



Dear Dog Owner,

Thank you for considering DogTropolis Doggy Daycare, to provide daytime exercise, companionship and love for your best friend!

Enclosed you will find the client packet which includes a Client Information and Release form, a Canine Profile form, information regarding our policies and The Realities of Daycare for Dogs. Please take the time to complete the Information, Release and Canine Profile forms. The information you will provide on these forms is extensive and will help us understand the needs of your dog. **Please call us at (216) 291-0605 to schedule a meet & greet with your dog, when all forms are complete.** The forms must be completed in their entirety before your meet & greet appointment. This includes getting your dog's medical information. Which you may have your vet FAX to us at: 216-383-2929

As part of the meet & greet process, you will be asked a series of questions regarding your paperwork, afterwards, your dog will introduced into our daycare group with a limited number of dogs within the early hour immediately after we open in the morning. We need to see how comfortable, or uncomfortable your dog is with multiple dogs in our setting. Since this is an important process to your dog being accepted into the daycare program, we ask that you not schedule your meet & greet on a day that your dog has been groomed or had a veterinary appointment prior.

Please note that your dog must do well on their trial daycare day with us, in order to stay for the day and/or to return for future visits. This is at the daycare owner's discretion, meaning, your dog must interact well with others in the daycare group based on the owner's discretion.

We want your dog to have a pleasant experience here, and safety is of our utmost concern for your dog, as well as, other dogs in the group.

Again, I thank you for considering DogTropolis. I look forward to meeting you and your dog!

Sincerely,

Connie M. Karlowicz  
Owner, DogTropolis



## Medical and Behavioral Requirements

All dogs must meet the following criteria to be accepted into DogTropolis Doggy Daycare.

- **3 months of age and older**
- **Spayed or neutered (6 months and older)**
- **Physical exam-required annually**
- **Current on all vaccinations**
  - **DA2PP**(Distemper/parvo combo) required at least every 3 years puppies boosted 1year after 1<sup>st</sup>series
  - **Rabies**, required every 3 years, puppies under 1 year old must be boosted 1year after 1<sup>st</sup>vaccination
  - **Lepto** Vaccine
  - **Bordatella (Kennel Cough) required every 6 months**
  - **Negative fecal test required** annually or as needed
  - **Negative heartworm test** required annually
  - **On flea preventative year round:**  
acceptable products are Frontline, Advantage or Revolution
  - **On Heartworm preventative year round**
  - **CIV** ( Canine Influenza Virus )
  - **Successfully complete a trial day in the dog daycare group**

**It is our goal to make your dog's visit enjoyable while attending DogTropolis by providing exercise, companionship and love. To help ensure both the health and safety of your pet, the above requirements are strictly enforced.**



## Prices

### Daycare:

- **Full Day** of daycare (over 6 hours) **\$28.00**
- **Half-Day** of daycare (6 hours or less Mornings only) **\$20.00**

### Late Fees:

- Late pick up \$2.00 per minute after 7:00 PM

### Daycare Packages:

- **10 Full Days** Package **\$280.00** ( Buy 10 Days, get 1 FREE ! )
- **10 Half Days** Package **\$200.00** ( Buy 10 Days, get 1 FREE ! )
- **20 Full Days** Package **\$560.00** (Buy 20 Days, get 3 FREE ! )
- **20 Half Days** Package **\$400.00** ( Buy 20 Days, Get 3 FREE ! )
- Our House Dry Dog Food \$1.00 per feeding per cup ( if we need to provide food for your dog )

### Overnight Boarding:

We provide overnight boarding 7 days a week at DogTropolis, including holidays.

**There are no drop off or pick up times on holidays.**

**Cost: \$28 per day M-Sun., including holidays, \$15 per night for overnight boarding = \$43 total per day**

**Your dog must be pre-screened for daycare** (our Meet & Greet process) and fill all criteria for daycare prior to boarding overnight; your dog will be in daycare during the day while at DogTropolis and will be in a kennel during nap-time and overnight hours.

**Please bring food for your dog and label it with your dog's name.** You may bring a blanket and/or bed/comforter along with toys for your dog, however, we will not place any bones, rawhides or rope toys etc...with your dog in his/her overnight kennel, only a KONG with treats and/or peanut butter to keep your dog busy.

**Reservations are required for overnight boarding.**



**Client Information**

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

Address: \_\_\_\_\_  
*StreetAddress* *Apt./Unit*

City/State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ WorkPhone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Individuals authorized to pickup dog(s): \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Emergency Contact: (do not include veterinarians name)

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Dog Information**

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ DOB: \_\_\_\_\_

How long have you owned this dog?: \_\_\_\_\_ Specials Medications? : \_\_\_\_\_

Special Instructions: \_\_\_\_\_

|                                     |                          |                          |               |
|-------------------------------------|--------------------------|--------------------------|---------------|
| Spayed/Neutered?                    | Yes                      | No                       | Male / Female |
| Is your dog allowed to have treats? | <input type="checkbox"/> | <input type="checkbox"/> |               |
|                                     | <input type="checkbox"/> | <input type="checkbox"/> |               |

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Dog's Medical Information/Records**

Owner's name: \_\_\_\_\_ Dog's Name: \_\_\_\_\_

Veterinarian's Name: \_\_\_\_\_ Hospital's Name: \_\_\_\_\_

Hospital Phone: \_\_\_\_\_ Hospital Fax: \_\_\_\_\_

Please have your Veterinarian Fax your dog's records to our **FAX: 216-383-2929**

Medications:

\_\_\_\_\_

Known Allergies:

\_\_\_\_\_

Does the dog have any restrictions on activities or movements? If yes, please describe:

\_\_\_\_\_

\_\_\_\_\_

In the event of an emergency, Dogtropolis has my permission to transport my dog \_\_\_\_\_  
To the above named Veterinarian. If the event/emergency is life threatening, or the above veterinarian is  
unavailable, the dog will be taken to Great Lakes Emergency Veterinary Clinic. All payment  
arrangements will be made between the dog owner and the treating veterinarian.

The above medical information is true to the best of my knowledge.

Owner's Signature: \_\_\_\_\_ Date: \_\_\_\_\_



**Dog's Profile**

Client Name: \_\_\_\_\_ Dog's Name: \_\_\_\_\_

How long have you had your dog/from where? \_\_\_\_\_

If your dog is adopted, do you have knowledge of your dogs' past? Yes  No

If yes, please describe: \_\_\_\_\_

\_\_\_\_\_

How does your dog behave around children, adults (male and female)?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you have other animals in your home? Yes  No

If so, please list:

| <u>Species</u> | <u>Breed</u> | <u>Age</u> | <u>Altered</u> | <u>Sex</u> |
|----------------|--------------|------------|----------------|------------|
| _____          | _____        | _____      | _____          | _____      |
| _____          | _____        | _____      | _____          | _____      |
| _____          | _____        | _____      | _____          | _____      |
| _____          | _____        | _____      | _____          | _____      |

Describe how your dog gets along with the other animals in your house: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



**Behavioral Profile**

Please note, acceptance or denial into Dogtropolis Doggy Daycare is not dependent on any single answer to any of the following questions. The owner evaluates each application as a whole and factors in many issues in a determination of placement.

Please check the following behavior issues that apply to your dog:

|                   | YES                      | NO                       |                    | YES                      | NO                       |
|-------------------|--------------------------|--------------------------|--------------------|--------------------------|--------------------------|
| Chews excessively | <input type="checkbox"/> | <input type="checkbox"/> | Runs away          | <input type="checkbox"/> | <input type="checkbox"/> |
| High Jumper       | <input type="checkbox"/> | <input type="checkbox"/> | Dog Aggressive     | <input type="checkbox"/> | <input type="checkbox"/> |
| Toy Possessive    | <input type="checkbox"/> | <input type="checkbox"/> | Food Aggressive    | <input type="checkbox"/> | <input type="checkbox"/> |
| Cat Aggressive    | <input type="checkbox"/> | <input type="checkbox"/> | People Possessive  | <input type="checkbox"/> | <input type="checkbox"/> |
| Digs              | <input type="checkbox"/> | <input type="checkbox"/> | Unruly             | <input type="checkbox"/> | <input type="checkbox"/> |
| Shy               | <input type="checkbox"/> | <input type="checkbox"/> | Stool eater        | <input type="checkbox"/> | <input type="checkbox"/> |
| Picky eater       | <input type="checkbox"/> | <input type="checkbox"/> | Jumps Up           | <input type="checkbox"/> | <input type="checkbox"/> |
| Barks Excessively | <input type="checkbox"/> | <input type="checkbox"/> | Escapes            | <input type="checkbox"/> | <input type="checkbox"/> |
| Does not obey     | <input type="checkbox"/> | <input type="checkbox"/> | Separation Anxiety | <input type="checkbox"/> | <input type="checkbox"/> |
| House soils       | <input type="checkbox"/> | <input type="checkbox"/> | Non-submissive     | <input type="checkbox"/> | <input type="checkbox"/> |
| Overly submissive | <input type="checkbox"/> | <input type="checkbox"/> |                    |                          |                          |

Has your dog been in daycare before? \_\_\_\_\_

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

Do visitors bring their dog to your home? If yes, how does your dog react? \_\_\_\_\_

How does your dog react to strangers coming into your home or yard? \_\_\_\_\_

Are there any kinds of people your dog automatically fears or dislikes? \_\_\_\_\_

Are there any kinds of dogs your dog automatically fears or dislikes? \_\_\_\_\_

How does your dog react to puppies? Older dogs? \_\_\_\_\_

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

How does your dog act when you come home at the end of the day? \_\_\_\_\_

How does your dog show he / she is happy? \_\_\_\_\_

How does your dog react to other dogs approaching when you're on a walk? \_\_\_\_\_

On Lead: \_\_\_\_\_

Off Lead: \_\_\_\_\_

How many times a week is your dog walked? How long are the walks? \_\_\_\_\_

Does your dog jump on people, if so, when? Does your dog growl at people, if so, when? \_\_\_\_\_

Has your dog ever bitten any person or dog? If so, what were the circumstances? \_\_\_\_\_

Has your dog ever jumped a fence? If so, how high was the fence? \_\_\_\_\_

Does your dog frighten easily? \_\_\_\_\_

Have you ever tried taking food or toys away from your dog? If so, what happened? \_\_\_\_\_

Has your dog ever had off leash play time with other dogs? \_\_\_\_\_

Does your dog prefer male or female dogs? \_\_\_\_\_

What type of play does your dog prefer with humans and with other dogs? \_\_\_\_\_

Has your dog had any formal obedience training? If so, where and when? \_\_\_\_\_

What commands does your dog know? \_\_\_\_\_

Does your dog know any hand commands? If so, what? \_\_\_\_\_

Does your dog have a command for? If so, please write your command:

|          | YES                      | NO                       | COMMAND |
|----------|--------------------------|--------------------------|---------|
| Quiet    | <input type="checkbox"/> | <input type="checkbox"/> | _____   |
| Play     | <input type="checkbox"/> | <input type="checkbox"/> | _____   |
| Bathroom | <input type="checkbox"/> | <input type="checkbox"/> | _____   |
| Settle   | <input type="checkbox"/> | <input type="checkbox"/> | _____   |



Does your dog have any problems in the following areas? If so, please describe:

|   | YES                      | NO                       |                   | YES                      | NO                       |
|---|--------------------------|--------------------------|-------------------|--------------------------|--------------------------|
| Mouthiness  | <input type="checkbox"/> | <input type="checkbox"/> | Barking           | <input type="checkbox"/> | <input type="checkbox"/> |
| Digging   | <input type="checkbox"/> | <input type="checkbox"/> | Housetraining     | <input type="checkbox"/> | <input type="checkbox"/> |
| Ignoring Commands   | <input type="checkbox"/> | <input type="checkbox"/> | Loud Noise        | <input type="checkbox"/> | <input type="checkbox"/> |
| Fast Motion   | <input type="checkbox"/> | <input type="checkbox"/> | Being Petted      | <input type="checkbox"/> | <input type="checkbox"/> |
| Being restrained  | <input type="checkbox"/> | <input type="checkbox"/> | Being bathed      | <input type="checkbox"/> | <input type="checkbox"/> |
| Being brushed   | <input type="checkbox"/> | <input type="checkbox"/> | Being grabbed     | <input type="checkbox"/> | <input type="checkbox"/> |
| Being punished  | <input type="checkbox"/> | <input type="checkbox"/> | Being rolled over | <input type="checkbox"/> | <input type="checkbox"/> |
| Paws touched  | <input type="checkbox"/> | <input type="checkbox"/> | Nails cut         | <input type="checkbox"/> | <input type="checkbox"/> |
| Mouth looked at   | <input type="checkbox"/> | <input type="checkbox"/> | Tail touched      | <input type="checkbox"/> | <input type="checkbox"/> |
| Having valued objects taken away (bones, rawhides, toys, etc) |                          |                          |                   | <input type="checkbox"/> | <input type="checkbox"/> |
| Explanation   | _____                    |                          |                   |                          |                          |

\_\_\_\_\_  
\_\_\_\_\_

Please use the space below to tell us anything else you would like us to know about your dog: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do we have permission to use photographs of your dog for newspaper, website, flyers or brochures?

Yes \_\_\_\_\_ No \_\_\_\_\_

Signature \_\_\_\_\_

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



## Hold Harmless Agreement

Dogtropolis Doggy Daycare is equivalent to the owners, employee(s), representative(s), or any other person(s) affiliated with Dogtropolis shall here in be referred to as Dogtropolis.

By signing this form, you or your representative(s) (print your name) \_\_\_\_\_ shall here in after be referred to as "**Client,**" and agree not to hold Dogtropolis liable for any injuries to your dog \_\_\_\_\_ (print your dog's name) while in the care of Dogtropolis. You also affirm that your dog has not harmed any person or dog, and is in good health with no communicable diseases.

Your signature also affirms the following:

1. Your dog is not a "dangerous dog" or "vicious animal" as described by attached description on page 11.
2. You understand that you may be held liable and fully financially responsible for any harm or damage that is caused by your dog.
3. Dogtropolis is not financially responsible for any harm or damage to your dog from any problem arising from your dog's attendance at Dogtropolis.
4. Your dog will be dealt with a manner compatible with Dogtropolis guidelines and/or at the discretion of the Dogtropolis staff.
5. Copies of Medical Records will be kept current and forwarded to Dogtropolis within 30 days of your dog's most recent veterinarian visit.
6. Dogtropolis may refuse admission or readmission of any dog solely on their discretion.
7. I understand that my dog, as well as all other dogs attending Dogtropolis, may be unpredictable. I hereby assume all risks involved in myself and my dogs attendance at Dogtropolis. I further release and agree to defend, indemnify and otherwise hold harmless Dogtropolis, its director, officers, employees, and their agents, associations, or partnerships from any and all claims arising out of my dog's conduct or any damages or injuries caused or sustained by my dog or myself.
8. This Agreement is in effect and shall apply indefinitely and during the course of each and every visit and/or my dog make to Dogtropolis Doggy Daycare.
9. I understand that this agreement may be changed at any time, and I may be asked to sign a revised agreement. I also understand that while I am not under any obligation to sign such an agreement, my dog maybe subsequently denied admission to Dogtropolis Doggy Daycare.

Although we watch the dogs carefully, and **do not** take aggressive dogs, daycare can be hazardous due to all of the dogs playing together. They get rambunctious at times and we cannot be held responsible for injuries that may occur. Medical fees incurred from a Vet Clinic for the care of your dog while s/he is at Dogtropolis ( for an injury or illness) will be your sole responsibility, as the dog's owner.

By signing this form, you acknowledge that you understand and accept the terms and conditions set forth by this agreement.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Client Name: \_\_\_\_\_

Dogtropolis Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Name: \_\_\_\_\_



At DogTropolis, we believe an exercised dog is a happy, better behaved dog, regardless of breed. We do not breed discriminate; all dogs must pass the identical temperament test and dog to dog introduction as part of your admittance into our daycare program. With that in mind, we felt it necessary to refer to the Ohio Revised Code regarding a “Dangerous Dog” or a “Vicious Dog” to clarify the type of dogs that are not suitable for our daycare program. While the Ohio Revised Code is not rewritten in its entirety, we have written those codes applicable to our program.

- (1)(a) “Dangerous dog” means a dog that, without provocation, and that has not been trained to assist law enforcement officers in the performance of their legal duties, has chased or approached in either a menacing fashion or an apparent attitude of attack, or has attempted to bite or otherwise endanger another person, while that dog is off the premises of its owner, keeper, harbinger, or some other responsible person, or not physically restrained or confined in a locked pen which has atop, locked fenced yard, or other locked enclosure which has atop.
- (2) “Menacing fashion” means that a dog would cause any person being chased or approached to reasonably believe that the dog will cause physical injury to that person.
- (3) “Vicious dog” means a dog that, without provocation, meets any of the following:
  - (i) has killed or caused serious injury, to any person;
  - (ii) has caused injury, other than killing or serious injury, to any person, or has killed another dog.
- (4) “Without provocation” means that a dog was not teased, tormented, or abused by a person, or that the dog was not coming to the aid or the defense of a person who has not engaged in illegal or criminal activity and who was not using the dog to carry out such activity.



## Policies

### Reservations

- Reserve your dog's visit as far in advance as possible. Space is on a first-come, first-serve basis, so it pays to plan early. It also helps if you have set days (i.e., every Monday, Wednesday, Friday, etc.). If you have set days, you need to let us know at least 24 hours in advance of any schedule changes or you will be charged for missed days.

### Cancellations

- There is a 24-hour cancellation policy for overnight boarding. If you cannot make a scheduled boarding reservation, please notify us **24 hours in advance or you will be charged for the boarding visit. If you set up reoccurring reservations for daycare ie. every Monday, Wednesday and Friday or other similar schedule and do not call us to cancel if you cannot make you daycare appointment, you will be charged for the day ( either by us creating an invoice for that day or if you have "package" days, we will deduct 1 package day )**

### Feeding and Medication

- **We will feed and/or medicate your dog at no charge**, just provide us with that day's supply (labeled with your dog's name, your last name and AM/PM and or times) at each visit.

### Sick Dogs

- If your dog is sick, please take them to the vet. We reserve the right to refuse a visit if your dog arrives sick or flea-infested. If your dog gets sick while here, we will either quarantine the dog until you can pick him or her up, or we will take the dog to Great Lakes Emergency Vet Clinic if we deem it necessary. You will be responsible for any charges that occur for any necessary medical care.

### Pick-Up

- Please leave alternate pick up instructions.
- **Please be prompt about picking up your dog at the end of the day. Our late fee is \$2/per minute after 7:00 P.M.**
- If you are late picking up your dog 3 times in a 6 month period, we will terminate your agreement with Dogtropolis Doggy Daycare.



## **The Reality of Doggy Day Care**

Dogtropolis Doggy Daycare exists because we love dogs and we respect their individuality and their limitations. It is our goal to provide a safe, clean environment for your dog to play and we will always treat your dog as if it was our own (and ours are spoiled!).

Dogtropolis Doggy Daycare was created to provide a fun and healthy environment for dogs. The Dogtropolis staff is trained to supervise the dogs in a controlled environment to assist in their play. Dog daycare, much like daycare for children, presents certain risks and realities of dogs in group care. Our goal is to minimize these risks, however, please be aware of some of the risks that are outlined below.

### **DOG HEALTH ISSUES WHILE IN DOGGY DAYCARE:**

Just like kids in day care, dogs in play care are susceptible to whatever bug is going around. While standard yearly vaccines are excellent in protecting dogs against the most serious diseases like parvo, distemper, and rabies, large gatherings of canines will come up with an occasional case of kennel cough or giardia. Your dog is at increased risk of catching communicable canine health issues when socializing or coming into contact with other dogs. Dogtropolis takes great diligence in minimizing health and safety risks; our clients must acknowledge a modicum of health risk.

Kennel cough or bordetella is the most frequent visitor to dog daycares. It's the dog version of the flu that usually manifests as a deep froggy cough... usually when they first wake up or directly after exercising or barking. They may cough up white foamy mucus and be listless. Your dog can catch kennel cough at the dog park, dog daycare, walking around the neighborhood or even at the vet. It is a highly contagious, airborne virus and healthy dogs that show no symptoms can sometimes spread it. We recommend the bordetella vaccine on a twice a year basis and have found this to be a successful way to keep kennel cough at a minimum. Most dogs only get kennel cough once in their lifetime, similar to people with chickenpox.

Please quarantine all bordetella cases for 15days—thiswill ensure that your dog's playmates won't come down with it too. Please help us keep the pack in tip top health!

There are a number of great products that quickly eliminate fleas, and all Dogtropolis dogs are required to be on flea preventatives year round. NO flea collars, however, as they can be toxic if bitten or chewed.

Dogs can get worms while inspecting each other's body parts (butts are usually favorites) or from direct contact, like eating other dog's poop. Our crew is diligent about quickly cleaning dog waste, and if we see that a dog has worms, we will isolate him and contact the owner immediately to let them know. Once wormed, a dog should stay home for at least a week to give the dead parasites time to get out of their system.

Giardia is much more prevalent after it has rained, and living in Cleveland, we are destined to have our pets exposed to it at some point. It is a protozoan parasite that may give your dog bloody diarrhea and/or bloody vomit. It often appears as though your dog is bleeding internally. It smells nasty, and you should get your dog to the vet ASAP as this can cause severe dehydration and may weaken your dog.

Coccidia is another water related parasite with similar symptoms, although not quite as severe. Your vet can treat both of these, and most dogs recover quickly with the right medical attention.

These are common bugs that dogs transfer from time to time. If you suspect that your dog has ANY of these, PLEASE KEEP THEM HOME! It's not fair to expose the other dogs to this.

### **DOGGY DISAGREEMENTS**

Dogtropolis Doggy Daycare is diligent about play ground rough housing and our strict temperament screening, to give you a peace of mind that your dog is properly supervised while in our care. We believe that the benefits of dog daycare far exceed the downfalls, and that's why we love what we do. We implore all new clients to "know thy dog" and help us anticipate and avoid problem dogs and problem behaviors.

### **INJURIES**

Dogs play with their teeth; they grab each other by the neck, nibble on tails and paws, and steal toys from each other. Therefore, injuries, including nicks, scrapes, and puncture wounds will occasionally happen. The employees are trained to anticipate any problems and to break up excessively rough play as quickly and safely as possible.

### **DOGGY TIME-OUTS**

Dogs, like children, often need a little "quiet time" in order to settle down. Dogtropolis was designed with a "Doggy Time-Out" area to meet this need. This 500 sq ft fenced in area is utilized in a variety of ways.

For Dogs who routinely become overly excited when they come to daycare, or for dogs who become overly excited while playing. This area may also be used for overly tired and "cranky" dogs to rest.

### **ILLNESS**

Dogtropolis Doggy Daycare makes every effort to insure the safety and health of all dogs in daycare. Medical records for all dogs are kept on file to ensure that:

1. Dogs have had a thorough health exam in the last year.
2. Dogs are current on all required vaccinations.
3. Dogs are on an appropriate heartworm and flea preventative.

In addition to these requirements, we ask all owners to closely monitor their dog's health and please keep them at home if they are not feeling well. The Dogtropolis staff has been trained to identify dogs that may not be feeling well and will separate such dogs from the group until they can be sent home.

### **STINKY DOG SYNDROME**

For some dogs, the essence of a good time is to become stinky, and therefore, being stinky is inevitable outcome of play. Your dog may be drooled or slobbered upon by their dog friends. Also, some dogs enjoy rolling in stuff that is less than pleasant to smell. Daycare Staff will clean messes as quickly as possible to try to prevent such a situation. If it is not possible to clean a dog without giving a bath, we make every effort to contact you for permission to fully bathe your dog at our expense