



# Paws & Claws

## Guest Application and Care Agreement Form

Date: \_\_\_\_\_ Owner or Guardian's Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_ Phone Numbers (work) \_\_\_\_\_

(cell) \_\_\_\_\_ (home) \_\_\_\_\_ E-Mail \_\_\_\_\_

Additional contact name and number \_\_\_\_\_

How did you hear about Paws & Claws? \_\_\_\_\_

### **Pet Information:**

Pet's name \_\_\_\_\_ Breed \_\_\_\_\_ Birth Date: \_\_\_\_\_

Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_ Weight: \_\_\_\_\_ lbs.

**Yes**, my pet is spayed \_\_\_\_\_ Neutered \_\_\_\_\_ or **No**, my pet has not been spayed or neutered \_\_\_\_\_

**\*\*\* We do not take female pets that have not been spayed \*\*\***

### **Vet & Vaccine info:**

Your pet's vet clinic \_\_\_\_\_ Vet: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_

\*Vaccination records MUST be received BEFORE the guest's arrival for daycare, boarding, or grooming. (Must have proof of vaccinations from a vet, rescue, or adoption facility).

### **REQUIRED VACCINES:**

**Dog:** DHLPP, Rabies, and **Bordetella (every six months)**. \*If your pet is not current on their shots, there is a 48-hour waiting period before they can board or come to daycare, after vaccinations have been administered. \*\*Although the Bordetella vaccine is administered, there are some strains that it does not cover and it is understood that pets are still at risk of contracting a virus at anytime\*\* **Cat:** Rabies FVRCP

### **Additional Information about your pet:**

Has your pet ever attended daycare? \_\_\_\_\_ Overnight Boarding \_\_\_\_\_

Is your pet allergic to anything? If so, please list \_\_\_\_\_

Does your pet have any food allergies \_\_\_\_\_

Does your pet have any known disabilities or injuries? If so, please explain \_\_\_\_\_

Is your pet currently taking any medication? If so, please list type, amount, and daily dosage  
\_\_\_\_\_

Has your pet been sick or injured in the last 60 days? If so, please explain \_\_\_\_\_

**Pet Behavior Questions:**

Is your pet housebroken? \_\_\_\_\_

Does your pet eat anything potentially harmful (toys, rocks, poop, etc.) \_\_\_\_\_

Has your pet ever jumped, climbed, or escaped from a fence or barrier? Yes \_\_\_\_\_ No \_\_\_\_\_ If yes, specify \_\_\_\_\_

Has your pet ever exhibited any aggressive behavior? \_\_\_\_\_ If yes, please specify what type and the correlating circumstances \_\_\_\_\_

Has your pet ever growled at or bitten another animal or person? \_\_\_\_\_

If yes, explain \_\_\_\_\_

How long have you had your pet? \_\_\_\_\_ Where did you obtain your pet? \_\_\_\_\_

Is there any place on your pet's body that they DO NOT liked to be touched? \_\_\_\_\_

Are there any restrictions to be placed on your pet's activities or length of activity time?  
\_\_\_\_\_

**Feeding Instructions:** Times per day? \_\_\_\_\_ How much? \_\_\_\_\_ Brand/Type? \_\_\_\_\_

Can you take food away from your pet without he/she growling? \_\_\_\_\_

Will your pet easily share toys with other pets? \_\_\_\_\_ Has your pet ever socialized with large groups of other pets? \_\_\_\_\_ Where and how many? \_\_\_\_\_

Please list any additional notes or information you would like us to know about your pet here:

**Contract Terms: This Application and Agreement constitutes a binding contract between Paws & Claws, LLC, A Tennessee Limited Liability Corporation (Paws & Claws), and the Pet Owner or Guardian ("Owner/Guardian"), whose signature(s) appear below:**

**Owner/Guardian agrees to pay the rate(s) for daycare, grooming, and/or overnight boarding at the rates in effect on the date the pet services are rendered. The Owner/Guardian agrees that all charges incurred shall be due and payable upon the departure of the pet(s) and that the pet(s) will not leave the Paws & Claws, premise of 102 Taylor Industrial Blvd., Hendersonville, TN 37075, until all charges have been paid in full. IN the event sums are owed to Paws & Claws, Owner/guardian agrees that all costs of collection, including court costs and attorney fees shall be the responsibility of the owner/guardian of the pet.**

No pet may be abandoned at Paws & Claws. If a pet is left without any contact, instruction, or notification from the owner or guardian, and without any indication of the ability, willingness, or plans retrieve the pet then,

after seven days after the scheduled end of a boarding stay or daycare visit, Paws & Claws, becomes the legal owner and guardian of the pet and will rehome or surrender the pet.

**By signing this application/agreement, the Owner/Guardian agrees to and acknowledges the accuracy of all information provided to Paws & Claws, from the Owner/Guardian.**

**In the event that the pet should have an emergency or need any medical/veterinarian attention for injury or illness during his or her stay, Paws & Claws, is expressly authorized to engage the services of a veterinarian, and/or administer medicine, CPR, or any other requisite attention to the pet. All expenses related to said pet(s) medical attention, treatment, or cost of medications, will be paid in full by the Owner/Guardian.**

**Paws & Claws, is not responsible for any injury or death of the Owner's/Guardian's pet while on the Paws & Claws premise or in route to and from the facility.**

**FULL RELEASE & INDEMNITY: Owner/Guardian does hereby release and forever discharge Paws & Claws, LLC, and its officers, directors and employees (Paws & Claws) from any and all claims, actions, causes of action, demands, rights, damages, costs, expenses, loss of income and compensation whatsoever which the undersigned may hereafter accrue on account of, or in any way grow out of any injury or death of the Owner/Guardian's pet while on the Paws & Claws premise or in route to and from the facility or during the provision of care. Moreover, should a cause of action accrue to any other pet owner/guardian for any reason whatsoever against Paws & Claws LLC, by reason of the Owner/Guardian's pet while on the Paws & Claws' premise, Owner/Guardian shall completely and absolutely indemnify and hold harmless Paws & Claws, its officers, directors and employees for any loss or damage, financial or otherwise, including costs and attorney's fees, related to any cause of action which may be asserted against Paws & Claws, its officers, directors and employees by anyone on behalf of any other pet owner/guardian. Owner/Guardian does hereby release and forever discharge Paws & Claws, LLC, and its officers, directors and employees (Paws & Claws) from any liability if Owner/Guardian's pet(s) escapes or departs the building or property in any manner including, but not limited to jumping, digging out, climbing, running away, theft, or unauthorized removal.**

**Owner/Guardian agrees to be solely responsible for any and all acts or behavior of the Owner's/Guardian's pet(s) while said pet(s) are in the care of Paws & Claws. Any damage to another client's pet from said pet, will be the sole responsibility of the Owner/Guardian.**

**Video/DVD/Any Electronic Device Recording: The Owner/Guardian agrees and consents to the video/DVD recording, photographing/ taping and/or reproduction of any other manner of the likeness and/or activities of the Pet(s) and authorizes and allows Paws & Claws to make unlimited use of said reproductions: i.e. website, advertising, photography, social media, brochures, marketing manuals or materials, etc. It is fully understood and acknowledged that there will be no compensation in any form, including monetary, of said use, now or in the future.**

I, the undersigned, hereby agree to and acknowledge that all the information I provided in this Application is accurate and complete, to the absolute best of my knowledge and I acknowledge that I have read, understand and accepted the terms stated above. **I further understand that by signing this form, I am acknowledging ownership of or accepting guardianship and thereby consenting to financial responsibility for the pet named on this application.**

**Owner/Guardian: By \_\_\_\_\_**

**Date: \_\_\_\_\_**

**A copy of the Customer Policy Manual Boarding and Daycare rules is Included with this agreement and are part of the terms of this contract.**



## Paws & Claws

### Customer Policy Manual Boarding and Daycare Rules

Thank you for choosing Paws & Claws LLC (Paws & Claws) for your pet(s) boarding, daycare, and grooming needs. It's our honor to take care of your pets! These Boarding and Day Care rules, which are subject to change, are part of the agreement you have with Paws & Claws for pet care.

#### **Hours of Operation & Drop off and Pick up Times**

##### **DAYCARE**

**Monday-Friday 6:30am-6:45pm - all pets must be picked up and dropped off by 6:45pm for daycare** After 6:45 pm, a charge of \$1.50 per minute will be assessed. Any pets not picked up by 7:00 pm will automatically be considered boarding and be charged the respective boarding rate.

Early Daycare Drop-off prior to 6:30 am is an additional \$5.00 charge per day.

**Saturday - 7:00am-5:30 pm** - All daycare and boarding pets must be pick up by 5:30 pm. There is no late pick-up after 5:30pm. In case of an emergency only and manager approved, a charge of \$1.50 per minute will be assessed for any pickup after 5:30 pm, up until 6:00pm. Any pets not picked up by 6:00pm. will automatically be considered boarding and be charged the respective boarding rate.

**Sunday - NO DAYCARE** - Playtime and daycare on Sunday is offered to boarding dogs only. DROP OFF AND PICK-UP from 7:00am-9:00am and again 2:30pm-5:30pm All Boarding pets MUST be picked up by 5:30pm. In case of an emergency only and manager approved, a charge of \$1.50 per minute will be assessed for any pickup after 5:30pm, up until 6:00pm. Any pets not picked up by 6:00pm will automatically be considered boarding and be charged the respective boarding rate.

|                                |                                      |           |
|--------------------------------|--------------------------------------|-----------|
| Early Check In                 | 6:30am - 7:00 am                     | \$10.00   |
| Standard Check In              | 7:00am - 5:30 pm                     | No charge |
| Late Check In                  | 5:30pm - 6:30 pm                     | \$10.00   |
| Standard Check Out             | 7:00am - 1:00 pm                     | No charge |
| Late Check Out – Monday-Friday | 1:00pm - 6:45 pm                     | \$17.00   |
| Late Check Out - Saturday      | 1:00pm- 5:30 pm                      | \$17.00   |
| Sunday Drop off and Pick up    | 7:00am – 9:00am &<br>2:30pm -5:30 pm | No Charge |

#### **Early and Late Pick-ups:**

**Please know that our staff is busy taking care of your pet's boarding needs which is why we have to keep our doors locked and closed to the public during these times** - We kindly request that you drop off and pick up only during our hours of operation, however when there is an emergency the above rules apply. Like any hotel, we have check out times for boarding dogs. This is to ensure there are enough kennels available when new boarders arrive and that they are nice and clean for their new occupant.

Updated April 11, 2016

### **Holiday Hours & Rates**

|                      |  |
|----------------------|--|
| New Years Eve        | Closing early at 5:30 pm                                     |
| New Years Day        | CLOSED   |
| Easter               | Regular Sunday Hours 7am-9am & 2:30pm-5:30pm                 |
| Memorial Day:        | Closed for Daycare – drop off and pick up only 2:30pm-5:30pm |
| July 4 <sup>th</sup> | Closed for Daycare – drop off and pick up only 2:30pm-5:30pm |
| Labor Day            | Closed for Daycare – drop off and pick up only 2:30pm-5:30pm |
| Thanksgiving Eve     | Closing early at 5:30 pm                                     |
| Thanksgiving         | CLOSED   |
| Christmas Eve        | Closing Early at 5:30 pm                                     |
| Christmas Day        | CLOSED   |

**\* Any Closed Days, our staff is here tending to boarding dogs, but will not answer the door\***

**\* An additional \$12 will be charged for one night only of the following holidays or school breaks, per kennel:** (\*This charge is only for one individual night - not for the entire stay\*) - New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, Christmas Eve & Christmas, Easter, Sumner County's Fall and Spring Breaks (for both public and private schools. This helps us cover costs of additional staffing needs during these busy times.

**\*\*All holidays require a minimum two night stay, so if your pet is picked up after only boarding one night, a payment is required for two nights, along with the holiday/break charge\*\***

If the holiday is not listed than we are open regular hours.

The Holidays are a crazy time for everyone and we are no exception. Therefore we ask if your dog is new, you bring it prior to the week of the holiday. That will give us plenty of time to make sure your dog is as comfortable as possible in the playroom or let you know if they cannot play so you can be prepared otherwise. We offer a free trial day of daycare for this reason.

### **Deposits - Holidays, Spring & Fall Break**

Reservations made during these time periods must be for a minimum of two nights. We require a subsequent deposit for these two nights, due at time of reservation. For a refund on your deposit, we require that you cancel within three days prior to your scheduled arrival date. If for some reason you cancel after this time, unfortunately we will not be able to refund your deposit.

### **Collars**

Our main goal is to keep your dog happy and safe. To do this, your dog must have on a collar with your pet's first and last name on it or attached to it. We do not allow any choke collars or prong collars due to their potential choking hazard. If you do not have a collar, we can provide one for your pet(s) at an additional cost.

Updated April 11, 2016

## **Food**

We prefer that you supply your dog or cat with its regular food. Sometimes changing a pet's diet can disrupt their system. If you forget or your pet runs out while in our care, we will provide food for an extra \$3 per day.

\*\*\*ALSO PLEASE DO NOT BRING A GIANT CONTAINER OR BAG IF YOUR DOG IS ONLY STAYING A FEW NIGHTS - Our storage is limited\*\*\*

## **What to Bring When Boarding**

Aside from food and treats, you may also bring a blanket with you or your dog's name on it, so it doesn't get misplaced after washing. We ask that you do not bring any additional items other than those previously specified. We do not allow rawhides or bones in the kennel because they can break off and get stuck in a dog's throat. In addition, we prefer not to put toys or stuffed animals in the kennel with the dogs. While here, your dog's behavior may change due to the different environment and we do not want them to ingest anything hazardous. We provide bowls, beds, and blankets for our boarders of all sizes. - We do not accept personal dog beds or carrying crates.

## **Grooming**

If you want your pup smelling and looking good, we provide select services upon request, including: baths, nails, ear cleaning

## **Lunch**

We have lunchtime during the day from 11am to 1pm. All small dogs go up for a rest during this time. We also provide lunch to any dogs, at the owner's request. Please make sure your dog's lunch is labeled in either a zip-lock bag or plastic container. If we provide lunch the charge is \$2 per dog.

## **Special Needs Dogs**

We believe that every dog that stays with us deserves lots of love and attention. It's important that they have a change of scenery and exercise. We will not leave any dog in its kennel all day. Even if they cannot be in the regular playgroups due to age, injury, size, or temperament, our facility has individual play yards and playrooms where the dogs can run, play, sniff and hang out away from their kennel. Since this requires additional staff and time we do charge an extra \$5 fee per dog for our Special Needs pets.

Most dogs under 6lbs, because of their fragile nature, are considered a "Special Needs" dog and will get individual playtime in one of the unoccupied playrooms or play yards. This is for their own safety due to their smaller size. Our staff makes sure to give them individual attention, playtime, and affection!

## **Rotating Dogs**

For safety purposes, we limit the number of dogs at a time in our playroom, rotating groups usually every hour and a half, so everyone gets plenty of playtime, and some well-needed rest in between. If we have a larger than normal boarding or daycare (typically during the holidays), rotation times may vary.

Updated April 11, 2016

**Smaller Dog Playroom**

Our Smaller playroom dogs go up for naptime between 11am-1pm to ensure that they get some much-needed rest after playing for several hours. This is also a lunch break for daycare dogs that brought their lunch and boarding dogs that eat a mid-day meal.

**Refusal of service:** Although we carefully screen all applicants, occasionally we discover that this is not an appropriate environment for all pets. Paws & Claws reserves the right to permanently remove a dog from daycare or refuse boarding due to various behavior or health issues. Some of these include, but are not limited to rough play, aggressive behavior, humping, biting, excessive barking, digging, chewing, excessive hyper-activity or nervousness while being kenneled, or attending daycare.

**Pricing and Rates**

Please check our front desk and website for current daycare and boarding rates, and any special offers on grooming.

**We base boarding prices on the dog's size.**

**Small- 1-19lbs.                      Medium- 20-39 lbs.                      Large -40 lbs.-over**

**Daycare Packages:**

Select daycare packages are offered at a discounted price. All packages are non-refundable and expire after one year from the purchase date.

I, the owner/guardian, hereby agree to and acknowledge that I have read, understand and agree to all of the above terms, conditions, policies, and procedures of the customer policy manual.

Owner/Guardian:

By: \_\_\_\_\_ Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_