

THE HOUND HUTT – Stafford  
Unit 3 / 24 Windorah Street  
STAFFORD QLD 4053  
W: thehoundhutt.com.au  
E: thehoundhutt.stafford@gmail.com  
T: 0401 338 761  
ABN: 631 0301 7803

THE HOUND HUTT – North Lakes  
Unit 7 / 9 Flinders Parade  
NORTH LAKES QLD 4509  
W: thehoundhutt.com.au  
E: thehoundhutt.northlakes@gmail.com  
T: 0410 776 264  
ABN: 656 2303 5852

**THE  
HOUND  
HUTT**

WHERE SMALL DOGS PLAY

## THE HOUND HUTT CUSTOMER DETAILS & AGREEMENT

(Used for Dog Daycare Enrolment, Grooming & Hounds on Holiday)

### Requirements for dogs attending THE HOUND HUTT

- Must be a small breed and over 10 weeks old
- Must be registered with their Council at 3 months of age
- Must be micro-chipped
- Must be desexed by 6 months of age with certificate
- Must be C3 & Kennel Cough vaccinated (certificate to be provided)
- Must be on regular tick and flea and worming prevention
- Must be non-aggressive towards other dogs and humans

### DOG DETAILS (please print)

Dog's First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Breed/Mix \_\_\_\_\_ Date of Birth \_\_\_\_/\_\_\_\_/\_\_\_\_ Sex: Male /Female

Neutered / Spayed / Intend to desex \_\_\_\_\_ Date desexed \_\_\_\_/\_\_\_\_/\_\_\_\_ Certificate Provided YES /NO

Vaccination Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Certificate Provided YES / NO

Council Registration Number \_\_\_\_\_

Micro-chip Number \_\_\_\_\_

Dog's Vet Name and Address \_\_\_\_\_

Vet Phone Number \_\_\_\_\_

### HUMAN DETAILS (please print)

Parent's First Name \_\_\_\_\_

Address \_\_\_\_\_

Suburb \_\_\_\_\_ STATE: \_\_\_\_\_ Postcode \_\_\_\_\_

Mobile \_\_\_\_\_ Work Phone \_\_\_\_\_

Email for correspondence \_\_\_\_\_

2<sup>nd</sup> Contact /Emergency \_\_\_\_\_ Phone \_\_\_\_\_

Alternate Person Who May Pickup Your Dog \_\_\_\_\_

Any Special Password needed? YES / NO \_\_\_\_\_

**DOG DAYCARE**

**DOG GROOMING**

**DOG HOLIDAYS**

**Health & Grooming**

How old was your dog when you got him/her? \_\_\_\_\_ Weeks / Months/ Years

If adopted, do you know the past history? YES / NO \_\_\_\_\_

How many people are in your household? \_\_\_\_\_ Do you have any other pets? YES / NO

If YES, How Many \_\_\_\_\_ How do they get along? \_\_\_\_\_

**Does your dog have ANY health concerns? (please circle):**

- |  |                                    |                                  |
|--|------------------------------------|----------------------------------|
| Allergies? YES / NO                      | Allowed treats or snacks? YES / NO | Arthritis? YES / NO              |
| Blind? YES / NO                          | Cancer? YES / NO                   | Deaf? YES / NO                   |
| Diabetes? YES / NO                       | Epilepsy? YES / NO                 | Food Allergies? YES / NO         |
| Heart or kidney? YES/NO                  | Heartworm? YES/NO                  | Hip Dysphasia? YES / NO          |
| Hot spot? YES / NO                       | Kennel Cough? YES / NO             | Joint Pain OR Problems? YES / NO |
| Recent injury? YES / NO                  | Ringworm? YES /NO                  | Skin Allergies? YES / NO         |
| Skin lumps OR Tags? YES / NO             | Surgery? YES / NO                  | Take medication? YES / NO        |
| Pre-existing Medical condition? YES / NO |                                    |                                  |

If YES, please describe \_\_\_\_\_

Do these restrict activities or movements? \_\_\_\_\_

Sick lately? YES / NO Treatment? \_\_\_\_\_

Has your dog been groomed or professionally washed before? YES / NO

If YES when and where? \_\_\_\_\_

For new clients, how many weeks since your last groom or wash? \_\_\_\_\_

**Is your dog reactive to ANY of the following? (please circle):**

- |   |                               |                          |
|---|-------------------------------|--------------------------|
| Bath? YES / NO                          | Brush? YES / NO               | Clipper Blades? YES / NO |
| Crate? YES /NO                          | Comb? YES / NO                | Dematting? YES / NO      |
| Dryer? YES / NO                         | Demoulting or Dashed? YES /NO | Lead / Tether? YES / NO  |
| Nail trimming? YES / NO                 | Petted? YES / NO              | Running Water? YES / NO  |
| Scissors? YES / NO                      | Clipper Rash? YES / NO        |                          |
| Touched or held by a stranger? YES / NO |                               |                          |

Any sensitive areas on the body? YES / NO

If YES, when and where? \_\_\_\_\_

Have you been refused a groom or advised your dog needed a muzzle? YES / NO

Had a previous grooming incident? YES / NO

If YES, when and where? \_\_\_\_\_

Do we have your permission to transport your dog to a vet if necessary? YES / NO

**Behaviour**

**Does your dog fear (sensitive or reactive) to ANY of the following?** (please circle):

- |                           |                       |                    |
|---------------------------|-----------------------|--------------------|
| Large dogs? YES / NO      | Loud Noises? YES / NO | Mower? YES / NO    |
| Storms? YES / NO          | Thunder? YES / NO     | Vacuum? YES / NO   |
| Strangers? YES /NO        | Males? YES /NO        | Work man? YES /NO  |
| People with hats? YES/ NO | Puppies? YES / NO     | Children? YES / NO |
| Wheelchairs? YES/ NO      | Prams? YES / NO       |                    |

If YES, please identify and elaborate \_\_\_\_\_

**Currently does your dog display ANY of the following?** (please circle):

- |                                   |                                     |                              |
|-----------------------------------|-------------------------------------|------------------------------|
| Anxious? YES / NO                 | Excessive Bark? YES / NO            | Bark for attention? YES / NO |
| Chew or destroy? YES / NO         | Crate trained? YES / NO             | Dug to Escape? YES / NO      |
| Dominance? YES / NO               | Escape Artist? YES / NO             | High Energy? YES / NO        |
| Howl or Cry? YES / NO             | Jump over fences? YES / NO          | Jump up? YES / NO            |
| Have separation anxiety? YES / NO | Mouthiness? YES / NO                | Rough Player? YES / NO       |
| House trained? YES / NO           | Leash pulling? YES / NO             | Vocal? YES / NO              |
| Upset when Home Alone? YES / NO   | Coprophagia (stool eating)? YES /NO | Toileting concerns? YES / NO |

If YES, please describe circumstances \_\_\_\_\_

What do you do with your dog when you are not at home? \_\_\_\_\_

**Has your dog ever displayed ANY of the following** (please circle):

- |  |   |                             |
|--|---|-----------------------------|
| Fight History? YES / NO  | Dog Aggressive? YES /NO                   | Growl at a person? YES / NO |
| Bite History? YES / NO   | Bitten a person? YES / NO                 | People Aggressive? YES / NO |
| Been attacked by another dog? YES / NO   | Shares toys/bed with other dogs? YES / NO |                             |
| Growled, bitten or snapped at someone for approaching their food or toys? YES / NO |   |                             |
| Growled, bitten or snapped at another dog for approaching their food? YES / NO     |   |                             |
| Are you able to remove things/food from your dog's mouth? YES / NO                 |   |                             |

If YES, please describe circumstances \_\_\_\_\_

Has your dog attended dog daycare before? YES / NO If YES, where? \_\_\_\_\_

Has your dog had any formal training / puppy pre-school obedience/good manners training? YES / NO

If YES, please detail where and when \_\_\_\_\_

Basic Obedience (circle all that apply) \_\_\_\_\_ Sit, Stay, Heel, Drop, Drop Stay, Recall (come)

Please detail any other information about your dog that you feel would be helpful or important for us to know?

\_\_\_\_\_

How did you hear about THE HOUND HUTT? \_\_\_\_\_

I certify that I have answered the above questions truthfully, fully and to the best of my ability

**Parent Signature** \_\_\_\_\_

**Parent Name** \_\_\_\_\_

**Date** \_\_\_\_\_

## THE HOUND HUTT CUSTOMER AGREEMENT

THE HOUND HUTT agrees

- To provide a secure, clean & caring environment for your dog
- Your dog will be played with, socialized, rested, and cuddled throughout their stay with THE HOUND HUTT for Daycare or Hounds on holiday
- If your dog is unwell or injured, we will contact you immediately on the phone numbers that you have provided

### **Dog Daycare, Grooming and Hounds on Holiday**

**Please read the terms and conditions below, initial or tick each condition and sign at the bottom if you agree**

\_\_\_ I consent to THE HOUND HUTT taking images, video, or recordings of your pet ("the Images") to be used as a part of our advertising and social media campaign, newspaper, website, flyers, and brochures for daycare, grooming and holiday services. I understand and agree that THE HOUND HUTT own all Intellectual Property Rights, including but not limited to Copyright, in the Images.

\_\_\_ I agree that my dog(s) meets all the requirements to attend THE HOUND HUTT

\_\_\_ I agree to provide a copy of my dog's proof of desexing and annual C3/C5 vaccination certificate and to THE HOUND HUTT staff

\_\_\_ I will not bring my dog(s) if they display symptoms of being unwell e.g. kennel cough; unusually tired; ringworm; recent injury; commenced treatment; surgery; diarrhea; vomiting or coughing

\_\_\_ I will notify THE HOUND HUTT of my dog's current and pre-existing health conditions, allergies, or behaviour issues as soon as I become aware of them but BEFORE my next appointment

\_\_\_ I understand that if my dog is unwell or injured and I am not contactable, I authorize for THE HOUND HUTT staff to take my dog to their preferred vet for treatment (\$50.00 vet transportation fee) and I will pay the full expenses associated with that treatment when I collect my dog. Please advise a value of care you authorize THE HOUND HUTT to arrange with the vet on your behalf in the event we cannot contact you, your spouse, or your emergency contact \$ \_\_\_\_\_

\_\_\_ THE HOUND HUTT and any associated company is not liable for any injury that may arise in my dog because of a current or pre-existing condition

\_\_\_ I will notify THE HOUND HUTT staff if my dog(s) has recently displayed aggressive behaviour towards other dogs or people

\_\_\_ I understand that if my dog shows aggression towards other dogs or staff members at daycare, grooming or holidays, the service may be refused or ceased. I may be contacted and asked to collect my dog immediately. I understand that I will be required to pay for the service, and I will not be entitled to a refund

\_\_\_ I understand that if my dog is aggressive or bites other dogs or staff members, THE HOUND HUTT reserves the right to refuse service and that all bites will be reported to the local authorities as required by law

\_\_\_ I accept all reasonable risk of injury to my dog(s) that may occur in normal activities including feeding, walking, and playing with other dogs

- I understand that THE HOUND HUTT is a crated facility and I accept the risks involved and agree that THE HOUND HUTT is not liable for any injuries or illnesses resulting during my dog's attendance
- I expressly waive and relinquish all claims against THE HOUND HUTT, its employees, and representatives, except those arising from negligence on the part of THE HOUND HUTT
- I understand and agree that THE HOUND HUTT shall not be held responsible for any damage to my property, or that of others, caused by my dog during the period in which they are in its care
- I understand that under no circumstances will THE HOUND HUTT be liable for consequential damages
- I understand that I am liable for any medical care expenses and damages that result from injuries caused by my dog
- In the unlikely event that my dog passes away and I am not contactable, I authorize THE HOUND HUTT staff to do the following: Hold for collation/ Contact Pets in Peace/ Other: please advise: \_\_\_\_\_
- I agree that if my dog arrives with fleas &/or ticks, my dog will be flea bathed & treated accordingly and I will be charged for any expenses including but not limited to, fleas rinse shampoo, capstar tablet, cleaning and disinfecting the facility and additional cost associated with time.
- I understand that THE HOUND HUTT has the right to refuse service to me and my dog at any time for any reason
- I understand that THE HOUND HUTT office hours of operation are 7:00am – 6:00pm for Daycare and I will pick up my dog by 6.00pm or incur a late fee for every 15 minutes (or part thereof) I am late. Dog holidays drop offs and pickups are as negotiated
- In the event the pet is uncollected by close of business and contact cannot be made with the owner or the emergency contact, the local council will be contacted to arrange collection.
- I acknowledge that all fees are to be paid in advance of the service
- I understand that refunds are not offered for early pickup
- I understand that late cancellations (less than 12 hours) and/or no shows for bookings will be charged full fees. Cancellations of contracted dog daycare days will be charged full fees where THE HOUND HUTT are unable to arrange a replacement dog. THE HOUND HUTT is under no obligation to arrange a replacement dog for any daycare cancellations
- I understand if an unpaid balance remains unpaid for 60 days or more, unless another arrangement is made, my HOUND HUTT account will be turned over to a collection agency and that as a result I will be liable for collection costs and attorney fees in addition to the unpaid balance

### **Hounds on Holiday**

- I acknowledge there is a 25% surcharge charged for public holidays and acknowledge the 25% non-refundable deposit that is due when booking my dog's holiday

### **Grooming**

- I understand that Grooming can be a stressful experience for some pets. To ensure the safety and welfare of the dog, the owner (or authorised person) must inform THE HOUND HUTT of the following:
- A heart condition or a pre-existing medical condition, illness, or injury.
  - Recovering from a recent surgery.
  - Is under any form of sedation.

\_\_\_\_ I understand that Dogs with double coats can have problems with their skin and hair occur after a shave down. These include, but not limited to, loss of hair growth, the coat not growing back in the same texture and/or colour, alopecia, bald patches, hyper pigmentation of the skin, darkening of the skin where the coat has not grown back, sun burn, loss of guard hairs and the top layer of coat and regrowth growing in different directions.

\_\_\_\_ In the knowledge that any and/or all the above conditions may occur, I authorise THE HOUND HUTT to shave my double coated dog and agree not hold THE HOUND HUTT responsible for any conditions that occur on my dog.

\_\_\_\_ I understand if there is matting in my dog's coat, THE HOUND HUTT groomers may have to shave your dog's coat extremely short to the skin & they may show signs of skin irritations and sores due to matting, wet undercoat & dirty coat. In addition, because the groomer is working so close to the skin, your dog can be nicked or cut and there is a risk of hematomas forming due to the tension being released from matting removal and Veterinary assistance maybe required after the de-matting process.

\_\_\_\_ I understand the risks associated with de-matting my dog and I release THE HOUND HUTT from any liability associated with the above-mentioned process & any & all problems that may be uncovered &/or occur during the stripping & de-matting process. In addition, should my dog need veterinary care after or during the process, I agree to pay any & all veterinary fees.

\_\_\_\_ I acknowledge and agree that THE HOUND HUTT has an extra charge up to \$50 in addition to the fees for my dog's groom if his/her coat is matted due to the extra time taken and the additional wear on THE HOUND HUTT equipment

\_\_\_\_ I understand grooming fees may change from time to time and additional fees may apply based on the needs and condition of my dog at the time of the current appointment (not necessarily on previous appointments) including but not limited to: Late drop off; Late pick up post notification; additional support to be groomed (age, surgery, anxiety, injury, uncooperative and/or difficult & aggression)

I have read and understood the above terms and conditions and I certify my acceptance for my dog(s)

\_\_\_\_\_ of these terms and conditions by signing below.

Parent Signature \_\_\_\_\_

Parent Name \_\_\_\_\_

Date \_\_\_\_\_