

# *Borton's Doggy Play & Stay, LLC*

Daycare, Boarding, and Grooming

## **Contract Agreement**

Thank you for choosing Borton's Doggy Play & Stay, LLC. Our services include dog daycare and dog boarding. Grooming is available for dogs and cats.

**Requirements:** All pets must be current on all vaccines, including Bordetella, Rabies, and DHLPP. Pets must also be on a flea and tick program. Daycare and boarding dogs must be at least 12 weeks of age with current vaccinations. We require all dogs to be spayed or neutered by the age of 8 months, for daycare and boarding. Grooming pets must be current on all vaccinations.

**Temperament:** You understand that your pet(s) must be friendly towards other pet(s) and people. You certify that your pet(s) have not harmed, caused death, or shown aggression towards any person or pets.

**Vaccinations:** Official updated vaccination records must be provided prior to entry into daycare, boarding, or grooming; and must be administered at least 3 days prior to any service. We reserve the right to refuse to accept a pet at check in for any reason including, without limitation, if it appears to us that the pet is sick, injured, in pain or that its behavior could jeopardize the health or safety of other pets or our staff. If your pet has a medical condition or is on any medication, please see staff so they can evaluate the pet's condition.

**Emergencies:** You have the option to name an adult (over the age of 18) as your agent or emergency contact. This person should not be someone who is traveling with you if you are leaving town. If we cannot reach you, you authorize us to contact your agent. You agree that your agent shall have your full and complete authority to make any and all decisions, including those related to the health of your pet and the expenditure of funds, for or on behalf of you and your pet.

**Injuries/Medical Needs:** If your pet(s) becomes ill or injured in what is deemed by our employees as nonemergency, and we are unable to reach you, please indicate your wishes below:

Please perform whatever services the doctor deems necessary for the best care of my pet until someone can be reached.

I authorize up to \$\_\_\_\_\_ to be spent on such medical services.

Do not administer any medical services until specific authorization is given.

In cases we believe to be serious, we will take your pet to the emergency vet first before trying to contact you!

**Liability:** (Daycare and Boarding) Although, we screen for temperament, watch the dogs carefully, and **do not** take aggressive dogs, doggy daycare has the potential to be hazardous due to dogs playing together. You acknowledge and agree that we cannot be held responsible for injuries and/or death that may occur in and out of daycare. If your pet injures another pet or staff member, you will be solely responsible for any injury to the other pet(s) or staff member as well as your own pet and you release

Borton's Doggy Play & Stay, LLC and its employees from any liability for such injury. You understand that it is possible for a pet to become ill even if vaccinated. You assume all the risks and accept the responsibility of all costs for treatments. You further agree to hold the owners and employees of Borton's Doggy Play & Stay, LLC harmless from expenses incurred for such treatment. If your pet destroys any property of Borton's Doggy Play & Stay, LLC during his/her stay with us, you acknowledge and agree that you are responsible for charges incurred to replace such items.

**Cage-Free Daycare:** You understand that Borton's Doggy Play & Stay, LLC is a predominantly cage-free facility. You accept the risks involved and agree that Borton's Doggy Play & Stay, LLC is not liable for any injuries or illness resulting during your dog's visit.

**Payment for Services:** You agree to pay us for the services we provide to your pet during each visit at the rates set forth at the start of such visit. Payment is due in advance for prepaid day care packages. Cash, check or MasterCard/Visa are accepted. Pre-paid packages are non-refundable. Those who are late picking up their dog(s) will pay \$15.00 for every 15 minutes late, according to our office clock. If you are later than an hour for pick up after closing time, your pet will be boarded for the night and you will be charged for a night of boarding. You understand that you will be charged a \$30.00 fee for returned checks. You understand that if you have an unpaid balance on your account for 60 days or more, unless otherwise arranged in advance, your account will be turned over to a collection agency. If Borton's Doggy Play & Stay, LLC hires an attorney to collect any money owed under this Agreement you will be responsible for any and all collection cost and all reasonable attorneys' fees and court costs (including, without limitation, reasonable expert witness fees) in addition to the unpaid balance.

**Abandonment:** Pets not picked up on departure date/ Abandoned: If you or your agent does not pick up your pet at the agreed time you hereby authorize us to continue to provide the services as set forth in this Agreement at your expense. If the pet is deemed abandoned under local, state, or federal laws Borton's Doggy Play & Stay, LLC will attempt to contact you by telephone and/or in writing advising you that if your pet is not picked up within a reasonable time period your pet will be delivered to a third-party adoption partner, animal control, The Genesee County Humane Society or other similar government agency. You understand that you may lose ownership of your pet under the circumstances. If you fail to pick up your pet for any reason you release Borton's Doggy Play & Stay, LLC from all further liability and responsibility for your pet. You shall remain liable to us for all unpaid charges. Including any and all court costs and reasonable attorney's fees incurred in the collection of the charges.

**Reservations:** Cancellations for boarding with less than 24-hour notice will result in the owner being charged with a late cancellation fee of \$20.00. In the event of a no call/no show for boarding will result in a no call/no show fee of \$20.00.

**Client Information:** Clients are responsible for providing Borton's Doggy Play & Stay, LLC with personal and/or pet changes and/or updates, including vaccinations (yearly).

**Meet and Greet:** Each dog must successfully complete a meet and greet. The meet and greet, for daycare and boarding, will allow us to meet you and your dog to find out how they will interact with other dogs in our daycare. Meet and greets are by appointment only and the owner must bring written proof of vaccinations.

**Dog Daycare:** Please be advised your pet will co-mingle with other dogs (if “dog-friendly”). Infectious diseases, minor injuries, dog bites, etc. may occur even when properly vaccinated dogs interact with each other. Your pet may also be boarded at various times throughout the day for breaks.

**Grooming:** (Dogs and Cats) Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with medical problems. These procedures can expose hidden or aggravate known medical problems, during or after the groom. Because senior pets with health problems have a greater chance of injury these pets will be groomed for cleanliness and comfort, and in a manner that will not add to their stress. The procedure in trimming pets nails may cause bleeding, due to the condition of the nails, we will administer Quik Stop if needed.

**Grooming Temperament:** Muzzles may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. Borton’s Doggy Play & Stay, LLC reserves the right to refuse/stop service for such pets at any time before or during the grooming process, and charge an aggressive pet fee, in addition to the regular grooming charge.

**Grooming Liability:** There is always the possibility accidents could occur. Grooming equipment is sharp. Even though we use extreme caution and care in all situations, possible problems could occur, including cuts, nicks, and scratches. In most cases, this can happen when a pet is wiggling or moving around. Every effort will be made to ensure your pet is groomed as safely as possible, but an excited can be dangerous to work on. We reserve the right to end the grooming session, even if the groom is not complete. Every effort will be made to ensure your pet is groomed as safely as possible.

**Personal Items:** Do not bring items with your pet that are valuable or irreplaceable. Borton’s Doggy Play & Stay, LLC is not responsible for loss or damage to personal items or toys left with your pet. All medications must be in a container with a current prescription label from your veterinarian. Supplements not labeled for animals or prescribed by a veterinarian will only be given with your permission and you assume responsibility for their use.

**Legal:** You waive and relinquish any and all claims against Borton’s Doggy Play & Stay, LLC, its employees and representatives, except those arising from negligence on part of Borton’s Doggy Play & Stay, LLC. You understand that under no circumstances will Borton’s Doggy Play & Stay, LLC be liable for consequential damages or damages beyond the replacement value of your pet.

**Miscellaneous Provision:** This written agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for in this agreement. Borton’s Doggy Play & Stay, LLC reserves the right to refuse a visit if your pet arrives without the previous conditions met. This environment may not be suitable for all pets and Borton’s Doggy Play & Stay, LLC reserves the right not to admit pets based on temperament and level of sociability.

**Photos/Likenesses:** You understand that photographs or other graphic, sound, or other image, likeness, recording, etc., may be made of your pet(s) at Borton’s Doggy Play & Stay, LLC and that such may be used for any purpose without compensation, and you release to Borton’s Doggy Play & Stay, LLC all rights that you possess or claim to such image, likeness, recording, etc.

By signing this form, you or your representative(s) hold Borton’s Doggy Play & Stay, LLC free and harmless from and against any and all claims, costs, expenses, lawsuits, liabilities, penalties, forfeitures, losses and expenses, reasonable attorneys’ fees, court costs (including, without limitation, reasonable

expert witnesses' fees), judgments, administrative rulings or orders, fines, and/or costs, in law or equity, and directly or indirectly, arising out of or relating to liable for any injuries to your pet.

By signing this form, you acknowledge that you have read, understand, and accept the terms and conditions set forth by this agreement. You have read the above requirements and hold harmless documents in its entirety and agree to comply.

Client (Print Name): \_\_\_\_\_

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

## **Dog and Cat Grooming Matted Dog/Cat Release Form**

Dogs/cats with severely matted coats require extra attention. Borton's Doggy Play & Stay, LLC will not cause serious or undue stress to pets by de-matting.

Mats can be difficult to remove and may require the pet to be shaved. Removing a heavy matted coat can cause nicks, cuts, or abrasions. Heavy matting can also trap moisture and urine near the pet's skin, allowing mold, fungus or bacteria to grow, and/or revealing skin irritations that existed prior to the grooming process. After-effects of the mat removal can include itchiness, redness, self-inflicted irritations or abrasions, and failure of hair to regrow. In some cases, pets may also exhibit brief behavioral changes.

Pet's Name \_\_\_\_\_

I hereby release Borton's Doggy Play & Stay, LLC from any liability associated with any and all injuries or medical problems that may be uncovered and/or occur during the stripping and de-matting process. Should my pet need veterinarian care after or during the process of de-matting, I agree to pay any and all veterinarian fees.

Date \_\_\_\_\_

Owner's Signature \_\_\_\_\_