

Guest Profile – Please fill this out entirely

Owner's Name : _____ Address _____

City : _____ State : _____ Zip : _____

Home Phone : _____ Business Phone : _____

Cell Phone : _____ Email : _____

Dog's Information

Name of Dog(s) : _____ Breed(s) : _____

Weight : _____ Color : _____ Birth Date : _____

Check where appropriate:

- | | | |
|----------------------------------|---------------------------------|--|
| 1. <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Spayed / Neutered |
| 2. <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Spayed / Neutered |
| 3. <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Spayed / Neutered |

Is your dog housebroken? Yes No Has your dog ever had kennel cough? Yes No

Has your dog been ill in the last 30 days? Yes No

If yes, please explain: _____

Has your dog had surgery in the past year? Yes No

Has your dog ever attended daycare or been boarded in a cage-free environment? Yes No

If yes, which kennel? _____

Medical Emergency Information

Veterinarian's Name : _____ Phone : _____

Address : _____ City : _____

2. Please describe any medical or physical problems, including allergies and/or food allergies:

3. Emergency Contact (other than owner) :

Name : _____ Phone : _____ Relationship : _____

4. Emergency Medical Care

If, in our judgment, your dog requires immediate medical care and we are unable to reach you, we will take your dog to a veterinarian or animal hospital.

By signing below, you confirm that the above is correct to the best of your knowledge, and that you will provide further information upon future visits.

Signature _____

Date _____

Pampered Pet Hotel & Spa Client Agreement

PLEASE READ AND INITIAL EACH ITEM

Initials ____ The Pampered Pet Hotel & Spa reserves the right to immediately change your dog's type of boarding/daycare if we believe it is necessary to protect the health and well-being of your dog, other dogs, or our staff. We will do our best to contact you, provided we are given accurate contact info, should this become necessary.

Initials ____ Dogs handle stress differently than their human counterparts. It is with this in mind that The Pampered Pet Hotel & Spa requires all guests to be enrolled in a first day activity to help acclimate them to the environment. Additionally, we will require that all dogs be signed up for an activity at least once every three days during a boarding stay. Walks are included in the boarding price but it is crucial that dogs get out for other activities during their stay.

Initials ____ Check-out time for boarders is noon on weekdays and Saturdays. Dogs leaving after this time will be charged a late pick-up fee of \$20 **UNLESS** they are signed up for a groom and/or boarding activity. All charges must be paid in full upon pick-up of your dog.

Initials ____ The brand of dog food we use is Kirkland. If you are feeding your dog any other type of food, we strongly recommend you to bring it with you. Changing dog food may cause severe upset stomach and/or diarrhea. We do charge per feeding to use our food. Also, we do NOT serve raw food, raw hides or bones in our facility.

Initials ____ Owners are welcome to bring their own blankets or toys if desired, however we cannot guarantee that they will be returned in the same condition or at all. We provide bedding, therefore we ask that you please leave those at home unless you feel it is critical to your dog's stay. As stated above, we can't guarantee that any item goes home in the same condition or at all.

Initials ____ All dogs must be healthy, and current on all vaccinations. You will be required to bring a copy of your dog's updated vaccination records from your vet before you start daycare or board with us to ensure your dog's safety as well as that of our other guests. In specific, the Bordatella vaccine must have been given at least 10 days prior to any boarding/daycare stay with us if it is done via needle. If it was done thru the nose, 3 days must be given.

Initials ____ Dogs with flea or tick problems will be bathed at the owner's expense. If, during a stay, it becomes necessary to bathe your dog, The Pampered Pet Hotel & Spa will do so, at the owners expense.

Initials ____ If dog becomes ill or if state of the animal's health otherwise requires professional attention, The Pampered Pet Hotel & Spa, in it's sole discretion, may engage the services of a local veterinarian or provide appropriate medical attention to the animal and any and all expenses thereof shall be paid by the owner.

Initials ____ Owner is aware that by leaving pet at The Pampered Pet Hotel & Spa, or any other pet facility, they are at a higher risk of contracting canine cough (kennel cough), viruses, or acquiring nicks, cuts and possibly punctures from interacting with other dogs. Canine cough (kennel cough) is similar to the flu in humans and, while all dogs in our care are vaccinated, no vaccination is 100% effective. We maintain a very high level of cleanliness but interaction with other dogs carries with it inherent risks.

Initials ____ I understand that I am solely responsible for any harm or damage caused by my dog(s) to persons or property of the Owners, employees and invitees of The Pampered Pet Hotel & Spa, or any other pets housed or visiting The Pampered Pet Hotel & Spa while my dog(s) is/are attending The Pampered Pet Hotel & Spa.

You release, indemnify, and agree to hold The Pampered Pet Hotel & Spa harmless from any and all manner of damages, claims, loss, liabilities, costs or expenses, causes of actions or suits, whatsoever in law or equity, (including, without limitation, attorney's fees and related costs) arising out of or related to the services provided by The Pampered Pet Hotel &

Spa. Owner acknowledges and understands that there are certain risks involved in pet ownership, training, and care, including, but not limited to, dog fights, dog bites to humans and/or other pets and the transmission of disease. With Owner's signature below, he/she understands the risk involved in putting his/her pet in a cage-free environment and acknowledge and accept exclusive and sole responsibility for all medical expenses to said pet no matter the cause. Owner also authorizes the release of said pet's medical records from pet's veterinarian.

By signing this contract and leaving pet with The Pampered Pet Hotel & Spa, owner certifies to the accuracy of all information given about the pet. Furthermore, owner has read and understands all procedures and policies included herein.

Signature _____ **Date** _____



POLICIES & PROCEDURES

OFFICIAL BOARDING CHECK IN HOURS

MONDAY – FRIDAY	10AM – 6PM
SATURDAY	10AM – 5PM
SUNDAY	9AM – 5PM

- 1) CHECK INS CAN HAPPEN **ANYTIME** DURING OUR REGULAR BUSINESS HOURS OF MONDAY-FRIDAY 6:30AM-7:30PM, SATURDAY 8AM-6PM AND SUNDAY 9AM TO 5PM.
- 2) CHECK-INS THAT OCCUR BEFORE OFFICIAL CHECK IN HOURS LISTED ABOVE ARE SUBJECT TO AN EARLY CHECK IN FEE OF \$15 UNLESS SIGNED UP FOR A FIRST DAY BOARDING ACTIVITY.
- 3) CHECK INS THAT OCCUR DURING BOARDING CHECK IN HOURS ARE ELIGIBLE FOR FIRST DAY BOARDING ACTIVITIES I.E. DAYCAMP, PERSONAL PLAYTIME AT HALF PRICE.
- 4) CHECK INS THAT OCCUR AFTER BOARDING HOURS ARE SUBJECT TO A MANDATORY \$15 LATE CHECK IN FEE.

BOARDING CHECK OUT TIME IS 12:00PM

LATE CHECK-OUTS WILL INCUR A \$20 LATE FEE UNLESS SIGNED UP FOR GROOMING AND/OR A BOARDING ACTIVITY SERVICE I.E. DAYCAMP OR PERSONAL PLAYTIME.

OUR LOBBY IS CLOSED FOR ARRIVALS AND DEPARTURES (AND THEREFORE A TWO-NIGHT MINIMUM STAY IS REQUIRED) ON:

THANKSGIVING DAY. CHRISTMAS DAY, NEW YEAR'S DAY, EASTER, MEMORIAL DAY, INDEPENDENCE DAY AND LABOR DAY. A \$10 PER NIGHT INCREASE WILL APPLY TO THESE NIGHTS AS WELL AS SEVERAL DAYS PRIOR AND FOLLOWING THEM AS PART OF OUR HOLIDAY SEASON.

CURRENT VACCINATIONS ARE REQUIRED FOR BOARDING/DAYCAMP

WITHOUT EXCEPTION, WE REQUIRE CURRENT VACCINATIONS FOR RABIES, DHPP AND BORDATELLA PRIOR TO ANY DAY STAY OR BOARDING STAY. IT IS THE CUSTOMERS RESPONSIBILITY TO PROVIDE WRITTEN PROOF FROM THE VET SHOWING THAT ALL VACCINATIONS ARE CURRENT. **PLEASE NOTE:** BORDATELLA VACCINES GIVEN INTRANSALLY MUST HAVE A **3 DAY** WAIT PERIOD BEFORE A BOARDING STAY OR **10 DAYS** IF THE VACCINE IS GIVEN THROUGH NEEDLE. FOR GROOMING, WE SIMPLY REQUIRE A CURRENT RABIES CERTIFICATE.

RESERVATIONS

RESERVATIONS CAN BE MADE BY CALLING EITHER LOCATION OR, MORE CONVENTIANTLY, THROUGH OUR WEBSITE AT WWW.PAMPEREDPETHOTELS.COM. FOR ANY RESERVATION PLACED LESS THAN 48 HOURS FROM THE PROPOSED DATE, IT IS HIGHLY RECOMMENDED YOU CALL TO VERIFY AVAILABILITY. IT IS THE CUSTOMERS RESPONSIBILITY TO VERIFY THAT THE PAMPERED PET HOTEL & SPA RECEIVED AND RECORDED ALL RESERVATIONS. RESERVATIONS THAT FALL DURING MAJOR HOLIDAYS **REQUIRE A ONE NIGHT'S DEPOSIT TO SECURE THE SPACE.** NOTICE OF CANCELLATION FOR THESE HOLIDAY RESERVATIONS MUST BE GIVEN AT LEAST 3 DAYS IN ADANCE OR THE DEPOSIT BECOMES NON-REFUNDABLE AND IS APPLIED TO THE INTENDED STAY.

DAYCAMP SCREENING

- 1) IN ORDER TO ENSURE THE SAFETY AND HAPPINESS OF ALL OF OUR DAYCARE GUESTS, WE REQUIRE THAT ALL PROSPECTIVE DAYCARE DOGS COMPLETE AN INTERVIEW TO DETERMINE THEIR SUITABILITY FOR A CAGE-FREE ENVIRONMENT WITH OTHER DOGS OF SIMILAR PLAY STYLE AND/OR SIZE. PLEASE CONTACT US FOR AN APPT AND ALLOW FOR 30 MINUTES FOR THE FREE EVALUATION.
- 2) WE DO NOT ACCEPT UNNEUTERED MALES OVER THE AGE OF 6-8 MONTHS. PUPPIES UNDER THE AGE OF 6 MONTHS ARE ACCEPTED IN DAYCAMP PROVIDED THEY PASS THE EVALUATION BUT WILL BE REEVALUATED AS THEY GROW TO CONTINUOUSLY EVALUATE THEIR SUITABILITY IN THE GROUP. KEEP IN MIND, DOGS MAY PASS THEIR EVALUATION BUT CAN ALWAYS BE REEVALUATED OR DEEMED UNFIT TO COME BACK TO DAYCARE AT ANY TIME AND IS AT THE DISCRETION OF THE PAMPERED PET HOTEL & SPA AND ITS STAFF.

RESTRICTED BREEDS

WE DO NOT ACCEPT, UNDER ANY CIRCUMSTANCES, MALE PIT BULLS OR PITT MIXES, CANE CORSO'S, BULL MASTIFF'S, AMERICAN BULLDOGS, CHOW, PRESA CANERIO AND AKITA'S INTO DAYCARE. WHILE WE LOVE ALL DOGS, WE CHOOSE NOT TO INTRODUCE DOGS THAT WE FEEL MIGHT NOT BEST BE SUITED FOR GROUP INTERACTION AND PLAY. FOR THESE DOGS, WE WILL HAPPILY BOARD THEM AS LONG AS THEY ARE FRIENDLY WITH HUMANS.

BEDDING AND TOYS

WE ARE HAPPY TO ACCEPT ANY ITEMS FROM HOME THAT YOU FEEL WOULD BENEFIT YOUR DOG DURING THEIR STAY WITH US. WE SIMPLY ASK THAT YOU MAKE SURE IT IS CLEAN. WE WILL ADVISE YOU, HOWEVER, THAT WE CAN MAKE NO ASSURANCES YOU GET YOUR ITEMS BACK EITHER IN THE SHAPE YOU BROUGHT THEM OR AT ALL. WE WILL DO OUR BEST TO CLEAN/LAUNDRY ITEMS SHOULD IT BE NEEDED, BUT CAN MAKE NO GUARANTEES TO THAT EFFECT. WE DO PROVIDE BEDS AND WATER/FOOD BOWLS SO PLEASE LEAVE THOSE AT HOME.

ABANDONMENT

IF A DOG'S STAY EXCEEDS THE CHECK OUT DATE PROVIDED BY THE OWNERS BY 14 DAYS WITHOUT DIRECT CONTACT FROM THE OWNERS THAN, PURSUANT TO CALIFORNIA LAW, THE DOG BECOMES THE PROPERTY OF THE PAMPERED PET HOTEL AND SPA. THIS SCENARIO ALSO INCLUDES BILLS THAT HAVE NOT BEEN PAID OR CAN'T BE PAID.