

## Doggy Daycare Policies and Release of Liability

This AGREEMENT is entered into and between The Dog House Doggy Daycare owned and operated by The Groom Room, and the dog(s) Owner(s).

OWNER:

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Dog(s) Name/s and Breed/s:

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- 1) I (Owner) represent that I am the legal owner of the above named dog(s), and I assume all risks, dangers, and responsibility for injuries to the named dog(s). Owner understands and agrees that Owner is solely responsible for any harm while Owner's dog(s) is/are attending daycare.
  
- 2) PHOTO AND VIDEO RELEASE: We love to post pictures and videos on Facebook, other social media forums, our website, and/or in magazine ads. Owner agrees to allow The Groom Room to use Owner's pet's names and any images or likeness of Owner's pet(s) taken while he/she is at The Groom Room; in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and Owner releases The Groom Room, 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 The Doghouse Doggy Daycare, owned and operated by The Groom Room, have current vaccinations for Rabies, Distemper, Parvo, Lepto, and Bordetella. Owner understands it is Owner's responsibility to get their dog/s vaccinated before vaccines are due. The Groom Room gives courtesy reminders, but if dog/s are not vaccinated in time, The Groom Room will not accept Owner's dog/s. Owner is not enrolling any dog(s) that have any condition that could potentially jeopardize the health/safety of other dogs or people and have not had any potentially communicable condition within 30 days prior to enrollment. Owner further understands

that even if Owner's dog(s) are vaccinated for Bordetella (kennel cough), there is a chance that the Owner's dog(s) can still contract kennel cough. Owner agrees that Owner will not hold The Groom Room responsible if Owner's dog(s) contract kennel cough or other dog-dog transmitted ailments. In the event that Owner's dog(s) show symptoms of cough, vomiting, diarrhea, or any other health issue(s) that cause concern for The Groom Room, the Owner will be called to retrieve Owner's dog(s) as soon as possible. Owner's dog(s) will be isolated until pick up for the safety of all concerned. Owner's dog(s) MUST be symptom free for a minimum of 48 hours before dog(s) will be allowed to return to daycare.

- 4) ALL DOGS WILL BE SPAYED/NEUTERED: For the safety of all dogs, we require all dogs to be fixed by six months of age. Studies show that after six months, dogs exhibit behavioral changes due to levels of hormones in their bodies. We understand that some vets are recommending a later time with certain breeds because of growth plates. If your dog fits into this, we will require a note from the vet stating that they wish to fix your dog at XXXX months old, signed and dated by the vet, and a note will be placed on your file before that month. With this exception, we also have the right as the staff at The Groom Room to refuse playcare to any dog that has a signed waiver by a vet that exhibits any signs of aggression/behavioral issues due to not being spayed/neutered.
- 5) FLEA/TICK FREE: All dogs must be flea/tick free. The Groom Room requires ALL daycare dogs to be on year round flea/tick preventative. Should a dog be observed to have fleas or ticks, a flea/tick treatment will be applied and charged to the owner at a rate of up to \$80.00 depending on severity and size of dog. Owner further understands that The Groom Room takes great measures to ensure a tick/flea free environment and is not responsible for any pet(s) that contract any parasites while attending daycare.
- 6) 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 show any signs of aggression. Owner further understands and agrees that in admitting Owner's dog(s) to dog-dog group play, Owner is representing to The Groom Room 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 to other dogs. Any dog(s) demonstrating aggression or other behavior deemed unacceptable by The Groom Room staff may be required to leave daycare. WE DO NOT ALLOW SHOCK COLLARS OR BASKET MUZZLES.
- 7) WATER PLAY: During warmer weather, we do have several small pools and sprinklers that the dogs play in together. Owner understands that dog(s) may be wet/damp/dirty from water play upon pick up. If you choose to not allow your dog(s) to participate in water play, we will do our best, but we CANNOT guarantee that it won't get wet. IN THE EVENT THAT THEY HAVE A HEALTH CONCERN (EAR INFECTION, etc.) WE RECOMMEND NOT BRINGING THEM TO DAYCARE, IT IS DIFFICULT TO KEEP A

WATER-LOVING DOG OUT OF WATER PLAYTIME, AND IT IS NOT FAIR TO OTHER DOGS TO NOT HAVE WATER FOR ONE DOG.

- 8) **RELEASE OF LIABILITY:** Owner understands and agrees that, during normal dog-dog play, Owner's dog(s) may sustain injuries. Dog play is monitored by The Groom Room staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision. Owner further understands and agrees that neither The Groom Room, nor any of its employees or volunteers will be liable for any illness, injury, death, and/or escape of Owner's dog(s) provided that reasonable care and precautions are followed, and Owner hereby releases The Groom Room staff or volunteers of any liability or any kind whatsoever arising from or as a result of Owner's dog(s) attending The Dog House Doggy Daycare owned and operated by The Groom Room.
- 9) **PERSONAL PROPERTY:** Owner understands that Owner is solely responsible for any harm, including to any other dog(s), to the employees or invitees of The Groom Room, or to the equipment, facilities, or other property of The Groom Room, caused by Owner's dog(s). Owner also agrees that The Groom Room shall not be responsible or liable for any lost or damaged property belonging either to Owner or Owner's dog(s).
- 10) **FOOD/MEDICATIONS:** While visiting daycare, Owner agrees that it is the Owner's responsibility to provide any food, medications, or specialized treats and special instructions for Owner's dog(s) during the time the Owner's dog(s) is/are in the care of The Groom Room. Owner further agrees to label any food/medications with the dog's name in plain view. WE CANNOT GUARANTEE DISTRIBUTION IF FOOD/MEDS COME UNLABELED.
- 11) **VETERINARIAN LIABILITY AND CARE:** Owner agrees to allow The Groom Room 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 purpose of such treatment. Owner gives permission to The Groom Room to use Owner's vet or the veterinarian chosen by The Groom Room.
- 12) **WEAKENED IMMUNE SYSTEM:** Owner understands that 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, the Owner is waiving any claim for injury or illness experienced by Owner's dog(s) while in our care.
- 13) **ELDERLY DOGS:** Owners of elderly dogs (approaching the end of life) need to know if in the event Owner's dog passes on while in our care, our policy is to transport Owner's dog to Owner's vet (within 15 miles) where he/she will be held until Owner can be

reached by vet for further instructions. If Owner's vet is closed or outside of our transport distance, then we will transport to the vet of The Groom Room's choosing.

- 14) GROOMING: Owner agrees that expense be paid if Owner's dog(s) nails are too long and cause breaking of the skin or deep scratches to staff, volunteers, and/or other dogs. Nail trim cost is \$12. Owner further understands and agrees that if Owner's dog(s) happen to soil their fur, we will bathe them at Owner's expense.
- 15) PAYMENTS: Owner agrees and understands that payments are due and payable at the end of each visit. We do not keep card information on file. ALL VISITS ARE REQUIRED TO BE PAID BY THE END OF THE WEEK. ANY ACCOUNTS THAT ARE NOT PAID BY THE END OF THE WEEK ARE SUBJECT TO A LATE FEE OF \$20. If payment is not received before the end of their next visit, you will receive a phone call to take payment. Owner further agrees that if Owner is unable to pay by the end of the week for any reason, The Groom Room will require prepayment for all visits and daycare-related services moving forward. Owner further understands and agrees that packages must be paid in full, in advance, to receive package pricing for daycare days. Owner understands and agrees that ALL package sales are FINAL and cannot be refunded and/or transferred to any other services.
- 16) CANCELLATION/NO-SHOW POLICY: Cancellations must be made at least one full work day prior to the reservation date. In the event of a no-show on more than three occasions, not following the previously stated policy, Owner agrees to be invoiced for the reservation space that was taken and unable to be filled. Owner further understands and agrees that in the event of a no-show on more than three occasions, The Groom Room will require prepayment for all visits moving forward. We always try to fill the spots, but if you call on the day of your reservation, or over the weekend for Monday, we have difficulty filling those spots.
- 17) INTRODUCTORY DAYS: Owner understands that for their dog(s) first time attending The Dog House Doggy Daycare will be when Owner's dog(s) are assessed for behavior before entering dog-dog group play. The Groom Room offers a half day option at \$13 for introduction day ONLY. This is optional, but encouraged so as to not overwhelm the dog(s). Owner understands that half days are not part of any package plans, and half days can not be combined to make full days. Owner further understands that The Groom Room allows drop off during 7:30 a.m. - 9:00 a.m. If Owner chooses a half day option, you MUST adhere to the following: Drop off between 7:30 a.m. - 9 a.m., and pick up before 1 p.m.
- 18) DROP OFF: Owner understands that, for the safety of all concerned, The Groom Room allows drop off for daycare between 7:30 a.m. - 9:00 a.m. Any dog(s) arriving outside of this drop off window will NOT be admitted for the safety of all pets. Owner further understands that this policy only affects drop off, and Owner can retrieve dog(s) at any time of the day if necessary.

19) CLOSING TIME: Owner agrees that if dog(s) is /are not picked up by closing time of 5:30 p.m. Central Standard Time, then Owner understands and agrees to an additional charge of \$15 per dog for every 10 minutes past closing time until 6:00 p.m. First charge begins at 5:31 p.m. second at 5:41 p.m., and so on. In the event Owner has not picked up by 6 p.m. CST, then Owner hereby authorizes overnight boarding appropriate for dog(s) and to pay The Groom Room for an applicable boarding fee of \$60 per pet plus any additional charge for required food.

20) RIGHT OF REFUSAL: The Dog House Doggy Daycare owned and operated by The Groom Room reserves the right to refuse admittance to any dog(s) or dismiss any dog(s) that does not meet or maintain the health, temperament, or other daycare standards. This determination shall be made solely at the discretion of The Groom Room.

21) FULL FORCE AND EFFECT: Owner further understands and expressly agrees that each and every of the foregoing provisions contained in paragraphs 1-21 shall be in full force and effect and shall apply to each and every occasion on which Owner's dog(s) visit The Dog House Doggy Daycare owned and operated by The Groom Room, for daycare 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 canceled or suspended 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.

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Owner's Name (printed) Today's Date

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Owner's signature