

**New Customer Packet and Enrollment Form**

**OWNER INFORMATION**

|  |
| --- |
| Name(s): |
| Address: |
| City, State, Zip: |
| Phone: ( ) |
| Secondary Phone: ( ) |
| E-Mail: |
| Other people authorized to pick up your pets: |
| Referral Source: |

**EMERGENCY CONTACT INFORMATION**

|  |
| --- |
| Name(s): |
| Address: |
| City, State, Zip: |
| Phone: ( ) |
| E-Mail: |

**DOG’S/CAT’S NAME(S)**

|  |  |
| --- | --- |
|  |  |
|  |  |

**VETERINARIAN/CLINIC INFORMATION**

|  |
| --- |
| Hospital/Clinic Name: |
| Veterinarian Name: |
| Address: |
| City, State, Zip: |
| Phone: ( ) |

**PLEASE NOTE:** WE REQUIRE PROOF OF UP TO DATE VACCINES (FOR EACH ANIMAL) FROM YOUR VET CLINIC FOR ALL SERVICES OFFERED

Vet Clinics can email vaccines to: **stayandplaypethouse@yahoo.com**

**PET INFORMATION (Dog/Cat1)**

|  |  |
| --- | --- |
| Name: | Nickname: |
| Breed: | Color: |
| Birth Date: | Male/Female: |
| Weight: | Neutered/Spayed: YES NO  |
| Food Brand: | Amount fed: |
| Food/Treat restrictions: | Medications: |
| House Trained: YES NO  | Crate Trained: YES NO  |
| Get along with other dogs/cats: YES NO  | Food aggressive: YES NO  |
| Chew destructively: YES NO  | Climb/Jump fences: YES NO  |
| Any special needs, allergies, medical information, behavioral challenges, other important information that would be beneficial for us to know to make sure your pet’s time with us is as enjoyable as possible? |

**PET INFORMATION (Dog/Cat2)**

|  |  |
| --- | --- |
| Name: | Nickname: |
| Breed: | Color: |
| Birth Date: | Male/Female: |
| Weight: | Neutered/Spayed: YES NO  |
| Food Brand: | Amount fed: |
| Food/Treat restrictions: | Medications: |
| House Trained: YES NO  | Crate Trained: YES NO  |
| Get along with other dogs/cats: YES NO  | Food aggressive: YES NO  |
| Chew destructively: YES NO  | Climb/Jump fences: YES NO  |
| Any special needs, allergies, medical information, behavioral challenges, other important information that would be beneficial for us to know to make sure your pet’s time with us is as enjoyable as possible? |

**POLICIES**

This is an Agreement between Stay and Play Pet House, LLC (hereinafter called “Stay and Play”) and the pet owner (hereinafter called “Owner”). To ensure the safety of dogs in our care and fairness to our clients, Stay and Play requires that all clients comply with the following:

* Admission and Temperament: Stay and Play reserves the right to deny admittance for any reason at any time. The Owner will be notified if it is determined the dog is not a good fit for daycare at Stay and Play. Stay and Play reserves the right to refuse any dog at any time due to temperament issues.
* Stay and Play will use a gentle lead on dogs while in daycare that bark excessively.
* Spay/Neuter: All dogs participating in daycare should be spayed or neutered by one (1) year of age. Alternative methods of sterilization (including vasectomy and ovary-sparing spay) will be accepted.
* Communicable illness: Stay and Play will isolate any dog with signs of a communicable illness, and will call the Owner for immediate pick-up. Dogs that have been ill with any communicable condition (such as kennel cough, Giardia, Canine Papilloma Virus, etc.) will not be admitted until pet is symptom-free for a minimum of 10 days or written veterinary clearance is provided. Any health concerns, i.e. coughing, diarrhea, rash, etc., should be brought to the attention of a Stay and Play staff member before the dog is left in the care of Stay and Play. Dog owner understands and agrees that dog(s), while attending Stay and Play Pet House, have current vaccinations. Dog owner further understands and agrees that even if dog(s) is/are vaccinated for Bordetella (kennel cough), there is always a chance that the dog(s) can still contract Kennel Cough. There are strains that are not covered by the vaccination.
* Nails: All daycare and boarding dogs are required to have their nails maintained at a reasonable length to prevent injury to themselves, other dogs and staff. Stay and Play will provide this service for a nominal charge if nails are not maintained at an appropriate length.
* Fleas: All dogs must be free of fleas. Stay and Play will immediately treat any sign of fleas by bathing the dog with a natural flea shampoo at the Owner’s expense. Regular bathing charges will apply. It is highly recommended that dogs are kept on year-round flea prevention.
* Boarding: Reservations are required. It is recommended that boarding reservations be made well in advance due to weekends and holidays filling up quickly. A credit card (Visa, MasterCard, Discover) with a valid expiration date is required to confirm a boarding reservation. If a boarding reservation is cancelled, cancellation fees may apply.
* Daycare: Reservations are encouraged. If a daycare reservation cannot be kept, please notify Stay and Play by phone or email 24 hours in advance so that opening can be offered to someone else. If your dog is un-neutered or un-spayed, a reservation is required. If you book your un-neutered/un-spayed dog(s) for daycare but fail to show up, you will still be charged for that full day of daycare.
* Owner’s contact information: Please notify the staff of any change in contact information (phone, address, or veterinarian) provided at enrollment so records can be updated accordingly.
* Hours: Hours are 6:00AM – 6:00PM Monday through Friday, 8:00AM – 5:00PM on Saturday, Closed for business on Sunday. We offer boarding pick up’s on Sunday ONLY AT 3PM.
* Tours: Tours will be available by appointment only and during regular business hours.
* Fees: All fees are due at the time of service/pick-up. **Any returned check or debit/credit card transaction will have a $25 fee charged.**
* Pictures: There will be a lot of pictures/videos taken of the dogs while in daycare, boarding and grooming at Stay and Play. Pictures may be posted to our website, Facebook, or used in promotional materials at no compensation to the dog’s owner. These photos/videos are the sole property of Stay and Play.
* Price changes: Prices for boarding, daycare, grooming, and any other service(s) are subject to change at any time without notice.
* Bathing and Grooming: An appointment is required for all dog bathing/grooming services. Stay and Play reserves the right to determine the amount of time needed for bathing/grooming services. The amount of time needed is subject to change at any time. All dogs are required to be picked up in a reasonable amount of time after grooming is completed and Owner is contacted. Owner will be charged an additional boarding fee if their dog(s) is not picked up within two (2) hours after being contacted by Stay and Play.
* **Any dog (daycare, grooming or boarding) not picked up by close of business day will be boarded overnight at Owner’s expense.**

By signing this Agreement, Owner acknowledges his or her understanding and acceptance of the Policies and this Agreement in its entirety.

Owner’s Name (Please Print):

Owner’s Signature: Date:

**Liability Waiver**

This is an Agreement between Stay and Play Pet House, LLC (hereinafter called “Stay and Play”) and the pet owner (hereinafter called “Owner”).

1. Owner agrees to pay for pet services provided at the rate in effect on the date pet is checked into Stay and Play for boarding, daycare, or grooming. Owner further agrees to pay all costs/charges for special services requested, and all veterinary costs for the pet during the period said pet is in the care of Stay and Play. Owner further agrees that the pet shall not leave the facility until all charges due are paid by Owner or proper payment arrangements are agreed upon by both parties. All Charges incurred by Owner shall be payable upon or before pickup of pet.

2. By signing this Agreement with Stay and Play, Owner certifies to the accuracy of all information provided about said pet including any pre-existing health conditions or history of aggression towards any person or any other dog. Owner specifically represents to Stay and Play that, to Owner’s knowledge, the pet has not been exposed to any contagious diseases within a thirty-day period prior to check-in. During the period of this Agreement, Owner also agrees to notify Stay and Play of any known exposure of pet to a communicable disease including, but not limited to, Kennel Cough, Canine Papilloma Virus, and Giardia. Owner agrees to withhold pet from attending Stay and Play until pet is symptom-free for a minimum of 10 days or written veterinary clearance is provided. Owner further agrees to maintain currency of vaccinations and preventative flea/tick treatment as required by Stay and Play’s policy. Owner further agrees to be financially responsible for any required treatment for fleas/ticks, if determined necessary by Stay and Play. Stay and Play reserves the right to deny admittance to Owner’s pet for any reason at any time.

3. Stay and Play shall exercise reasonable care and supervision for the pet delivered by the Owner for daycare, boarding and bathing services. Owner understands and accepts all potential risks involved in an environment where dogs co-mingle in groups. Risks include but are not limited to bites, nicks, scrapes, cuts, pulled muscles, torn paw pads/nails, and self-inflicted rash/sores. **The Owner further agrees to be solely responsible for any and all acts or behavior of said pet while it is in the care of Stay and Play, to include payment of costs for injury to staff or other animals or damage to facilities caused by the pet.**

4. Stay and Play shall exercise reasonable care for the pet delivered by the owner for grooming services. Owner understands that unforeseen grooming-related services (including but not limited to: nail clipping, ear cleaning, removal of mats) may be required during the pet’s attendance in daycare or boarding to be paid for by the Owner. Owner understands and accepts potential risks of grooming including but not limited to clipper burn and/or minor nicks resulting from grooming of matted, neglected coats or for irritation caused by removing coat from pets possessing mild to severe skin allergy, nor will Stay and Play be held responsible for any stressful effects grooming may have upon an elderly pet. Stay and Play reserves the right to charge additional fees for services we consider over and above the norm covered by our standard rates. Stay and Play also reserves the right to refuse service to customers whose pet may pose a threat to us or to the other pets left in our care, whether it be an aggression problem, health problem, or parasite problem. Owner agrees to be financially responsible for any property damages by their pet.

5. If pet becomes ill or injured, or if the state of the animal’s health otherwise requires professional attention, Stay and Play, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the animal, and the expenses thereof shall be paid by the Owner.

6. Owner understands that their pet may be placed in a crate for “time outs”, rest periods, overnight care, if injured or for other reasons. Owner understands that water squirt bottles/sound aversion may be used for behavioral correction. Owner understands that pet may be muzzled for its protection or protection of Stay and Play staff.

7. I authorize my veterinarian to share the medical records of my pet with Stay and Play. I assume full responsibility for payment of all veterinary services rendered, including, but not limited to, diagnosis, treatment, necessary grooming, medical supplies, transportation and boarding. I agree to make such payments directly to the attending veterinarian or reimburse Stay and Play if direct payment cannot be made.

8. Owner understands that if the pet is left at Stay and Play for a period of three (3) days beyond agreed pick-up date without contact from the owner, or another responsible party, the pet will be considered abandoned and necessary steps will be taken to turn the animal over to the proper authorities.

9. Owner understands and agrees that Stay and Play will not be liable for any claims of problems, damage, illness, injury or death caused by or to the pet provided reasonable care and precautions are followed by the Stay and Play staff. Owner releases Stay and Play of any liability arising from the pet’s attendance and participation in boarding, daycare, grooming with Stay and Play. This Agreement and Waiver is valid from the date below and grants permission for future services provided by Stay and Play without additional authorization each time Stay and Play, LLC cares for one or more of my pets.

Owner’s Name (Please Print):

Owner’s Signature: Date:



Stay and Play Pet House uses crushed washed pea stone in our outdoor play area. Pea stones are small, round stones without sharp or rough edges. Pea stone is an excellent surface for dog play areas because it is a forgiving surface that is easier on dog’s joints than concrete. Pea stone also allows urine to sink through to the ground below while fecal matter sits on top of it, where it is easily seen and promptly picked up. This allows us to keep the outdoor areas free of waste, so dogs are not running and stepping in it while playing.

The majority of dogs have no issues running and playing on pea gravel. Some dogs (especially dogs who have not built-up tough paw pads due to their young age or lack of exposure to surfaces other than those in their homes and grass outdoors) may experience irritation. Stay and Play cannot predict how each individual dog’s paws will do on the pea gravel and encourages the use of paw wax as a preventative. While walking and running, pea gravel can rub in between paw pads, causing redness and irritation. Some dogs may lick their paws to relieve the irritation or may favor an exceptionally sore paw by limping. Owners are encouraged to use paw wax if their dog is not used to pea gravel.

**WHAT SHOULD YOU DO IF YOUR DOG GETS IRRITATED PAWS FROM THE PEA STONE?**

The best thing to do is to clean their paws between the pads with a wet cloth, and apply a triple antibiotic ointment with pain relief (such as Neosporin). This will help to relieve the pain as well as speed the healing. Discourage your dog from licking as this will exacerbate the soreness.

**HOW CAN IRRITATION BE PREVENTED IN THE FUTURE?**

To prevent or reduce future irritation from the pea stone, a paw wax or balm can be used. Paw wax is a substance that is applied to the paw pads and in between the paw pads. It provides a protective barrier which reduces irritation cause by rough surfaces such as pea stone. The paw wax often times contains healing properties as well.

By signing below, I acknowledge that I have read and understand the pea gravel waiver. I also understand that Stay and Play encourages the use of paw wax on paws if dogs are not used to playing on pea gravel. I do not hold Stay and Play LLC liable in the event that my dog experiences irritation/issues with their paws.

Owner’s Name (Please Print):

Owner’s Signature: Date:

 Stay and Play Pet House (920) 479-6028

 3792 Jackson Street stayandplaypethouse@yahoo.com

 Oshkosh, WI 54901 www.stayandplaypethouse.com

****

**BOARDING CANCELLATION POLICY**

**NON-PEAK TIME CANCELLATIONS:**

*This is any time that is not listed as “peak time” below*

* If you cancel your boarding reservation less than 7 days prior to 6AM on your check in day, there will be a cancellation fee of 1 night of your reservation.
* If you cancel your boarding reservation less than 48-hours prior to 6AM on your check in day, there will be a cancellation fee of 50% of your entire reservation (minimum of 1 night charge).

**PEAK TIME CANCELLATIONS:**

*Peak time includes (but is not limited to) New Years, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas, EAA, and local music festivals*

* During Peak Times if you cancel your boarding reservation less than 14 days prior to 6AM on your check in day, there will be a cancellation fee of 1 night of your reservation.
* During Peak Times if you cancel your boarding reservation than 7 days prior to 6AM on your check in day, there will be a cancellation fee of 50% of your entire reservation (minimum of 1 night charge).
* During Peak Times if you cancel your boarding reservation than less than 48-hours prior to 6AM on your check in day, there will be a cancellation fee of 100% of your entire reservation.

Owner understands that they are responsible for entire boarding reservation. If dog(s) is/are picked up early, owner is still financially responsible for the remainder of dog(s) reservation at Stay and Play Pet House.

Owner understands that Stay and Play Pet House will ask for a credit card to keep on file to book a boarding reservation. This credit card will not be used for anything other than to reserve my boarding reservation and keep on file to charge any/all fees incurred from a cancellation of a boarding reservation as explained above.

Owner’s Name (Please Print):

Owner’s Signature: Date:

 Stay and Play Pet House (920) 479-6028

 3792 Jackson Street stayandplaypethouse@yahoo.com

 Oshkosh, WI 54901 www.stayandplaypethouse.com