Wags Stay N Play Policies & Procedures

Policies and Procedures

As the owner or guardian of the below stated pet, I understand Wags Stay N Play and its employees will do everything possible to protect the health and safety of my pet while in their care. If my pet becomes ill or sustains any injury, I give permission for Wags Stay N Play staff to take whatever steps necessary to obtain medical treatment for my dog. I agree to pay all bills and charges that may be incurred. I consent to any veterinary treatment of my dog that Wags Stay N Play deems necessary.

I understand that even with diligent supervision of my pet interacting with people and other dogs, there may be a chance of injury. I take responsibility and assume the risk of injury to my pet while at Wags Stay N Play or while being transported to and from Wags N Whiskers grooming. I also understand that if I ask for more than one pet to be placed in a kennel together that I assume liability for any injury they may cause each other.

In the event where 2 or more pets scuffle and there are injuries, the liability for any vet bills lies with each owner. In the event that one pet attacks another, the liability for any vet bills will lie with the owner of the aggressor. We do anticipate that there will be some disagreements between our furry friends on occasion, but Wags Stay N Play does their best to screen out the truly aggressive animals. I agree to not hold Wags Stay N Play or any of their employees liable any injury, death or loss of my pet. If an incident occurs resulting in injury to your pet, Wags Stay N Play will notify me as soon as possible and proceed with the course of action which they deem the best. I assume liability for the actions of my pet that may result in injury to another pet at Wags Stay N Play.

Should any problems arise, Wags Stay N Play reserves right to change overnight accommodations at no additional cost to the customer.

**DAYCARE AND BOARDING REQUIREMENTS**

Please initial each item to agree to the terms and confirm that your pet meets these requirements:

\_\_\_\_\_ We need your pet to be current on **Rabies, Distemper, and Bordetella** vaccinations.

\_\_\_\_\_ Your dog must be **spayed / neutered if over 7 months of age** (unless we are provided proof from vet that you must wait until they are a year of age)
\*These records can either be emailed to office@wagsstaynplay.com or you can provide a paper copy

\_\_\_\_\_ We need your pet to be in good health and flea/tick free

\_\_\_\_\_ Your pet must be non-aggressive and not toy protective

\_\_\_\_\_ We need to have a completed application **and active credit card number(s) on file,**

\_\_\_\_\_ During long term stays I understand that Wags Stay N Play can charge my card on file every 2 weeks to ensure payment is made

\_\_\_\_\_ We will need your pet to complete a temperament assessment day

**\_\_\_\_\_\_CANCELLATION/REFUND POLICY** – We do ask for you to cancel 48 hours in advance of your daycare or boarding reservation. We do not issue refunds for services already rendered. We do not issue refunds for punchcards 30 days after purchase.

\_\_\_\_\_\_**DESTRUCTION OF EQUIPTMENT/FACILITY**- You may be responsible for any damage or destruction your pet may cause while they are in our care. You would be responsible to pay to fix or replace any broken or damaged equipment in the facility.

**\_\_\_\_\_\_AGGRESSIVE DOGS** – We cannot accept aggressive dogs. We will complete a temperament testing day for every dog to look for aggression prior to boarding or daycare. If there is any aggressive or unacceptable behavior after your pet has been accepted, we will do everything we can to make things work. If there is no resolution, your pet will not be allowed to return to daycare or boarding.

**\_\_\_\_\_\_REST TIME** – All pets will be given a 1 hour rest time each day. During this time all dogs will be separated into kennels to relax and eat lunch if you provide it. Fur families may participate in rest time as a group in one kennel if the owner wishes.

**\_\_\_\_\_\_COLLAR AND LEASH** – All dogs must have a **Pet-Safe brand Breakaway Collar** (this type of collar is different from an everyday collar, it should be able to detach from the dog when pulled on when there is no leash attached) with a tag containing your current contact information, as well as the canine's name. If you do not have a Pet Safe breakaway collar or tag, one will be provided for your pet and you will be responsible for the cost of the collar/tag. All dogs must enter the facility on leash.

**\_\_\_\_\_\_FOOD/TREATS** – All pets must have food provided by owner. If food is not provided, Wags Stay n Play will provide food at a cost of $5 per meal. We charge this much because it is so important for your pet’s health and happiness to stay on the same diet that they are accustomed to.

\_\_\_\_\_ **FACEBOOK/INSTAGRAM**- It is okay to put pictures of my pet(s) on our social media pages

**Note:** We recommend that each pet has his/her own bedding from home. We will provide a bed to get them off the ground, but it often makes your pet more comfortable if they have a bed, blanket, or piece of clothing with their own or your scent on it.

Signature

I, the undersigned, hereby acknowledge and certify that all the information provided in this registration form is complete and accurate to the best of my knowledge. I understand that this registration form does not guarantee that my pet(s) will be approved for boarding/ daycare. I further understand that my pet cannot be accepted until proof of vaccinations have been received from my veterinarian, and all supplementary documentation has been submitted to Wags Stay N Play.

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| Customer Signature |  | Date |
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| Customer Name printed |  |  |