



## Welcome!

Thank you for coming to visit us, and spending time to understand the service we offer in our outdoor facility. We would personally like to thank you for choosing to join the Mocha and Maisy Playschool, which is just rebranded to The Doggy Playschool Company Limited..

Our Playschool has become a 5\* rated business within the doggy day care community. All employees of Mocha and Maisy are DBS checked, have Canine First Aid training and we only choose very experience playleaders, who demonstrate a solid background in some form of canine discipline; *but we go further*; we train all play leaders to Ofqual level Care, Behaviour and Welfare, then playleaders have an opportunity for ongoing education courses.

### A few T & Cs to point out:

We ask you to pay for your place over the year, which secures your dog's ongoing care. If you can't attend for any reason, (sickness, holidays etc) that's fine...we'll keep your spot as long as you continue to pay for it.

At the Doggy Playschool don't put our highly experienced and trained playleaders on Zero hour contracts, we simply wouldn't get them to stay! so we continually pay our staff whether you attend or not. This allows us to guarantee our members a consistent level of high-quality service, when looking after and protecting your dogs throughout the year. You could say, we operate just like a private children's nursey, paying to secure your Childs place per year.

I invite you to read the T & Cs so you can see your termination clause and sickness policy's etc to help you.

On the days our playschool must close, due to extreme weather, we offer a 'Home Pop in Service' morning and afternoon, so you can rest assured your dog is looked after safely in extreme weathers, as long as our vans can reach you.

Please find enclosed your enrolment pack to read through, sign and return prior to our service commencing and if you have any questions, please don't hesitate to contact us; 07415 765536 or 07398 487819.

Enclosed for your attention:

1. Registration Form
2. Key/Code release form
3. Vet release form
4. Enrichment Plan
5. Payment plan explained and bank details

Mocha and Maisy and the team. 



**Client Registration**

Subject to and acceptance of The Doggy Playschool Terms and Conditions of service

Name				
Address				
Email				
Telephone	Mobile / Main	Home	Work	Emergency
Membership Plan	<p>Number of days per week</p> <p>MONDAY / TUESDAY / WEDNESDAY / THURSDAY / FRIDAY</p> <p>Full Day sessions</p>			

**Your dog (s)**

Dog's name (s)	Breed (s)	Age Gender Neutered M/F Y/N	Fitness level
1.	1.	1.	1.
2.	2.	2.	2.
Specific instruction / information Health issues, special dietary requirements:			
Administer medication (oral / other):	Yes (if required) No		



# THE DOGGY PLAYSCHOOL

COMPANY LTD

<p>Behaviour: e.g. good, confident, well-mannered anxious / fearful (separation, other dogs / animals / anything new / change of routine / travel) noise</p> <p>Commands e.g. stay, sit, come, toilet etc: Sit, Wait (same as stay), Come, Middle, Down, Busy (for toilet), Heel, Leave it, Stand, Up, Off, Press and Spin, find it.</p>	
<p>If no, please specify, continue on separate sheet if necessary: List below are examples and are not limited to: shows aggression (owner / stranger / other dogs) predatory / chasing (livestock, other dogs, small animals)</p>	
<p>Birthday date(s)</p>	
<p>Any recent injury / operations:</p>	
<p>Any scares /old injuries we should be aware of:</p>	
<p>Likes: e.g. favourite treat, toy, past-time</p>	
<p>Consent for use of photographic material for use on website / social media</p>	
<p>Disclosure of any control orders, breaches or prosecution; historical or current</p>	

# THE DOGGY PLAYSCHOOL

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Registered Veterinary Practice Name of specific vet	
Address	
Telephone	
Pet Insurance company and Insurance account ID	
Dogs Microchip ID	
Can we speak to your vets in an emergency on your behalf	
Can we use The Doggy Playschool at Kemble, associated Vets practice, if you vets are unable to attend	
Date of last worming	
Date of next vaccination	

I confirm that I have answered all questions truthfully and have not withheld any relevant information.

I understand that non-disclosure of information may affect future service provision and negate The Doggy Playschool Company Limited liability insurance:

**Your Signature:** ..... **Date:** ..... **Dogs Start Date:**

.....



## Key/Security box Release Entrustment Form

**At M&M Kemble, we would prefer a secure security box to access your house keys. However, we can take a key if required and need 3.**

**Authorisation for** The Doggy Playschool Company Limited employees to access the property of:

Client name:

Of

Address:

Confirms the release of the following key(s) / access code to key box / security device code to [Your business name] for the purpose of access to carry out [dog walking] [house sitting] [pet sitting] services as agreed:

Front door Qty	Back Door Qty	Gate Code	Security access code

The following conditions apply:

- The key(s) / access code to key box / security device code will not be used for any access to the property other than that agreed to by all parties.
- The key(s) / access code to key box / security device code will always be retained in the possession of The Doggy Playschool Company Limited and/or its employees, will not be loaned, duplicated, transferred or released to any third parties.
- The Doggy Playschool Company Limited accepts responsibility for the cost of replacement keys/cards, rekeying locks and any associated damage or losses should the keys be lost, stolen or misused while in my possession.
- Keys or fobs will not be annotated with the client's name or address for security purposes.
- The Doggy Playschool Company Limited and / or employees / volunteer staff are indemnified and held harmless of any key / entry related occurrences or damage to property if other third parties also have access to your home.
- Keys will be returned by hand at the end of the contract or within [7] days if requested to do so.
- Keys are kept in a locked safe, in the secure home(s) of the M&M employees.

Signed by owner: Date:

Signed on behalf of the Doggy Playschool  
Company Limited:

Date:



## Veterinary Release Form

**Authorisation for** The Doggy Playschool Company Limited and their employees.

I ..... authorise the attending veterinarian to treat my pet/s as listed below and I accept full responsibility for all fees and charges incurred in the treatment of my pets.

The Doggy Playschool Company Limited is authorised to transport my pet/s as listed below to and from the veterinary clinic for treatment or to request "on site" treatment if deemed necessary. The business will endeavour to contact me as best they can but in case of emergency and I am unable to respond the Mocha and Maisy Kemble shall act on my behalf to authorise treatment excluding euthanasia.

Name				
Address				
Email				
Telephone	Mobile / Main	Home	Work	Emergency

Dog's name (s)	Breed (s)	Age	Known medical condition/s
1.	1.	1.	1.
2.	2.	2.	2.
3.	3.	3.	3.

Signed by owner:

Signed on behalf of The Doggy Playschool Company Limited

Date:

Date:



# ENRICHMENT PLAN

We take time to get to know every dog personally, so we understand your dogs' behaviours and characteristics.

**Like us humans, dogs also want time and space** to just be dogs for a little while. To run around with their buddies, talk about how weird we are and just connect with their true doggy selves.

We provide structure play each day and are never unattended

- **Happy** – Our main aim is to ensure your beloved dog always has a waggy tail and a fun experience amongst their newfound friends.
- **Socialised** – The key to a happy dog is plenty of contact with humans as well as other dogs allowing them to form comfortable bonds wherever they go.
- **Confident** – Confidence is so important throughout a dog's life; socialisation and friendships will be a constant just as they need. We provide this consistency for your dog each and every day.
- **Family** – Every dog amongst the Mocha and Maisy team will be considered as family with plenty of love, affection and cuddles.

Our daily programme will consist of a rotation on each play zone of 45/60 minutes to give each dog a different experience and sensory zone to explore.





## Payment plan

As outlined in the T & Cs and the website, The Doggy Playschool Company Limited is a membership scheme with a 1 session per week minimum entrance level membership program.

The Doggy Playschool Company runs for 51 weeks in the year and as such calculates all payments based on 51 weeks a year. Christmas week is taken off.

### Example of monthly fee structure

1 full day session per week £35 = 51 weeks x £35 = £1,785 per year / over 12 mths = £178.50 (inclusive of VAT) per month fee

2 Full day sessions per week £68 = 51 weeks x £34 = £3,468 per year / over 12 months = £346.80 (inclusive of VAT) per month fee

We require a £60 membership fee and then a Standing Order set up for the monthly fee depending on the membership requirement of 1 – 5 days a week.

### Bank Details

**Account :** The Doggy Playschool Company Ltd

**Account Number:** 11292917

**Sort Code:** 08-71-99

**Reference** for your Standing Order / Direct Debit should be your **dog's name please**