

DAY CARE & BOARDING CHECK-IN

First Name: _____ Last Name: _____ Date: _____

Home/Work Phone: _____ Cell Phone: _____ Email: _____

Pet's Name: _____ Brought Items: _____

Pet's Name: _____ Brought Items: _____

<p>ARRIVAL DATE: _____ ARRIVAL TIME: _____</p> <p>DEPARTURE DATE: _____ DEPARTURE TIME: _____</p>

Check-in prior to 7:00am incurs an early drop-off fee of up to \$30. Check-out after 5:00pm incurs a late fee of up to \$30 prior to 5:30pm. Any dog not picked up by 5:30pm will become a boarder.

If there have been any changes to your customer profile (i.e. phone number, email, veterinarian), please let us know: _____

FEEDING INFORMATION

Meal Instructions:

Morning Meal: _____

Afternoon Meal: _____

Evening Meal: _____

At times, cooked chicken or beef is used to help pets eat. Is your pet allowed cooked chicken or beef? Yes No If Yes, is either ok? _____

Please Initial:

I have supplied my pet's food. I understand in the event that my pet's supply of personal food runs short, I will be charged \$5.00 per meal for Dogs By Charlene's house kibble.

MEDICAL INFORMATION

Do your pets have any current or new injuries or health concerns that Dogs By Charlene staff should be aware of? Yes No If Yes, please explain:

***Note: If you checked yes, you understand that Dogs By Charlene staff are not veterinarians and you assume all risk associated with the administration of medication/supplements. All medications must be in original packaging, no exceptions.**

Will you be leaving medication(s) for you pet(s) that Dogs By Charlene staff will administer during their stay? Yes No

If Yes, please list medications and instructions:

Emergency Contacts

Please do not use people on vacation with you as emergency contacts.

First Name: _____ Last Name: _____ Relationship: _____

Home Phone: _____ Cell Phone: _____ Work: _____

First Name: _____ Last Name: _____ Relationship: _____

Home Phone: _____ Cell Phone: _____ Work: _____

Please Initial:

Check-In and Check-Out are **by reservations only**. Those picking up or dropping off must have made a reservation and be authorized to do so.

Dogs By Charlene Boarding and Services Agreement

NOTICE TO THE PET OWNER/GUARDIAN:

PLEASE READ CAREFULLY. THIS AGREEMENT INCLUDES A RELEASE OF LIABILITY AND WAIVER OF LEGAL RIGHTS AND DEPRIVES YOU OF THE RIGHT TO SUE CHARLENE (referred to in this agreement as “DOGS BY CHARLENE”), AND RELATED PARTIES. DO NOT SIGN THIS AGREEMENT UNLESS YOU HAVE READ IT IN ITS ENTIRETY AND UNDERSTAND ITS EFFECT, POLICIES, PROCEDURES, PET RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNIFICATION AGREEMENTS.

In consideration for my pet(s) _____ being permitted to be a pet guest at Dogs By Charlene, by signing this document, I _____, Owner/Guardian, make the following representations, certify the accuracy of all information provided to Dogs By Charlene at any time, and agree to all the following policies, procedures, terms and conditions stated below in this Dogs By Charlene Boarding and Services Agreement.

Policies, Procedures, Terms and Conditions

- 1. Owner/Guardian.** I represent that I am the owner and/or authorized guardian of my pet and I am fully authorized to enter this agreement.
- 2. Refusal of Service.** I understand Dogs By Charlene reserves the right to deny admittance to any pet for any reason, at any time.
- 3. Pet Requirements:** I represent that my pet meets all of the following requirements: (1) is between ages of four months and 10 years of age. (2) is current on his/her required vaccinations, (3) is on a monthly flea and tick preventative medication, (4) has been in good health for the last 30 days prior to check-in, (5) my pet is not aggressive, (6) I have completed the Dog Profile, (7) my dog will enter and exit Dogs By Charlene on a leash or a carrier. (8) Has not been to the vet in the last 72 hours for illness.
- 4. Health.** I represent that my pet has not had any contagious illnesses of any kind for 30 days prior to check-in. I am aware and understand that Dogs By Charlene employees are not veterinarians and do not have backgrounds in animal medicine. Dogs By Charlene employees cannot diagnose or detect illnesses in the pets that are staying with Dogs By Charlene. I agree to assume all risk associated with the administration of medication by Dogs By Charlene during my pet’s stay. In addition, I acknowledge and am aware that vaccines do not protect against all contagious illnesses that may affect my pet. I HEREBY AGREE TO INDEMNIFY DOGS BY CHARLENE, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES AND AGENTS AGAINST ANY CLAIMS MADE AGAINST DOGS BY CHARLENE, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS AS A RESULT OF MY FAILURE TO INFORM DOGS BY CHARLENE OF ANY PRE-EXISTING MEDICAL CONDITIONS THAT MY PET MAY HAVE.

5. **Flea and Ticks.** I agree that if any fleas or ticks are discovered on my pet during check-in or at any other time while my pet is receiving services at Dogs By Charlene, that Dogs By Charlene may administer a flea bath and flea spot treatment at my expense.
6. **Veterinarian Care.** I agree to allow Dogs By Charlene to obtain veterinarian medical treatment for my pet, if, in its sole discretion it appears that, the pet is ill, injured, or exhibits any other behavior that would reasonably suggest that my pet might need medical treatment. Medical treatment may require transportation of my pet to receive care and I hereby authorize such transportation. I grant Dogs By Charlene full authority to make decisions involving the medical treatment of my pet during its stay at Dogs By Charlene. I agree that I am fully responsible for the cost of any such medical treatment and transportation.
7. **Veterinarian Liability:** I agree that I am assuming all risk of illness, disease, harm or otherwise to my pet by allowing my pet to participate in services at Dogs By Charlene. Furthermore, I agree that I am assuming all risk of the consequences associated with any decisions made by Dogs By Charlene, relating to the medical care and transportation of my pet. I agree to be solely financially responsible for any and all veterinarian care of my pet while in the care of Dogs By Charlene, or as a result from time spent at Dogs By Charlene. IN ADDITION, I AGREE THAT IF MY PET IS INJURED BY ANOTHER PET, I HEREBY RELEASE DOGS BY CHARLENE, ITS OWNERS, EMPLOYEES, AND AGENTS FROM ALL LIABILITY AND FINANCIAL RESPONSIBILITY FOR SUCH INJURY. I FURTHER UNDERSTAND THAT IF MY PET BITES A HUMAN OR PET, THAT DOGS BY CHARLENE MAY CONTACT THE APPROPRIATE AUTHORITIES.
8. **Transportation.** I agree that if my pet is transported to or from Dogs By Charlene by Dogs By Charlene, its employees or agents that I AGREE TO HOLD DOGS BY CHARLENE, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS HARMLESS IN THE EVENT OF INJURY OR ACCIDENT DURING TRANSPORTATION.
9. **Dog Daycare.** I understand that dogs play with their mouth and paws, which can result in nicks and scratches on my pet. While Dogs By Charlene provides reasonable care and supervision in the playgroups, I understand and agree that Dogs By Charlene employees may not notice these nicks or scratches before my pet's departure and, therefore, I might not be notified.
10. **Aggressive Dogs.** I certify that my dog is not aggressive and I understand that aggressive dogs are not permitted to participate in services at Dogs By Charlene. If my dog acts aggressively or exhibits unacceptable behavior, he/she may be separated from the other dogs and I will be asked to come pick up my dog immediately. I authorize Dogs By Charlene to use squirt bottles, citronella spray, and in extreme cases, muzzles to control my pet for the protection of other pet guests and humans.
11. **Evaluation and Introduction.** I understand that Dogs By Charlene does not accept every dog for boarding or day care and does not offer free evaluations or consults. All dogs are required to do day care prior to boarding and must have some basic obedience along with crate training.
12. **Personal Property.** I agree that Dogs By Charlene shall not be responsible or liable for any lost, stolen, or damaged personal property belonging either to my dog or me. I also understand and agree that my dog's collar may be removed to prevent injury. This includes flea collars.

- 13. Abandonment Notice.** I fully understand and agree that if my pet is not picked up by myself or an authorized representative within 14 calendar days after the day my pet is scheduled to depart, that my pet shall be deemed “abandoned” in accordance with California Civil Code 1834.5 and 1834.6. I understand if I abandon my pet at Dogs By Charlene, Dogs By Charlene, in its sole discretion, will try to re-home my pet, or relinquish my pet to a legal shelter of its choice. I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY PET AT DOGS BY CHARLENE, I MAY BE UNABLE TO RETRIEVE MY PET AND WILL HAVE NO RECOURSE AGAINST DOGS BY CHARLENE.
- In addition, I understand that I will still be responsible for the unpaid charges incurred for my pet’s stay.
- 14. Photo and Video Release.** I agree to allow Dogs By Charlene to use my pet’s name and any images or videos taken while he/she is in the care of Dogs By Charlene, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.
- 15. GPS Collars.** We strongly recommend that GPS collars are removed prior to entering the facility. Due to playing and exercising, GPS collars may fall off on the premises. Dogs By Charlene is not liable for lost property, including GPS collars.
- 16. Service Fees.** I agree to pay for all fees, services, and products with a credit card, cash, or check at the time of my pet’s pickup from each visit at Dogs By Charlene. I give express permission to Dogs By Charlene to charge any of the credit card numbers provided on my Customer Profile for any unpaid fees, services, or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason.
- 17. Reservations.** I understand that confirmed reservations are required for boarding and/or day care services at Dogs By Charlene. During holidays, our hours may be modified so review or ask about our hours.
- 18. Cancellations.** I understand that all confirmed reservations must be cancelled at least 24 hours prior to my pet’s reserved arrival date. I further understand that any cancellation made less 24 hours of my pet’s arrival date or a no-show will result in being charged for first 2 nights of boarding.
- 19. Check-in & Check-out Times.** I understand that checking in before 7:00 AM incurs an additional fee of up to \$30.00. Check-out time for boarding is 12:00 PM. I also understand that checking out after 12:00 P.M. incurs an additional \$17.50 for half day of day care..
- 20. Early departure:** Regardless of reason, once a pet’s stay has begun, I understand that I am responsible for payment of all days reserved, regardless of picking my pet up prior to the scheduled departure date.
- 21. Refunds.** Reviewed on case-by-case basis with Dogs By Charlene.
- 22. Duty to Disclose.** I represent that I have disclosed and shall continue to disclose, any and all medical conditions or any other conditions, including, but not limited to, personality concerns or behaviors that may affect, limit, or prevent my pet’s ability to participate in services provided by Dogs By Charlene. **I understand that Dogs By Charlene is relying on and will rely on those representations to provide a safe environment for both humans and animals.**

23. Controversy or Claim. I agree that any controversy or claim arising out of, or relating to this contract, or breach thereof, or as the result of any claim or controversy including the alleged negligence by any party to this contract, shall be settled by arbitration in accordance with the rules of the American Arbitration Association. I further agree that judgment upon award rendered by an arbitrator may be entered in any Court having jurisdiction thereof and the arbitrator shall, as part of his award to the prevailing party, the cost of such arbitrations and reasonable attorney's fee of the prevailing party.

24. WAIVER, RELEASE AND INDEMNIFICATION. I RELEASE, WAIVE, DISCHARGE, INDEMNIFY AND AGREE TO HOLD DOGS BY CHARLENE, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES AND AGENTS HARMLESS FOR ANY AND ALL MANNER OF DAMAGES, INJURY, CLAIMS, LOSS, LIABILITIES, COSTS OR EXPENSES, ATTORNEY'S FEES, CAUSES OF ACTION OR SUIT, WHATSOEVER IN LAW OR EQUITY, ARISING OUT OF OR RELATED TO THE SERVICES PROVIDED BY DOGS BY CHARLENE, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES OR AGENTS INCLUDING WITHOUT LIMITATION: (1) ANY INACCURACY IN ANY STATEMENT MADE BY MYSELF OR INFORMATION PROVIDED BY ME TO DOGS BY CHARLENE, (2) MY PET, INCLUDING BUT NOT LIMITED TO DESTRUCTION OF PROPERTY, DOG BITES, INJURY, AND TRANSMISSION OF DISEASE, AND (3) ANY ACTION BY MYSELF THAT IS IN BREACH OF THE TERMS OF THIS AGREEMENT.

25. Sole Agreement. This writing represents the sole agreement between Dogs By Charlene and the Owner/Guardian.

26. Affirmation. Each time I bring my pet into Dogs By Charlene, I am re-affirming the terms of this agreement, including updated claims, and the truthfulness and accuracy of all the statements I have made in this agreement.

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THIS AGREEMENT AND UNDERSTAND THAT I WILL GIVE UP SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED THIS AGREEMENT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO DOGS BY CHARLENE, ITS OWNERS, OFFICERS, EMPLOYEES AND AGENTS TO THE GREATEST EXTENT PERMITTED BY LAW. I FURTHER AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE, THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.

I hereby understand that these claims are subject to change without notice. Check dogsbycharlene.com for the most current agreements.

Signature of Owner/Guardian: _____

Print Name: _____ **Date:** _____