



Dog Boarding and Doggy Daycare Policies and Liability Waiver

THIS AGREEMENT is entered into by and between Happy Pets Palace & Playground, LLC, and dog owner

(Owner) _____

Dog(s) name / breed(s) _____

- 1) I (Owner) represent that I am the legal owner of the above named dog(s).
- 2) PHOTO AND VIDEO RELEASE: We love to post pictures and videos on Facebook and Instagram, our website, and/or in magazine ads. Owner agrees to allow Happy Pets Palace & Playground to use Owner's pet's name and any images or likeness of Owner's pet taken while he/she is at Happy Pets Palace, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and Owner releases to Happy Pets Palace all rights that Owner may possess or claim to such image, likeness, recording, etc.
- 3) DOG'S HEALTH: Owner further understands and agrees that Owner's dog(s) are healthy and will at all times while attending Happy Pets Palace & Playground have current vaccinations for rabies, distemper, unless vet provides release letter or titers. State must provide letter for release of rabies since rabies vaccine is required by law.
- 4) Owner is not enrolling any dog that has any condition that could potentially jeopardize the health of other dogs or people and has not had any potentially communicable condition within 30 days prior to attending.
- 5) Bordetella for kennel cough is optional. Even if Owner(s) dog is vaccinated for Bordetella (Kennel Cough) if a dog is highly stressed the dog's immune system shuts down making the Bordetella vaccine ineffective. Each dog's immune system is different. Your dog can be set up for success by becoming more familiar by having a day or two of daycare prior to dropping off for overnight boarding.
- 6) FLEA/TICK FREE: All dogs must be flea/tick free. Should a dog be observed to have fleas or ticks, a flea/tick bath treatment will be applied and charged to the owner at a rate of up to \$80.00 depending on severity and size of dog.
- 7) GROUP PLAY: All dogs must pass a general behavior assessment in order to attend dog-dog group play. No dog may be admitted to group play who shows any signs of any type of aggression. Owner further understands and agrees that in admitting Owner's dog(s) to dog-dog group play, Owner is representing to Happy Pets that Owner's dog(s) is/are in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person or other dogs. Any dog demonstrating aggression or other behavior deemed unacceptable by Happy Pets staff may be required to leave daycare/boarding.
- 8) RELEASE OF LIABILITY: Safety is our #1 priority. Owner understands and agrees that during normal dog play, Owner's dog may sustain injuries. Dog play is monitored by Happy Pets Palace staff to best avoid injury, however during play scratches, accidental puncture, or torn ligaments, and other injuries may occur despite the best supervision. We do our best to prevent any incidents but an accident may occur during play.
- 9) LOBBY RULES: We must have all dogs on leash or small dogs held in the lobby. Dogs are not allowed to wander loose in the lobby for safety reasons. We expect you to maintain proper control of your dog(s) when the lobby door is opened by entering or exiting clients so that your dog does not run out the door. Please be very careful or avoid leash introductions in our lobby. Dogs can be protective of their humans, which is normal.
- 10) PERSONAL PROPERTY: Owner understands that your dog can and may chew up any personal belongings that you bring for overnight boarding such as bedding, toys, etc.
- 11) FOOD/MEDS when boarding overnight, Owner agrees that it is the Owner's responsibility to leave adequate supply of food and medications for Owner's dog(s) during the entire time Owner's dog is cared for by Happy Pets Palace & Playground. Should the food/medication supply need replacement, Owner authorizes Happy Pets Palace & Playground to purchase replacement and Owner will reimburse Happy Pets Palace for the actual food and medication

costs plus up to \$25.00 time/distance trip fee (per occurrence). It is best to pack one extra day of food/meds just in case of unforeseen travel delays. Dogs with high energy burn more calories and may need a little more food each day. Please keep that in mind. Treats are always yummy!

- 12) VETERINARIAN LIABILITY AND CARE: Owner agrees to Happy Pets Palace & Playground to obtain medical treatment for Owner's dog(s) if he/she appears ill, injured, or exhibits any other behavior that would reasonably suggest that dog(s) may need medical treatment including anesthesia. Owner agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment. Owner gives permission to Happy Pets Palace & Playground to use Owner's vet or nearest 24-hour vet hospital for required treatment. Yes _____ or No _____. If Yes, maximum dollar amount is \$ _____.
- 13) WEAKENED IMMUNE SYSTEM: Owner understands special-needs dogs, young puppies, and senior dogs naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the Owner is waiving any claim for injury or illness experienced by Owner's dog while in our care. Frozen goat's milk is an excellent option to help boost immune systems naturally. It can be purchased at Bark Avenue in Mesa or Pet Planet stores.
- 14) ELDERLY DOGS: Owners of elderly dogs (approaching the end of life) need to know if in the event Owner's dog passes, our policy is to transport Owner's dog to Owner's vet (within 15 miles) or the nearest 24-hour facility if owner's vet is closed or 15+ miles away. We will contact owner immediately for further instructions.
- 15) GROOMING expense to be authorized by Owner. Grooming expenses may occur when dog(s) nails are too long and causing breaking of skin or deep scratches to staff or other dogs. Nail trim cost \$15.00. In addition, if Owner's dog(s) happens to soil their own fur we want your baby to be clean and comfortable and would like to bathe them at regular bath prices. We will call you, but if you cannot be reached, we request your permission to keep pets clean and safe.
- 16) NEUTER/SPAY: Neuter/spay is required by two-years of age. More vets are recommending waiting so their bodies can develop. Dogs in group play do have to maintain good behavior. We can work to help correct mild/occasional humping; however, excessive humping is not allowed for several reasons. Female dogs cannot be in season at Happy Pets Palace. After coming out of heat, wait 20+ days, give a hygienic bath, and then attendance is allowed again.
- 17) PAYMENTS are due and payable at the end of each visit. Payment may be made in American currency, Visa, Discover, American Express or Master Card. We do not keep credit card information on file. There is a \$5.00 extra processing charge when credit cards are taken over the phone for amounts greater than \$500.00 and not swiped in person.
- 18) CANCELLATION / NO-SHOW POLICY: Cancellations must be done 48-hours prior to reservation date. If cancellation notice is less than 48-hours, and the boarding is over a busy travel period such as: holidays, summertime, all weekends, or any time kids are out of school, an amount of one night's stay will be invoiced.
- 19) CLOSING TIME: Owner agrees that if Owner's dog(s) is/are not picked up by closing time of 6:30 p.m. Arizona time, then Owner hereby authorizes overnight boarding appropriate for dog(s) and to pay Happy Pets Palace & Playground for applicable overnight boarding charge plus any charge for required food for dinner and other meals if needed.
- 20) RIGHT OF REFUSAL: Happy Pets Palace & Playground reserves the right to refuse admittance to any dog or dismiss any dog that does not meet or maintain the health, temperament or other daycare/boarding standards. The determination shall be made at the sole discretion of Happy Pets Palace & Playground.
- 21) FULL FORCE AND EFFECT: Owner further understands and expressly agrees that each and every one of the foregoing provisions contained in paragraphs 1-20 shall be in force and effect and shall apply to each and every occasion on which Owner's dog(s) stays with Happy Pets Palace & Playground for daycare, extended boarding, or other services, as the case may be. This Agreement shall remain in full force and effect as between the parties until and unless otherwise cancelled or superseded by a writing signed by the parties.

Owner hereby certifies that Owner has read and understands this Waiver and Release of Liability and the regulations set forth above. By signing this agreement, Owner agrees to be bound by its terms and conditions.

Owner's name / printed

Date