



Ruffin' It Resort
635 Struck Street - Madison, WI 53719
Phone: (608) 310-4299 Fax: (608) 310-4298 Site: www.ruffinitresort.com

Enrollment Application

Please complete the following questions to the best of your knowledge. This information will help us maintain a safe and fun environment for all guests. We are concerned not only about your dog's safety and health, but also that of our other guests and our team of caretakers. Please take a few moments to tell us about yourself and your best friend. Thank you.

Note:

- ✓ **All dogs are required to be spayed or neutered unless they are under six (6) months of age.**
- ✓ **We require written proof of vaccinations from your vet, including a negative fecal exam.**
- ✓ **Flea & Tick preventative and Heartworm preventative are required year round.**
- ✓ **In order to ensure a good fit with Ruffin' It, please return this packet at least one (1) week prior to your first reservation. Pack Leaders will look it over and approve the packet or set up a time with you and your dog(s) to come in for an interview.**

A friendly reminder:

Guests who participate in group activities may get scratched or bumped when playing with other dogs. Just like human children on a playground, they may incur mild injuries or become soiled from running and wrestling. Please expect to see these types of things on occasion. A Canine Caretaker will always make you aware of any active aggression; otherwise, please do not be alarmed by scratches or teeth marks.

*Thank you for choosing Ruffin' It Resort!
We look forward to making your dog's dreams come true!*

Client Information

Pet Parent One:

Last name _____ First name _____
Street Address _____
City _____ State _____ Zip _____
Home Phone _____ Work Phone _____ Ext. _____
Cell phone _____
Email Address _____

Note: Ruffin' It will not sell, release, or distribute any e-mail addresses.

I would like to receive e-mail confirmations and RIR specials and updates via e-mail
 I do not wish to receive e-mail confirmations and/or RIR specials and updates via e-mail

Pet Parent Two:

Last name _____ First name _____
Street Address _____
City _____ State _____ Zip _____
Home Phone _____ Work Phone _____ Ext. _____
Cell phone _____
Email Address _____

Emergency Contact: (Other than the parents)

Emergency contact last name _____ First name _____
Emergency contact phone numbers: Home Phone _____
Work Phone _____ Cell Phone _____

Please list the name(s) of those authorized to drop-off/pick-up your dog:
(We will only release your dog to the names listed below.) _____

How did you hear about us? _____

I am interested in: Daycare Hotel Both

Pet Profile

Dog's name _____ Nickname(s) _____
Breed _____ Age _____ Please circle: Male Female
Birth date ____/____/____ Color _____
Weight _____ Distinguishing marks _____

- Required by 6 months of age -

Is your dog spayed or neutered? YES NO Scheduled for _____

How long has your dog been a member of your family? _____

If adopted, do you have knowledge of your dog's past history? Yes No

If yes, please describe:

Has your dog ever attended daycare before? _____

How was the experience? _____

Has your dog ever been boarded before? _____

How was the experience? _____

Has your dog ever been to the dog park? _____

How was the experience? _____

Is your dog licensed? Yes No Dog license number _____

Where does your dog typically sleep? Crate Floor Furniture Dog bed Other _____

Total number of people in your household _____ Adult males _____ Adult Females _____

Number of children/age _____

Has your dog had experience with children? Yes No Does your dog like children? Yes No

Are there other animals in your household? If yes, please describe (name, species, breed, spayed/neutered, age): _____

Describe how your dog gets along with other animals in your household: _____

Has your dog had any socialization with other dogs? _____

How does your dog react to new people and/or dogs coming into your house/yard? _____

Has your dog ever bitten another person? If yes, please describe the situation: _____

Has your dog ever bitten another dog? If yes, please describe: _____

Has your dog growled or snapped at another person? If yes, please describe: _____

Has your dog growled or snapped at another dog? If yes, please describe: _____

How does your dog respond to other dogs approaching when you're out on a walk? _____

Is your dog fearful or reactive around certain types of dogs or people? _____

Please check any of the following behaviors that apply to your dog:

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> separation anxiety | <input type="checkbox"/> toy/food possessive | <input type="checkbox"/> sensitive to touch | <input type="checkbox"/> fear of children |
| <input type="checkbox"/> excessive barking | <input type="checkbox"/> not house trained | <input type="checkbox"/> fear aggressive | <input type="checkbox"/> fear of women |
| <input type="checkbox"/> coprophagia (eats stool) | <input type="checkbox"/> mouthiness | <input type="checkbox"/> fear of thunder | <input type="checkbox"/> digs under fences |
| <input type="checkbox"/> destructive/chewing
(i.e. bedding) | <input type="checkbox"/> fear of loud noises | <input type="checkbox"/> fear of men | |

Other problem areas (please describe): _____

Grooming

How does your dog react to being bathed? _____
How often do you brush your dog? _____ Does your dog like to be brushed? Yes No
If not, what have you tried to make it more enjoyable? _____

How does your dog react to having his/her nails trimmed? _____
Does your dog have any sensitive areas on his/her body? _____
Does your dog have any sensitive areas on his/her body that he does not like touched? Yes No
Where? _____
Does your dog have favorite petting spots? _____

Behavior

Has your dog had any basic obedience training? Yes No

Please circle known commands:

Sit Down Wait Stay Come Off Okay
Enough Outside Inside Go Potty Settle Back Leave It

Other known commands, hand signals, or tricks: _____

Does your dog have a quiet command? _____

Does your dog have any play commands? _____

Does your dog have a bathroom command? Yes No If yes, please describe: _____

When your dog has to go to the bathroom he/she will:

bark whine sit by the door pace around the door ring bell on door other

Is your dog afraid of any specific items or noises? Yes No If yes, please describe: _____

What does your dog do to show he/she is happy? _____

What does your dog do to show he/she is stressed? _____

What are your dog's favorite toys to play with? _____

Are you able to remove things from your dog's mouth? _____

What kind of games does your dog like to play with other dogs? _____

What kind of games does your dog like to play with people? _____

What are you and your dog looking forward to at Ruffin' It Resort? _____

What are you and your dog hoping to get out of your experience at Ruffin' It Resort? _____

Are there any other special needs, comments, or information about your dog that you feel might be helpful to ensure that your dog's experience at Ruffin' It Resort is the best possible?

Thank you for taking the time to fill out our enrollment packet. This comprehensive questionnaire helps us cater to your dog's likes and dislikes, making for a pleasurable visit at Ruffin' It Resort. We look forward to meeting you and your V.I.P. (Very Important Pooch).

Pet Parent Signature: _____ **Date:** _____

Pet Parent Signature: _____ **Date:** _____



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Dog's Veterinarian Information

Veterinarian: Dr. _____ at _____ Hospital/Clinic
Address _____
Clinic phone number _____ Clinic Fax number _____
Date of last complete physical exam _____

Vaccinations

The following vaccinations are required and must have been administered within the past 7 days to 11 months to enroll at Ruffin' It Resort. We require proof of all vaccinations; these can be faxed, mailed, e-mailed, or dropped off in a hard copy.

Rabies	Date administered: _____	Date Due: _____
DHLPP	Date administered: _____	Date Due: _____
Bordatella*	Date administered: _____	Date Due: _____

Date of last fecal exam (for intestinal parasites)** _____

*We highly recommend bordatella vaccinations every 6 months.

**Fecal exams are required every 6 months.

Is your dog on flea/tick prevention? Yes No

Brand used and last date administered _____

Is your dog on heartworm prevention? Yes No

Brand used and last date administered _____

*Flea/tick and heartworm prevention are required year round.

Does your dog have any hip/joint problems or restrictions? Yes No

If yes, what restrictions need to be observed with regards to your dog's activities or movements?

Please describe your dog's general health. (Include any current medical conditions of which we should be aware of.)

Does your dog have any known allergies? Yes No
What is he/she allergic to and what are the symptoms? _____

What is the treatment? _____

What type of food do you feed your dog? _____ wet ____ dry ____

Amount per serving _____ Feeding times: morning ____ afternoon ____ evening ____

Does your dog have any food restrictions? Yes No

If yes, what are they? _____

Please list any current medications your dog is taking and the frequency and time administered.

Is your dog allowed to have dog biscuits and training treats provided by Ruffin' It? Yes No

Emergency Medical Release

Instructions in case of an emergency:

_____ Take my dog to our veterinarian only.

_____ Take my dog to the nearest animal hospital or emergency clinic.

In case of any emergency situation or injury, you will be contacted immediately. If we are unable to reach you or your emergency contact and if immediate medical attention is required, we will transport your dog to your veterinarian, unless otherwise instructed by you or your emergency contact. If the situation is severe we will contact the closest animal hospital/clinic and transport your dog. There is no cost to you for transporting your dog. If the situation does not require immediate attention, you will be contacted and advised of the situation and we will follow your instructions.

I/We, the owner(s) and pet parent(s) of _____ understand that there are inherent risks to bringing my/our dog to a doggie daycare and hotel. In the event of serious injury and/or illness, I/we hereby give consent to Ruffin' It Resort and its employees to act on my/our behalf, in the event that we cannot be contacted, to authorize and/or refuse any necessary medical treatment while under the care of the aforementioned. I/We understand that I/we will be responsible for any and all costs incurred for such treatment.

Pet Parent Signature: _____ **Date:** _____

Pet Parent Signature: _____ **Date:** _____

This document may not be altered in any manner. Any changes will be considered null and void without written consent from the Ruffin' It Resort General Manager.



Rules and Regulations

To ensure the safety and health of all animals and staff at Ruffin' It Resort, all clients are required to comply with the following Rules and Regulations (**please read thoroughly**):

Sex: All dogs must be spayed or neutered (unless they are under 6 months of age).

Vaccines & Preventative: All dogs must be up to date on vaccinations; we also accept titers. All clients must submit **written verification** from their veterinarian that their dog(s) have current DHLPP, Rabies and Bordatella (kennel cough) vaccinations. Specifically, the vaccines required are: 1) Distemper, Hepatitis, and Parainfluenza, Parvovirus; 2) Rabies; and 3) Bordatella. All dogs are also required to be on 4) flea preventative and 5) heartworm prevention **year round**. Results of current fecal exam are necessary to verify that none of our canine clients have intestinal parasites that may spread to other dogs. We require written proof of 6) a negative fecal exam every 6 months. It is your responsibility to provide on-going verification of current vaccinations and preventative. Spot checking for fleas and ticks is not always a fool proof process; therefore, Ruffin' It requires a flea and parasite preventative (i.e., FrontLine or Advantage) for incoming dogs. **We do not accept flea/tick collars.**

Health: All dogs must be in good health. All clients will need to certify that their dog(s) are in good health and have been free from any condition that could potentially jeopardize other canine guests. Dogs that have been ill with a communicable condition in the last 30 days will require written veterinary certification of health to be admitted or readmitted. If, at any time during our care, it becomes evident that your dog is ill, you'll be notified and expected to pick up your dog immediately. If, at any time during our care, it becomes evident your dog has fleas or ticks, treatment will be applied and charged to the pet parent at a minimum rate of \$30.00. Dogs requiring special attention due to medical restrictions will be assessed by the hotel Pack Leader and charged an additional per day fee for any and all hotel stays (this includes medicines that need to be administered via injection).

Leashes and Collars: All dogs must enter and exit the facility on a leash. We ask that retractable leashes and chain collars not be used.

Food: All food brought to Ruffin' It Resort must be pre-measured into individual servings, stored in small plastic containers or baggies labeled with the dog's first and last name, date and designated for a.m. or p.m. feeding.

Bedding: All dogs who stay in the hotel for two nights or more will have their bedding washed unless the parent(s) request otherwise. Any dogs staying in the Ambassador Suite, Presidential Suite, or Central Bark Lounge will have their bedding washed if they stay for one night or more. Please be advised that we are unable to wash any bedding that is too large to fit in our washer and dryer.

Treats: In order to provide your dog with a positive learning experience while at Ruffin' It, we will reinforce your dog's good behavior and ignore unwanted behaviors such as jumping, etc. Your dog will be given treats as a reward for good behavior, unless otherwise instructed by you. These treats are given in small bite-size quantities.

Behavior: All dogs must pass the Ruffin' It Resort Behavior Assessment for enrollment in our program. *Parents will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person. In the event that the guest will participate in daycare or group play, parents will also need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any other dog(s) and are not protective of food or toys. The dogs' safety and health is our main priority. Keep in mind that although your dog is supervised when playing with other dogs, he/she still might receive an occasional nip or scratch. We do not accept fence climbers.*

Dogs who are not social with other dogs may stay in the hotel, but may not participate in daycare or group play time. Non-social hotel guests will receive a complimentary private play time or a complimentary walk around the neighborhood in lieu of group play time.

Age: All dogs must be at least 10 weeks of age and have their first two sets of vaccinations.

Enrollment: Enrollment Applications are required to be turned in at least one (1) week prior to your dog's/dogs' first reservation. All dogs must have a complete, up-to-date and approved Enrollment Application on file.

Fees: All daycare dues and fees are payable at check-in. Fees for hotel guests are due at check-out, unless other arrangements have been approved. Cash, check, Visa/MC and Discover are accepted. A \$30.00 fee will be applied for any returned check. Discounted packages are provided only if they are paid in advance. Pre-paid packages are non-refundable.

Hours of Operation:

Daycare: Monday-Friday: 6:30 a.m. - 6:00 p.m.

Hotel check-in and check-out: Monday-Friday: 7:00 a.m. - 10:00 a.m. and 4:00 p.m. - 6:00 p.m.
Saturday: 9:00 a.m. - 11:00 a.m. and 4:00 p.m. - 6:00 p.m.
Sunday: 4:00 p.m. - 6:00 p.m.

After-Hours Hotel Checkout: Because we know how much you missed your companion while you were away, after-hours pickup is available by appointment ONLY for a \$15.00 fee.

Daycare: Ruffin' It Resort closes promptly at 6:00 p.m. Late charges of \$15.00 per 15 minutes will be applied.

Reservations & Cancellations: Reservations are required. Notification of a cancellation must be provided **10 days prior to hotel check-in during holidays and peak periods** and **48 hours prior to hotel and daycare check-in during all other times**. Reservations not cancelled by the aforementioned time will be charged in full and invoiced to the parent. Holidays and peak periods include New Year's, Easter, Memorial Day weekend, Fourth of July week, Labor Day weekend, Thanksgiving, and Christmas. Please feel free to speak with a front desk team member at any time for additional clarification.

I certify that I have read the Rules and Regulations and understand, and agree and intend on my own behalf, and on behalf of my agents, representatives, relatives, successors, and assigns, to be bound by all the terms and conditions contained in the Rules and Regulations.

Pet Parent Signature _____ **Date:** _____

Pet Parent Signature _____ **Date:** _____

Rules and Regulations are subject to change at any time without notice. This document may not be altered in any manner. Any changes will be considered null and void without written consent from the Ruffin' It Resort General Manager.

Client Agreement

All statements must be initialed and the agreement signed for your dog(s) to have membership with Ruffin' It Resort. This document may not be altered in any manner. Any changes will be considered null and void without written consent from the Ruffin' It Resort General Manager.

Please read the following and initial after each number.

1. ___ I understand that Ruffin' It Resort has relied on my information provided and will rely on the contents of this Agreement, that my dog(s) is/are in good health, is/are up-to-date on all required vaccinations, has not had any communicable condition in the last 30 days and has not harmed or demonstrated aggressive or threatening behavior towards any human being and/or another animal.
2. ___ Non-social dogs are welcome in the hotel but not the daycare.
3. ___ I certify that my dog is spayed/neutered or under the age of 6 months.
4. ___ Dogs not regularly exposed to the level of activity at dog daycare may feel the discomfort of sore muscles, sore joints, and fatigue.
5. ___ Dogs not regularly exposed to outside activity or play on hard surfaces may experience sore paws, blisters, bruises or abrasions on the feet (raw paw). Ruffin' It does offer to apply 'Musher's Secret,' a paw wax for dogs known to have sensitive paws to help prevent raw paw.
6. ___ Dogs at play during regular daycare do get dirty. Dogs with longer hair can get matted from the level of activity during daycare. You are welcome to bathe your dog after daycare at time of pick-up in our Niagara Falls bathing room at no additional charge.
7. ___ Excessively long toenails may cause injury. You will be notified if your dog's nails are too long. If, at your next visit, the nails have not been trimmed, Ruffin' It will trim them and charge you for the service.
8. ___ Fresh water is available at all times of play; however, your dog may still be thirsty after daycare. Please be aware of their water intake; excessive amounts may cause an upset stomach or other problems.
9. ___ Ruffin' It takes all reasonable steps to provide a safe and stimulating environment for dogs in its care. ***I do, however, recognize that there are inherent risks of illness or injury when dealing with animals in this type of environment.*** Dogs not regularly socialized do not necessarily know how to behave politely with other dogs. Please be aware that dogs in groups are at a higher risk of incidents including, but not limited to, bites, fights, fear aggression, object guarding, and behavior problems and/or acting out.
10. ___ I understand that I am 100% responsible for my own dog(s). Ruffin' It will not give out names and phone numbers of clients. I am 100% responsible for my own dog(s) physically, financially, in regards to health, injury or otherwise, even if it is not the fault of my own dog(s).
11. ___ Owners will be charged a replacement fee for any and all destroyed bedding and/or room destruction. In addition, owners that choose to board their dog(s) in one of our carpeted hotel rooms understand that they will be charged for any carpet cleaning needed to be done for excessive urination and defecation on the carpet (prices range from \$50 to \$200 per carpet cleaning).
12. ___ I understand that I am responsible for any veterinary bills, or otherwise, incurred on my dog's/dogs' behalf, whether or not it was something that happened at Ruffin' It or outside of Ruffin' It. I hold Ruffin' It and their customers and other customers' dogs harmless and agree to reimburse Ruffin' It for any veterinary costs, or otherwise, for my dog(s).
13. ___ I hereby grant permission to Ruffin' It, its owners, employees, contractors, and/or agents to take any and all action necessary to secure the well-being and health of my dog(s), including any medical attention deemed necessary.

14. ____ I realize there may be times when reasonable deterrent measures will become necessary to prevent injury to other dogs and/or humans, such as painless citronella spray or citronella spray collars (these situations are extremely rare). In the event of use, the owner will be notified.
15. ____ I understand that Ruffin' It reserves the right to refuse or revoke admittance to any dog that displays any behavior deemed dangerous or inappropriate and that does not meet the health requirements set forth in Ruffin' It's "Rules and Regulations." I also understand that if my dog ever bites another dog or person that he/she cannot return to Ruffin' It.
16. ____ I also agree to indemnify Ruffin' It for any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind caused by my dog(s) during the course of daycare, or an overnight stay, including without limitation, legal costs and attorney fees.
17. ____ I agree to release and hold harmless Ruffin' It, its owners, employees, agents or otherwise from any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind, whether known or unknown, suspected or unsuspected, relating in any way to the services provided herein, including without limitation injury, death, sickness, or damage my dog(s) may suffer during or after participating in daycare or an overnight stay.
18. ____ I understand that on occasion my likeness or my dog's likeness may be captured on video or other media while staying at Ruffin' It. I hereby authorize Ruffin' It to use, broadcast, and/or reproduce our likeness in video, print, or other media. I agree I will not be compensated for any such use.
19. ____ Although it is the practice at Ruffin' It Resort to have canine caretakers supervising and interacting with the dogs at all times, there may be occasions whereby your dog(s) may be outside alone for a brief time. I/We understand that my dog(s) may be left outside alone (or with their siblings) in a fenced-in area without supervision for brief periods of time.
20. ____ I understand that if my dog is not picked up within 14 calendar days after they were due to depart, they will be deemed to be abandoned. Ruffin' It will try to find a new owner for 10 days.
21. ____ This agreement shall govern all future services to be provided by Ruffin' It to me, as authorized by me, in person, by telephone, mail, email, or fax.

I certify that I have read and initialed each statement listed above and accept the terms and conditions of this agreement.

Pet Parent Signature Date

Pet Parent Signature Date

* Please note: Prior to admittance, there may be an interview conducted to discuss your application. If such an interview is needed, you will be contacted by a Ruffin' It Resort Pack Leader