

# Overnight & Daycare Services Agreement & Risk Disclosure



- 1) I agree to my dog(s) being cared for at Pampered Pup'z, at my request, and without further written consent. My dog(s) is in good health (no open wounds, infections, stitches, illnesses, etc.) and have not harmed or shown aggressive behavior to any other dog(s) or human(s).
- 2) I understand my dog(s) must PASS a pre-scheduled temperament assessment before participating in daycare and boarding. I understand that after passing, my dog(s) must complete a minimum of two daycare days before boarding. Boarding too soon after a temperament assessment may cause extra stress and make my dog's stay unsuccessful. I understand that during my dog's attendance at Pampered Pup'z, he/she will be interacting and socializing with other dogs. Initials: \_\_\_\_\_
- 3) I understand that I am responsible for any harm caused by my dog(s) while attending Pampered Pup'z, be it to a staff member, another dog, or the facility. Initials: \_\_\_\_\_
- 4) I understand that Pampered Pup'z is required to follow Lake County Animal Care and Control guidelines for bite reporting.
- 5) I recognize in daycare that there are inherent risks of illness and injury with animals in this type of environment. Such risks include, without limitation, problems resulting from rough play, i.e., scrapes, scratches, punctures, etc. and contagious illnesses, i.e., upper respiratory illness, giardia, canine flu, fleas, worms, puppy warts, etc.
  - a.) I understand and agree that Pampered Pup'z and their staff will not be held liable for any illness, injury, and/or liability arising from my dog's attendance at Pampered Pup'z. Initials: \_\_\_\_\_
- 6) I understand and agree that any issues which develop with my dog(s) will be treated as deemed best by the staff of Pampered Pup'z at their sole discretion. In the event of any injury/illness, Pampered Pup'z will contact owners within the best of their ability but will obtain immediate medical treatment should it be deemed necessary. I will assume responsibility for any expenses involved. Initials: \_\_\_\_\_
- 7) I understand that proof of annual vaccinations, Rabies, Distemper, Bordetella, is mandatory, and it is my sole responsibility to update Pampered Pup'z of any new proof of vaccination. I also understand that my dog(s) must be on regular heartworm medication and flea/tick medication. Initials: \_\_\_\_\_
- 8) I understand my dog(s) must be spayed or neutered by 12 months to continue daycare/boarding. Pampered Pup'z does NOT accept any females in heat at any age for any services.
- 9) I understand it is my duty to inform Pampered Pup'z of any known allergies, special needs, and/or medical conditions.
- 10) I understand that it is my responsibility to communicate with Pampered Pup'z if my dog is showing any signs or symptoms of illness. Initials: \_\_\_\_\_
- 11) I understand that should my dog(s) be exposed to any contagious illness, rash, infection, etc. that Pampered Pup'z can NOT accept my dog(s) for at least two weeks after treatment unless I obtain and provide Pampered Pup'z with a signed veterinary note indicating my dog(s) condition is not contagious. Initials: \_\_\_\_\_
- 12) I understand that if my dog(s) is found to have fleas or ticks, they will be treated at my expense to ensure the safety of my dog(s) and other dogs attending Pampered Pup'z. A bath and brush plus flea shampoo is *required* for any dog found with fleas. Initials: \_\_\_\_\_

- 13) I understand that Pampered Pup'z may be required to separate my dog from other dogs during an overnight stay if he/she exhibits signs or symptoms of possibly contagious disease, i.e., coughing/sneezing, parasites.
- 14) I understand and agree that if my dog(s) is injured during the normal course of activity, I am responsible for any expenses. I also understand and agree that if my dog aggressively harms another dog, I am responsible for any expenses.
- 15) I understand that during the normal course of activity in Pampered Pup'z outdoor play and potty area, my dog can be exposed to insect bites (bees, spiders, ticks, etc.), allergens, sunburn, and exposure to other outdoor elements. We allow dogs access to the outdoor area all year long, at a minimum for potty breaks during inclement weather. Pampered Pup'z will not be held liable for any outdoor-related injuries or illnesses.
- 16) I understand that dogs at play may get wet and dirty throughout their day. While Pampered Pup'z does their best to keep dogs clean, dry, and mat-free for pick-up, any mats, and dirt found on my dog from play are my sole responsibility. Initials: \_\_\_\_\_
- 17) I understand that the hours of operation are Mon.-Fri. 6:30 am-6:30 pm, Sat. 9 am-5 pm, Sun. (pick up/drop off overnight stays only) 11am-2pm. *Overnight dogs must be dropped off no later than 4:30 pm on weekdays, and no later than 3 pm on Saturdays.* Initials: \_\_\_\_\_
- 18) Dogs picked up after 11 am on weekdays and after 12 pm on Saturdays will be charged an additional daycare rate. Any dogs left after closing will be charged an overnight fee. Initials: \_\_\_\_\_
- 19) I understand that Pampered Pup'z is a "by appointment" business. Cancellations must be made at least 48 hours before the scheduled date/time of appointment. If you cancel within 48 hours of the appointment, there will be a 50% cancellation fee owed of the total bill. This fee will be added to the next appointment. "No Shows" are also responsible for a cancellation fee added to the next appointment, and may be subject to scheduling restrictions as we deem necessary. Initials: \_\_\_\_\_
- 20) I understand that prices may change during certain holiday seasons. All holiday reservations that fall under Christmas, Thanksgiving, and Spring Break require a \$100 deposit. Any reservation canceled before the 1<sup>st</sup> of the boarding month will have the \$100 deposit added as a credit to the owner's account for future services. Any reservation canceled after the 1<sup>st</sup> of the boarding month will forfeit the \$100 deposit. Daycare may also need to be pre-reserved during peak holiday times, and Pampered Pup'z has the right to refuse service to daycare clients without preapproved reservations. Initials: \_\_\_\_\_
- 21) I understand that when my dog(s) board, their food must be individually bagged per meal. If your pet's food is not bagged, there will be a fee for food bagging per meal. Blankets and bedding from home, rawhides, bully sticks, and other hard, chewy treats are not allowed during a boarding stay. Initials: \_\_\_\_\_
- 22) I understand that the potential increased activity/stress associated with daycare and boarding may cause my dog's weight to fluctuate. I understand and agree that Pampered Pup'z is not responsible for any weight fluctuations in my dog(s). Please consult your veterinarian regarding nutrition for higher activity.
- 23) I understand I am required to provide Pampered Pup'z with a contemplated pick-up date for boarding services and shall contact Pampered Pup'z immediately if those plans change. I understand if I do not pick up my dog within 30 calendar days after the day my dog was scheduled to be picked up, my dog shall be deemed abandoned. Ownership rights shall be assigned to Pampered Pup'z, who will thereafter act in the best interest of the animal(s) concerning future care and rehoming.
- 24) I understand Pampered Pup'z may require pre-payment for long-term overnight services and may require routine check-ins with Pampered Pup'z. At its discretion, Pampered Pup'z may decline to offer boarding services for periods lasting more than one consecutive month in duration.

- 25) I understand that my dog(s) must be on a fixed operational and functional leash (no retractables) and be supervised by an adult at all times, including when dropping off and picking up my dogs and while in the parking lot outside of the facility. While we encourage leash usage in the parking lot, Pampered Pup'z will not be held responsible for any injuries or deaths occurring outside our facility due to an owner's choice to opt-out of recommended restraint. Initials: \_\_\_\_\_
- 26) Dogs may not be introduced or interact in the lobby on or off-leash. Please keep your pups at a safe distance from other people and pups while in the lobby.
- 27) I understand that to ensure the safety of all animals, employees, and yourself, no customers are allowed beyond the front desk/lobby area.
- 28) I understand that Pampered Pup'z is not responsible for the loss or damage of any personal item left with my dog(s), including but not limited to toys, bags, towels, and bedding. Items not claimed within 30 days will be donated. Initials: \_\_\_\_\_
- 29) I understand no wild-hybrid dog breeds are allowed on site of Pampered Pup'z. This includes, but is not limited to: Native American Indian Dogs, Coydogs, Wolfdogs, Wolamutes, Lupo Italianos, etc.
- 30) I understand that Pampered Pup'z reserves the right to refuse service to me and my dog(s) at any time for any reason including but not limited to aggressive, disruptive, or unacceptable behavior; stress, geriatric dogs, pre-existing chronic conditions, etc. Pampered Pup'z direction and decisions are always in the best interest of all dogs' health, comfort, and safety at the facility.
- 31) I understand that photos, videos, etc. are taken of the facility, dog(s), and staff regularly. I give Pampered Pup'z full rights and permission to use said images as they deem fit. Photos are property of PamperedPup'z.
- 32) Hold Harmless Agreement: By signing this contract, you agree to hold Pampered Pup'z, it's owners, operators, officers, directors, and employees harmless from any damage, loss, or claim arising from any condition of the pet of the undersigned owner, either known or unknown to Pampered Pup'z.

Dog Name 1:

\_\_\_\_\_

Dog Name 3:

\_\_\_\_\_

Dog Name 2:

\_\_\_\_\_

Dog Name 4:

\_\_\_\_\_

I have read and understood the policies of Pampered Pup'z as set forth above and agree to its contents.

I understand that pricing is subject to change, and payment is due at the time of pick-up:

Owner's Name Printed: \_\_\_\_\_

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