



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 guests and team of caretakers. Please take a few moments to tell us about yourself and your V.I.P. (Very Important Pooch). 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 prior to admittance into Ruffin' It Resort for the health and safety of all our guests.**
- ✓ **Flea & Tick preventative and Heartworm preventative are required year-round.**
- ✓ **To enroll in Daycare, we require a Socialization Assessment to be completed with a Pack Leader. The Enrollment Application and proof of vaccinations need to be on file before the Socialization Assessment is scheduled.**
- ✓ **Please return this packet at least one week prior to your first Hotel reservation. Pack Leaders will review and approve the packet or set up a time with you and your dog(s) to come in for an interview.**

*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.

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 parents listed above)

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

Please note we require a Socialization Assessment be completed for Daycare admittance

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? _____

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 a 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 a 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"/> fear of loud noises | <input type="checkbox"/> fear of men | <input type="checkbox"/> destructive chewing (i.e. bedding) | |
| <input type="checkbox"/> potty pad/litter box trained | | | |

Other problem areas or behaviors needing attention (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
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: _____

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? _____



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Dog's Veterinarian Information

Veterinarian: Dr. _____ at _____ Hospital/Clinic
Address _____
Clinic phone number _____ Clinic Fax number _____

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 with date administered/due; these can be faxed, mailed, e-mailed, or dropped off in a hard copy.

- ✓ Rabies
- ✓ DHLPP
- ✓ Bordetella (We highly recommend Bordetella vaccinations every 6 months, but only require annually.)
- ✓ Fecal exam (for intestinal parasites) 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 in regard 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 high quality dog biscuits and training treats provided by Ruffin' It?
Yes No

Is your dog allowed to have all-natural calming aids? Yes No

These can be helpful for separation anxiety, anxiety related to loud noises (i.e. thunderstorms, fireworks, etc.) Our all-natural remedies could include Rescue Remedy, Composure, Ultra Calm, etc. Please note that these are not prescription medications and are administered in either the water bowl, in a treat, or under the tongue.

Emergency Medical Release

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.

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 Pack Leader will make you aware of any issues; otherwise, please do not be alarmed by scratches or teeth marks.

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).

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

Vaccines & Preventative: All dogs must be up-to-date on vaccinations; we also accept titers in some circumstances. 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 & tick 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 may be 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 of the feeding, and designated for a.m. or p.m. feeding. For example: Sadie Johnson 5/10 PM.

Bedding: All dogs who stay in the hotel for two nights or more will have their bedding washed unless the parent(s) request otherwise. 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 high quality treats are given in small bite-size quantities.

Behavior: 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. Private hotel guests will receive a complimentary private play time or a complimentary walk around the neighborhood in lieu of group play time. There is also an additional nominal daily charge for private guests and dogs that are social in smaller, more selective groups.

Enrollment in Daycare: Enrollment Application and proof of vaccinations must be turned in prior to setting up a Socialization Assessment. All dogs must have a complete, up-to-date and approved Enrollment Application on file.

Enrollment in Hotel: 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 charged to the credit card on file 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.
Every 1st & 3rd Saturday of each month: 9:00 a.m. - 11:00 a.m. and 4:00 p.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 check-out is available by appointment ONLY for a \$16.00 fee.

Daycare: Ruffin' It Resort closes promptly at 6:00 p.m. Late charges of \$16.00 will be applied.

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:** _____

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

Holiday and Peak Periods

The Holiday and Peak Period form is required to be signed annually.

Reservations & Cancellations: Reservations are required. Notification of a cancellation must be provided **7 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 to the credit card on file.**

Holidays and peak periods include New Year’s week, Spring Break, week of Easter, Memorial Day weekend, Fourth of July week, Labor Day weekend, week of Thanksgiving, and week of Christmas. Please feel free to speak with a Client Service Specialist or Pack Leader at any time for additional clarification.

_____ **Initials**

Ruffin’ It Resort’s 2017 holiday and peak period calendar:

Spring Break & Easter (March 16th - April 28th)
Fourth of July (June 30th - July 6th)
Thanksgiving (November 22nd - November 27th)

Memorial Day (May 25st – May 31st)
Labor Day (August 31st - September 6th)
Christmas/New Year’s (December 20th - January 3rd)

Ruffin’ It Resort’s 2018 holiday and peak period calendar:

Spring Break & Easter (March 15th - April 15th)
Fourth of July (June 29th - July 8th)
Thanksgiving (November 20th - November 26th)

Memorial Day (May 25th – 29th)
Labor Day (August 31st - September 8th)
Christmas/New Year’s (December 20th - January 3rd)

I have read and understand Ruffin’ It Resort’s cancellation policy, including the 7 day holiday and peak period policy. I understand that I will automatically be charged with the credit card on file for the entirety of the hotel stay if I cancel or shorten with-in the cancellation policy unless I have made prior written arrangements with a manager. I also understand and agree that the cancellation policy will still apply if I fail to update any necessary vaccinations and therefore would be unable to stay.

Pet Parent Signature _____ **Date:** _____

Pet Parent Signature _____ **Date:** _____

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/have not had any communicable condition in the last 30 days and has/have not harmed or demonstrated aggressive or threatening behavior towards any human being and/or another animal.
2. ___ Non-social dogs are considered Private Guests and 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 Resort does offer to apply 'Musher's Secret,' a paw wax to help prevent raw paw.
6. ___ Dogs at play during regular daycare can 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 Resort 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 have water available but be aware of their water intake; excessive amounts may cause an upset stomach or other problems.
9. ___ Ruffin' It Resort takes all reasonable steps to provide a safe and stimulating environment for dogs in its care. ***I/We 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, behavior problems and/or acting out.
10. ___ I understand that I am 100% responsible for my own dog(s). Ruffin' It Resort will not give out names and/or 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 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 for excessive urination and defecation on the carpet (prices range from \$50 to \$200 per carpet cleaning).

