

# New Member Registration Form

Daycare | Boarding | Veterinary Clinic | Water Park | Grooming

## Application Process:

- A completed New Member Application packet must be submitted to PetCoral via email, mail or in person.
- Applications and vaccine records take 24 hours to process. Boarding reservations need to be made with a minimum 24 hour notice.
- All dogs must attend and pass a minimum 4 hour temperament evaluation to participate in daycare. The temperament evaluation is \$15 per dog. Unaltered boarding dogs and dogs not going to daycare do not need a temperament evaluation, but may be required to pass a boarding evaluation.
- All vaccination and alteration records must be kept up-to-date at all times.

**Reservations:** Reservations are *recommended* for daycare, and *required* for all overnight boarding and waterpark guests. There is a 24 hour cancellation notice requirement for all appointments. Failure to notify us will result in a \$10 “no show” fee.

**Age:** Puppies are accepted at any age after their second set of shots. A negative fecal is required for all dogs regardless of age. The Water Park is not recommended for dogs under 5 months.

**Shots/Exams:** Updated vaccines are the responsibility of each dog owner. All dogs must have: Rabies, Leptospirosis, Distemper, Canine Influenza H3N8 or H3N2; Bordetella (a.k.a. kennel cough) must be up-to-date and renewed every six months. The Corona vaccine is *recommended* for all daycare dogs. It is recommended that all vaccines be administered no later than 14 days prior to admission to help ensure that your pet has developed the proper immunity. Written proof of vaccinations is required, and the owner's responsibility to provide. Negative fecal and heartworm tests are required for ALL dogs, within the last 12 months.

**Spay/Neuter:** All female and male dogs must be spayed or neutered to be social. Unaltered dogs over the age of 6 months will be considered non-social, and any unaltered dog that exhibits or causes negative behaviors may be suspended from all services until sterilized. No females in heat will be allowed to attend.

**General Health:** All dogs must be free of communicable diseases for at least 3 months prior to enrollment. Upon enrollment and re-admission all dogs must be free from any condition that could potentially jeopardize other pets. Documented proof of the dog being parasite free is required prior to being able to schedule daycare or boarding services. Please see our health form for additional information.

**Behavior:** Dogs in daycare, boarding, or the water park must not exhibit any aggressive behavior for any reason. Any dog exhibiting undesirable behavior will be safely isolated from the rest of the daycare and will not be allowed re-admission until such behavior has been modified. Private training may be suggested or required. We reserve the right to exclude dogs from any part of our facility that pose a potential risk to the safety of our dogs/staff.

Dogs that are potentially aggressive, in any way, must undergo a "Boarding Evaluation" prior to confirming their reservation. The boarding evaluation is \$15 per dog.

# Scheduling Form PetCoral Resort

New Member Registration Form

**Before your Pet Comes to Daycare:** All dogs are required to have a temperament evaluation. Please read the Application Process on the previous page for information related to the temperament evaluation.

**What to expect if applying for Daycare:** Once you have submitted your dog's application, we will set up an evaluation day. If your dog is accepted into our program, we will confirm your dog's daycare schedule with you and put your dog on the schedule. We like to evaluate our daycare scheduling options at the end of each month.

Our **Daycare Service** hours are 7:00am to 6:00pm Monday through Friday and Saturday from 8:00am to 5:00pm. All dogs must be picked up by the times listed above or additional daycare rates apply. After 6:00pm, a minimum rate of \$10 per 15 minutes or a fraction thereof will be added. If a dog is not picked up by 6:00pm, an additional overnight charge of standard boarding rate plus food is added to the late fees. You should bring your dog's food for his/her stay if they eat during the day. We have premium food available in our retail shop for purchase should you need more or run out. If your dog takes medication, please mark it clearly and write out a time table of when they should receive medication. All medication **MUST** be in the original container and a \$4 administration fee applies.

**What to expect if applying for the Water Park:** PetCoral Resort is accepting applications for our secure Water Park. Dogs must first be evaluated in our daycare before going to the park, but we prefer that your dog be evaluated in both our daycare and in our water park settings.

**What to expect if applying for Boarding:** PetCoral Resort offers Boarding with access to Daycare to a pre-screened group of canines. We highly recommend bringing your own food for your pet to help prevent diarrhea when your dog changes food. PetCoral feeds Hill's Science Diet Sensitive Stomach for dogs without food and there is a daily \$4 charge for feeding our food. Your dog is typically stressed if they are not accustomed to being away for extended periods. As a result of this stress dogs can develop intestinal issues that usually manifest as diarrhea and loose stools. If this occurs our Veterinarian can treat the dog at a minimal cost to the owner. All **Boarding Dogs** must be checked out by noon. If dog is not checked out within 25 hours of the scheduled conclusion of boarding, additional boarding and day care rates apply.

**General Rates:** All 5 day daycare packages need to be used within 30 days from date of purchase. Fifteen day packages expire 60 days after purchase. There are no refunds on unused visits or expired cards. All daycare packages are pre-paid. Half day packages are available in increments of 10 and 20 half days. There is a \$45 fee for returned checks. There is a \$50 deposit on boarding during holidays that is refundable if cancelled a minimum of 7 days prior to the stay.

**Pick-up and Drop-off:** Daycare is open Monday through Friday 7:00am to 6:00pm and Saturday 8:00am to 5:00pm. Drop-off for Boarding is anytime between 7:00am and 4:00pm Monday through

Saturday. Pick-up for Daycare must be done before 6:00pm Monday through Friday and before 5:00pm on Saturday. There is NO pick-up or drop off on Sundays. We are here for the pets, but not open to the public.

Boarding dogs/cats must be picked up by 12:00 noon the day of pick-up or the client will be charged a \$15 daycare charge for the day for the care of the dog.

# Application Form PetCoral Resort

New Member Registration Form

Daycare | Boarding | Veterinary Clinic | Water Park | Grooming

## Pet Parent Information:

Owner Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Email: \_\_\_\_\_ Who is authorized to pick up your pet? \_\_\_\_\_

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

## Pet #1 Information:

Pet's Name: \_\_\_\_\_ Birth date or Age: \_\_\_\_\_

Breed \_\_\_\_\_ Color \_\_\_\_\_ Male / Female \_\_\_\_\_ Spay/Neutered? \_\_\_\_\_

Chip# \_\_\_\_\_ Tattoo# \_\_\_\_\_ Rabies Tag# / Registration# \_\_\_\_\_

Flea control \_\_\_\_\_ Heart Worm Prevention \_\_\_\_\_ Compliant? \_\_Y\_\_ N\_\_

Vet's Name / Clinic \_\_\_\_\_ Vet's Phone \_\_\_\_\_

## General Information:

Favorite Play Activites: \_\_\_\_\_

Is your dog crate trained:      Yes      No

Please rate your dog's current recall (come) abilities (1 is lowest, 10 is highest)

\_\_\_\_\_

Any Medical Condition or allergies

\_\_\_\_\_

Medication your dog is currently on: \_\_\_\_\_

Schedule for Medication: \_\_\_\_\_

What Brand of food are you currently feeding your dog

\_\_\_\_\_ Flavor(s) \_\_\_\_\_

What is your dog's favorite treat(s) \_\_\_\_\_

**Pet #2 Information:**

Pet's Name: \_\_\_\_\_ Birth date or Age: \_\_\_\_\_  
Breed \_\_\_\_\_ Color \_\_\_\_\_ Male / Female \_\_\_\_\_ Spay/Neutered? \_\_\_\_\_  
Chip# \_\_\_\_\_ Tattoo# \_\_\_\_\_ Rabies Tag# / Registration# \_\_\_\_\_  
Flea control \_\_\_\_\_ Heart Worm Prevention \_\_\_\_\_ Compliant? \_\_Y\_\_ N\_\_  
Vet's Name / Clinic \_\_\_\_\_ Vet's Phone \_\_\_\_\_

**General Information:**

Favorite Play Activites: _____
Is your dog crate trained:      Yes      No
Please rate your dog's current recall (come) abilities (1 is lowest, 10 is highest) _____
Any Medical Condition or allergies _____
Medication your dog is currently on: _____
Schedule for Medication: _____
What Brand of food are you currently feeding your dog _____ Flavor(s) _____
What is your dog's favorite treat(s) _____

# Temperament Information Form

New Member Registration Form

Daycare | Boarding | Veterinary Clinic | Water Park | Grooming

Please circle YES or NO after the following questions for DOGS ONLY.

	<u>Pet#1</u>	<u>Pet#2</u>	<u>Pet#3</u>
Has this dog ever shown aggression towards adults or children?	Y N	Y N	Y N
If so, explain _____			
Has this dog ever shown aggression towards large dogs?	Y N	Y N	Y N
Has this dog ever shown aggression towards small dogs?	Y N	Y N	Y N
Has this dog ever harmed cats	Y N	Y N	Y N
Has this dog ever bitten a human or animal?	Y N	Y N	Y N
If so, explain _____			
Is this dog food possessive?	Y N	Y N	Y N
Is this dog toy possessive?	Y N	Y N	Y N
Does this dog exhibit signs of "Separation Anxiety?"	Y N	Y N	Y N
If so, explain _____			
Does your dog bark excessively at strangers or animals?	Y N	Y N	Y N
Does your dog lunge and bark while on leash?	Y N	Y N	Y N
Is your dog on any medications for behavior issues?	Y N	Y N	Y N
Is this dog destructive to objects or furniture?	Y N	Y N	Y N
Is this dog shy?	Y N	Y N	Y N
Is your dog crate trained?	Y N	Y N	Y N
Will your dog bark excessively (more than a few) if crated?	Y N	Y N	Y N
Has your dog shown signs of "marking" territory?	Y N	Y N	Y N
Is this dog known to jump fences? Height? _____	Y N	Y N	Y N
Does your dog have any known fears or other anxieties?	Y N	Y N	Y N
If so, explain _____			
Does your dog have a habit of eating inappropriate items?	Y N	Y N	Y N
What? _____			
Has your dog ever hunted and/or injured a small critter?	Y N	Y N	Y N
Has your dog participated in an obedience class or training?	Y N	Y N	Y N
Where? _____			
Has/Does your dog attend off leash parks?	Y N	Y N	Y N
Are there other dogs in your home?	Y N	Y N	Y N

Please indicate any issues that have arisen or anything else you feel we need to know about your dog in a pack setting or clarifications to the above answers: \_\_\_\_\_

Are there any other issues with regard to temperament or behavior that you would like us to know about or would like to discuss with us? You may use the back of this form for additional information. \_\_\_\_\_

I certify that all of the above answers are true to the best of my knowledge with regards to the above named dog.

Your Signature: \_\_\_\_\_

Date: \_\_\_\_\_

# PetCoral Resort Agreement

Daycare | Boarding | Veterinary Clinic | Water Park | Grooming

1. The Facility agrees to exercise due diligence and reasonable care and to keep the premises sanitary and properly enclosed. All pets are handled or cared for by the Facility staff without liability on Facility's part for loss or damage from disease, theft, fire, death, escape, injury or harm to persons, other pets(s) or property by said pet, or from other unavoidable causes, due diligence and care having been exercised.
2. Should any pet become ill or seem to be in need of medical consideration, the Facility reserves the right to administer aid and/or to use any available veterinarian from PetCoral or the nearest Emergency Clinic. Any expenses incurred shall be paid by the Owner of said pet in addition to other fees incurred for services provided at or by the Facility. As with child daycare, dogs pass along illnesses occasionally that are undetectable as well as hard play that may result in unintentional injuries. PetCoral will make every effort to duly observe play activities as well as notify you should we locate or identify a potential injury or illness as it relates to your dog. PetCoral is not responsible for any veterinary or medical bills as a result of your dog attending our services as detailed in items 1 and 2 above..
3. Owners agree to pay the rate for services in effect on the date their pet is checked into the Facility. No pet will be released until all charges are paid in full. Cancellation fees may be applied for reservations cancelled less than 24 hours prior to a scheduled reservation. Owner shall remain liable for all charges incurred for the care and maintenance of the pet listed on this document. It is expressly agreed that the Facility's liability shall in no event exceed the lesser of the current tangible value of a pet of the same species or the sum of \$200.00 per animal. The Owner further agrees to be solely responsible for any and all acts or behavior of said pet while in the care of the Facility. The Owner of the pet agrees to pay a reasonable attorney fee incurred by the Facility in the collections of any charges for services incurred by the Owner of the pet.
4. Pet must be in good general health and remain current on Rabies, DHPP and Bordetella (Bordetella in last 6months) vaccinations when dropped off for any service provided at or by the Facility. Owner must provide proof of all required vaccinations, when vaccinations are updated, and/or annually. Pet must also be on preventative medication for fleas and ticks, owner must be compliant with medication administration. Pets arriving with fleas and/or ticks may be bathed at Facility's discretion, at owner's expense. Pets that have harmed or shown aggression or threatening behavior to any person or other dog will not be admitted into our care programs. The Facility reserves the right to refuse services or admittance to any dog.
5. Pet will be picked up by Owner or pre-approved Owner's agent by pick up and drop off times. Charges may be incurred, at prevailing rate for late pick up. Any expenses incurred for overnight care including but not limited to additional daycare fees, late charges, and meals shall be paid for by the Owner in addition to other fees incurred for services at or through Facility.
6. Owner agrees that their pet may be videotaped and/or photographed. Owner further agrees that their pet may be used in any and all media and the promotion, advertising, sale, publicizing and exploitation of the Facility.
7. Facility is not responsible for any damage to any additional items you might bring with your dog to our care services. This includes any bedding, bowls, and/or collars/harnesses.

I certify that I have read and understand the rules and regulations set forth on the preceding page and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all terms, conditions and statements of this agreement.

By checking this box I authorize a PetCoral Veterinarian to treat my dog in the case of emergency and to make appropriate decisions, if needed, in my absence. I understand that PetCoral will make every attempt to contact me in an emergency situation, and that this authorization will apply only after attempting to reach me.

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name of Owner  
Application

\_\_\_\_\_  
Staff      Member      Accepting



# Veterinary Appointment Policy

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At **PetCoral Resort and Veterinary**, your scheduled veterinary appointment time is reserved just for you and your pet. We try not to overbook appointment times in order to provide excellent veterinary care and to be sure we have sufficient time to adequately examine your pet and to discuss your pet's condition and treatment options in detail with you.

We will make every effort to accommodate your scheduling needs. In return, we ask that you help us by keeping your scheduled appointments, arriving on time and notifying us a minimum of twenty-four (24) hours in advance if you are unable to do so. When we receive advanced notice of cancellation, we are able to avoid lost revenue and misspent employee time, which keeps our overhead down and our fees reasonable. More importantly, we are able to accommodate other patients needing care. Failure to comply with this policy will necessitate the assessment of the following fees:

- **First missed appointment:** Our staff will call to ensure you and your pet are all right and to reschedule your appointment.
- **Second missed appointment:** You will receive a letter stating this is your second missed appointment and that you have been charged a missed appointment fee (\$45.00)
- **Third missed appointment:** A letter will be mailed informing you that you have now missed three appointments and you have been charged another missed appointment fee (\$45.00)
- **Further missed appointments:** Further missed appointments will require immediate payment of our Standard Fee for Doctor's Visit (\$45). **This fee must be paid prior to scheduling any future appointments.**

**Please sign below that you have read and understand this policy.**

Your Signature \_\_\_\_\_



Date: \_\_\_\_\_

# Water Park Waiver Form

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Daycare | Boarding | Veterinary Clinic | Water Park | Grooming

Dear Customer,

Here at PetCoral we have all the amenities to make your dog's stay with us a wonderful adventure. While boarding and in daycare, your dog will have the opportunity to enjoy our "Bad to the Bone" doggie swimming pool. The pool is approximately Three (3) feet deep and has sloped entry at both ends. We invite you to take a look at the pool, and if you want your dog to enjoy the sun and fun of the swimming pool, please sign the authorization form below:

I, \_\_\_\_\_ hereby authorize PetCoral to allow my dog the use of the swimming pool during my pet's stay at PetCoral, in consideration to which, I expressly assume all risk of injury and/or death to my dog while using the swimming pool and I release the owner of PetCoral, and its members, officers, employees, agents and all other their parties of and from any claim, loss, liability, damage or expense, including without limitation, and claim or injury of death sustained by my pet resulting from or arising out of my dogs use of the swimming pool. PetCoral may rely on my representation that my dog is able to swim. I understand that there is an inherent risk in my pet being allowed in the swimming pool and therefore I agree that this release include claims arising from negligence or strict liability or from violation of any applicable safety codes or regulations affecting the use of the swimming pool. This waiver and release shall remain in effect for each visit of my dog to Pet Coral, unless revoked by me in writing.

I, \_\_\_\_\_ decline PetCoral to allow my dog the use of the swimming pool during my pet's stay at Pet Coral.

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Customer Signature

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Date

# Credit Card Charge Authorization Form

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## Optional Information

### (For Daycare, Boarding, Veterinary Clinic, Water Park and Playground)

This form will only be used in the event your dog requires emergency veterinarian services OR in the unlikely event you do not return for your dog. Credit card information is completely optional.

Your full name: \_\_\_\_\_

The name on the card: \_\_\_\_\_  
(Only if different from above)

Credit card number: \_\_\_\_\_

Credit card expiration date: \_\_\_\_\_

Credit card billing address: \_\_\_\_\_  
(The address where you receive this credit card's statements)

Would you like this form returned to you at check out?     Yes  No

By signing this form, I authorize PetCoral to charge my credit card for boarding, daycare, or other requested services such as grooming in the event I do not return to claim my dog on the scheduled pick up date.

In addition, I also authorize the use of my credit card should my dog require emergency veterinarian services at PetCoral or an emergency clinic in my absence.

Your email address: \_\_\_\_\_

Your signature: \_\_\_\_\_

Date: \_\_\_\_\_