurate, genuine and not misleading.

I understand that I have an ongoing responsibility to inform The Dog Lounge of any relevant change and must not knowingly or negligently provide false or misleading information, submit falsified or altered documentation, or withhold material information that could reasonably affect my dog's suitability or safety at day care.

This includes information relating to:

- Illness, infectious or contagious disease.
- Symptoms of illness or recent exposure to infectious disease.
- Injuries or medical conditions.
- Medication or veterinary treatment.
- Allergies or dietary requirements.
- Vaccination and preventative healthcare records.
- Veterinary records or information.
- Microchip information.
- Age and identity of the dog.
- Neutering/spaying and reproductive status.
- A female dog being in, approaching or suspected of being in season.
- Previous bites or attempted bites.
- Aggression towards dogs or people.
- Resource guarding.
- Fear, anxiety or significant behavioural concerns.
- Previous serious incidents involving my dog.
- Previous refusal, suspension or exclusion from another dog day-care, boarding or similar establishment where relevant to safe attendance.
- Exercise, mobility or water-play restrictions.

- Any other information that I know, or reasonably ought to know, may be relevant to the safe and appropriate care of my dog.

Documentation

I understand that I must not knowingly provide The Dog Lounge with any document that is false, falsified, altered or misleading.

This includes vaccination certificates, veterinary records, medical information, microchip information or other documentation requested as part of registration or continued attendance.

The Dog Lounge may reasonably request clarification, updated information or supporting documentation where necessary.

Financial Responsibility

I understand that where I **knowingly or negligently provide false or misleading information, provide falsified documentation or fail to disclose material information**, and this directly causes reasonably foreseeable loss, injury, damage or additional expense, The Dog Lounge may seek to recover **reasonable losses and costs directly resulting from that breach**, to the extent legally recoverable.

Depending upon the circumstances, this may include reasonable costs associated with:

- Injury to another dog.
- Injury to a member of staff, customer or visitor.
- Emergency veterinary treatment.
- Damage to premises, equipment or property.
- Necessary specialist cleaning or disinfection.
- Management of an infectious-disease incident.
- Additional staffing or emergency measures reasonably required as a direct result.
- Temporary closure or operational disruption directly resulting from the non-disclosure or false information.
- Other reasonable and directly resulting losses were legally recoverable.

I understand that financial responsibility is **not imposed automatically simply because an accident, illness, infection or behavioural incident occurs**.

The individual circumstances, the information reasonably available to me at the relevant time, causation and applicable law will be considered.

Nothing within this declaration makes me responsible for loss, injury or damage caused by The Dog Lounge's own negligence or breach of its legal obligations or excludes or restricts any liability that cannot lawfully be excluded.

Consequences of False Information or Non-Disclosure

I understand that deliberately providing false information, falsifying documentation or intentionally withholding significant health, behavioural or safety information may be treated as a serious breach of The Dog Lounge's Customer Terms & Conditions.

Where reasonably necessary to protect health, safety or animal welfare, The Dog Lounge may:

- Refuse admission.
- Require early collection.
- Suspend attendance.
- Require reassessment before return.
- Request additional veterinary or other appropriate evidence.
- Terminate day-care services in accordance with the Customer Policy Pack.

OWNER DECLARATION

By signing below, I confirm that:

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

☐ I have disclosed all known relevant medical, health, behavioural, aggression and bite-history information relating to my dog.

☐ I understand that my responsibility to provide accurate information continues for as long as my dog attends The Dog Lounge.

☐ I agree to inform The Dog Lounge promptly of any material change that could affect my dog's health, welfare, behaviour or suitability for day care.

☐ I understand the potential consequences of deliberately or negligently providing false information, falsified documentation or failing to disclose material information.

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

Checked By: _____

Date: _____

Notes / Further Information Required:

CUSTOMER POLICY PACK ACKNOWLEDGEMENT & AGREEMENT

Dog's Name: _____

Owner's Name: _____

Customer Policy Pack Details

Customer Policy Pack Version: _____

Effective Date: _____

Date Provided to Owner: _____

The Customer Policy Pack forms part of the agreement between the owner and The Dog Lounge and explains the policies, terms and conditions applying to the provision of day-care services.

OWNER ACKNOWLEDGEMENT

By signing this declaration, I confirm that:

☐ I have been provided with, or given access to, the above version of **The Dog Lounge Customer Policy Pack**.

☐ I have had the opportunity to read the Customer Policy Pack before signing this Registration Pack.

☐ I have read and understood the policies, terms and conditions relevant to my dog's attendance at The Dog Lounge.

☐ I understand my responsibilities as an owner, including my responsibility to provide complete and accurate information and to keep The Dog Lounge informed of relevant changes.

☐ I understand The Dog Lounge's requirements relating to health, vaccinations, preventative healthcare, behaviour, neutering, female dogs in season, attendance, collection, feeding, medication, exercise, enrichment, water play and emergency veterinary care.

☐ I understand that my dog's continued attendance remains subject to ongoing suitability for group day care and The Dog Lounge's health, welfare and safety requirements.

☐ I understand that The Dog Lounge may update its policies where reasonably necessary, including following changes to legislation, licensing requirements, statutory guidance, veterinary or welfare advice, insurance requirements or operating procedures.

☐ I understand that I will be informed of material changes affecting my agreement or my dog's attendance where appropriate.

☐ I understand that nothing within the Customer Policy Pack removes or restricts any statutory rights or legal protections available to me.

OWNER AGREEMENT

I confirm that the information I have provided within this Registration Pack is complete and accurate to the best of my knowledge.

I agree to comply with the applicable terms and conditions contained within the version of The Dog Lounge Customer Policy Pack identified above.

I understand that if I do not understand any part of the Customer Policy Pack, I should ask The Dog Lounge for clarification before signing this agreement.

Owner's Name: _____

Owner's Signature: _____

Date: _____

FOR THE DOG LOUNGE

I confirm that the Customer Policy Pack version identified above was provided or made available to the owner.

Staff Name: _____

Staff Signature: _____

Date: _____

FINAL OWNER DECLARATION & AGREEMENT

The Dog Lounge

Owner Declaration, Consent & Agreement

By signing this declaration, I confirm that I have:

☐ I confirm that I have read and agree to follow The Dog Lounge's drop-off, collection and car-park safety requirements, including keeping my dog securely on a lead between my vehicle and The Dog Lounge premises.

☐ The Dog Lounge Customer Policy Pack, Registration Forms, Owner Agreement, Terms & Conditions and applicable customer rules.

☐ Completed all forms honestly, accurately and to the best of my knowledge.

☐ Provided full and accurate information regarding my dog's health, vaccinations, medication, behaviour, temperament, training, socialisation and any previous incidents or concerns.

☐ Provided proof of my dog's current vaccinations and understand that it is my responsibility to keep vaccinations and preventative healthcare up to date throughout my dog's attendance.

☐ Understand that failure to disclose relevant medical or behavioural information may result in my dog being refused entry, removed from daycare or permanently excluded.

☐ Understand that all dogs must successfully complete a Trial Day Assessment before being accepted into daycare and that payment of the Trial Day fee does not guarantee acceptance.

☐ Authorise the Dog Lounge to seek emergency veterinary treatment if my dog requires urgent medical attention and I cannot be contacted or where delaying treatment could place my dog's welfare at risk.

☐ Accept responsibility for all reasonable costs relating to my dog's care, including veterinary treatment, medication, emergency transport and any other agreed or emergency expenses incurred on behalf of my dog, unless The Dog Lounge is legally responsible for those costs.

☐ Understand that The Dog Lounge will make every reasonable effort to contact me before non-emergency veterinary treatment or additional costs are incurred.

☐ Understand that dogs are animals and that, despite appropriate supervision and risk management, normal canine behaviours such as barking, running, chasing, jumping, rough play, minor scratches or accidental injuries cannot be eliminated.

☐ Understand that The Dog Lounge will always take reasonable steps to provide a safe, secure and professionally supervised environment and to safeguard the welfare of all dogs in its care.

☐ Agree to comply with The Dog Lounge's booking, payment, cancellation and collection procedures, including any applicable charges.

☐ Understand that CCTV may be in operation and that photographs and videos may be taken where I have provided consent.

☐ Agree to notify The Dog Lounge immediately of any changes to my contact details, emergency contacts, veterinary practice, insurance, my dog's health, medication, vaccinations or behaviour.

☐ Understand that The Dog Lounge reserves the right to refuse, suspend or terminate my dog's attendance where it is necessary to protect the health, safety or welfare of any dog, member of staff, visitor or customer, or where the Terms & Conditions have been breached.

☐ Understand that by signing this declaration I acknowledge that I have had sufficient opportunity to read all documentation, ask questions and seek clarification before signing.

Owner Agreement

I confirm that I have read, understood and accept all The Dog Lounge's Registration Forms, Terms & Conditions, Policies and Procedures. I agree to always abide by them and understand that this signed declaration forms part of the contractual agreement between myself and The Dog Lounge.

Owner Details

Owner Name: _____

Dog(s) Name(s): _____

Owner Signature: _____

Date: _____

Returning Your Registration Pack

Once you have completed, signed and dated all required forms, please:

- Email the completed forms to **thedoglounge1@hotmail.com**, or
- Phone 07752214716
- Return them in person to **The Dog Lounge**.

Please ensure you include:

- Proof of your dog's current vaccinations.
- Any supporting veterinary information (if applicable).
- Any medication or behavioural information relevant to your dog's care.

Once we have received and reviewed your completed paperwork and vaccination records, we will contact you by **telephone or email** to arrange your dog's **mandatory Trial Day Assessment**.

Please note that a Trial Day can only be booked once:

- All required forms have been completed, signed and dated.
- Vaccination records have been received and verified.
- The Trial Day fee has been paid.

- CUSTOMER POLICY PACK ACKNOWLEDGEMENT

- I confirm that I have been provided with, or given access to, **The Dog Lounge Customer Policy Pack – Version 1.0**.
- I confirm that I have had the opportunity to read it, that I understand its contents, and that I agree to comply with the applicable policies, terms and conditions contained within it.
- I understand that the Customer Policy Pack forms part of my agreement with The Dog Lounge.
- I understand that The Dog Lounge may update its policies where reasonably necessary and that I will be informed of any material changes affecting my agreement or my dog's attendance.
- **Customer Policy Pack Version Agreed: Version 1.0**