



# Welcome to Primo PetCare!

We are happy to have you as a client. The following is a copy of our daycare and boarding regulations, for you to keep, in order to assist us in providing quality daycare services for you and your dog(s).

If you have any questions, more information is available on our website: [www.primopetcare.com](http://www.primopetcare.com) or give us a call at 253-804-9400.

## Daycare Rules and Regulations

Dogs must pass an evaluation prior to returning to Primo PetCare. Evaluations are scheduled in advance. They are designed to verify that your dog will be safe and happy while in the care of Primo PetCare. Passing the evaluation permits you to make your first daycare reservation.

All dogs must display health and temperament characteristics that are conducive to a fun, and safe daycare environment. Dogs may be dismissed at the discretion of the Primo PetCare staff. Dogs must be deemed dog and people friendly in order to attend daycare.

Dogs must have a current daycare application and vaccination records on file. All dogs must be up-to-date on vaccinations. Owners must submit written proof that dogs have received the required vaccinations or antibody titering within the specified time period recommended by a veterinarian. Primo PetCare recommends Bordatella boosters every year. The DHLPP vaccinations or antibody titers, and Rabies vaccinations every 1-3 years depending on veterinarian recommendation and the age of the dog.

Any dog with a communicable disease in the past month will require veterinarian documentation of good health before it is admitted. If your dog is not feeling well (coughing, diarrhea, etc.) please do not bring your dog to daycare. Dogs who become sick while at daycare (coughing, diarrhea, etc.) will be sent home. In the event that a dog requires emergency veterinary care it will be handled as deemed best by Primo PetCare staff. You assume full financial responsibility for any expenses involved, including transportation.

All dogs must wear a quick-release collar with identification. For the safety of all dogs attending Primo PetCare, no choke chains, prong collars, martingales or standard buckle collars are allowed on the daycare floor. Leashes should have an ID as well.

Reservations are required at least 24 hours in advance. Reservations made for the same day will be dependent on space availability. Preference will be given to daycare customers with recurring reservations.

All dogs must be spayed or neutered unless they are younger than 6 months of age.

Dogs must be picked up before staff goes off duty at 6:30PM, unless special arrangements are made. Owners will be charged \$1.00 per minute if they are late picking up their dog.

## Boarding Rules and Regulations

In addition to the rules and regulations of daycare, boarding dogs also must be able to stay away from their owners overnight in an appropriately sized crate. Staff will be on call overnight should boarders need extra monitoring. Dogs who will be boarding must pass an evaluation and attend at least one day of daycare prior to making any boarding reservations. Dogs must have attended Primo PetCare within the last 6 months in order to board.

Reservations for boarding need to be made at least 48 hours in advance. Last minute boarding allowances are at the discretion of the owner or manager.

On the day of drop off, dogs must be dropped off in the morning to allow the dog to release energy before bedtime. Drop off by 10:30AM Mon-Fri, and between 7-10AM weekends.

On the day of pick up, daycare is included until 12PM. Your dog is welcome to stay after 12PM for an additional charge of \$16 for a half day of daycare.

Please provide your own food, bedding and treats (if you wish). Changing food suddenly can create an upset stomach (vomiting and diarrhea). If you would prefer Primo PetCare to provide the food, arrangements can be made (for an additional charge).

## Cancellation Policy

Reservations are *required* for each daycare or boarding visit. Call in advance before dropping by. Primo PetCare reserves the right to turn away dogs if we are full that day.

For dogs coming to daycare, please call at least 24 hours in advance to cancel in order to allow other dogs to be able to come and play. If you do not cancel 3 times, you will be charged for that day of daycare.

For dogs coming for boarding, please call at least 48 hours in advance to cancel. If you do not, you will be charged for at least 50% of your stay.

## Drop off and Pick Up

At drop off, we will greet you at the white gate. Please wait outside the gate until we come to you. Do NOT knock on the door or come up to the white fence as it will arouse the dogs. Drop off hours are between 6AM and 10:30AM.

At pick up, please wait outside the front door. Our front door is always locked and we will come to you with your dog to let you in. Please DO NOT knock on the door. We will see you and come out to you. You may pick up your dog anytime before 6:30PM; however you must let us know if you need to pick up between 12PM and 3PM.

Payments can be made by check, cash or credit card at pick up. We are unable to take payments during drop off as they might get dropped or lost while on the play floor. Primo PetCare is not responsible for lost payments if given at drop off.



Primo PetCare  
253-804-9400  
www.primopetcare.com  
Membership Application

Owner Information

Name \_\_\_\_\_

Address \_\_\_\_\_

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

Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_

Cell Phone \_\_\_\_\_ Email \_\_\_\_\_

Other People Authorized to Pick Up Dog

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_

Pet Information

Name \_\_\_\_\_ Nicknames \_\_\_\_\_ Birthdate \_\_\_\_\_

Breed \_\_\_\_\_ Sex F \_\_\_ M \_\_\_ Spayed/Neutered \_\_\_\_\_

Veterinarian Information

Clinic \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

Immunizations

- ✓ Distemper/Parvo Combination (DHLPP or similar)
- ✓ Rabies
- ✓ Bordatella

PLEASE ATTACH CURRENT IMMUNIZATION RECORDS FROM YOUR VETERINARIAN

## Dog Personality

How long have you owned your dog? \_\_\_\_\_

Where did you get your dog? \_\_\_\_\_

At home, does your dog interact with: other dogs \_\_\_\_\_ cats \_\_\_\_\_ other pets \_\_\_\_\_

Has your dog attended daycare somewhere else? \_\_\_\_\_ Dog parks? \_\_\_\_\_  
Which ones?

Does your dog have formal obedience training? \_\_\_\_\_  
What commands does your dog know? Where did you take training?

Is your dog housebroken? \_\_\_\_\_ What command do you use to ask your dog to  
relieve him/herself? \_\_\_\_\_

Has your dog ever bitten anyone? \_\_\_\_\_ If yes, what were the circumstances?

Has your dog ever dug under, climbed or jumped a fence? \_\_\_\_\_  
If yes, what were the circumstances?

Does your dog have any areas on the body that he/she doesn't like petted? \_\_\_\_\_  
If yes, please explain:

Are there any breeds of dogs that your dog fears or dislikes? \_\_\_\_\_  
If yes, please explain:

Are there any types of people that your dog fears or dislikes? \_\_\_\_\_  
If yes, please explain:

Is there anything your dog is particularly afraid of? \_\_\_\_\_  
If yes, please explain:

Will your dog let you take his/her food away while eating? \_\_\_\_\_

Has your dog shared toys/food with other dogs? \_\_\_\_\_

Have you used baby gates, crate or other means of confinement? \_\_\_\_\_  
How does your dog react to them (loves his crate, fine, whines, hates it, etc)?

Where does your dog stay when you are not at home? \_\_\_\_\_

What do you think your dog does while you are away? \_\_\_\_\_

Is there anything else we should know about your dog?

### Medical

Any Current or Ongoing Medical Conditions? \_\_\_\_\_ If yes, please explain:

Medications? \_\_\_\_\_

Will we need to give medication? \_\_\_\_\_

Current Type of Flea Prevention \_\_\_\_\_

Allergies or Food Sensitivities \_\_\_\_\_

May we feed your dog treats? \_\_\_\_\_

### Other:

How did you hear about us? \_\_\_\_\_

Is it OK for us to take photos of your dog that might be posted on our website, Facebook, or in advertising? \_\_\_\_\_

## DOGPORT DAYCARE BOARDING AGREEMENT

I understand that I am responsible for any harm caused by my dog(s) while my dog(s) is/are attending daycare. I further understand that in welcoming my dog(s), Positive Pooches LLC DBA Primo PetCare (herein "Primo PetCare") has relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggression towards any person or other dog.

I understand that Primo PetCare and its staff will not be liable for any injury or problems that develop, provided reasonable care and precautions are followed, and I hereby release and agree to indemnify and hold them harmless from any liability arising from my dog(s) participation at daycare. I further understand and agree that any problem that develops with my dog(s) will be treated as deemed best by the staff of Primo PetCare and I assume full financial responsibility for all expenses involved.

I understand that rules may change at the discretion of Primo PetCare. Primo PetCare will do its best to inform clients of any policy changes.

I certify that I have received a copy of the rules and regulations. I have read and understand the rules and regulations and accept all the terms and conditions set forth by Primo PetCare.

\_\_\_\_\_  
Signature of Owner

\_\_\_\_\_  
Date