



Doggie Day Care
Boarding, and Grooming

Canine Connections—Master Contract

I, _____, (print first & last name) entrust Canine Connections to care for my dog(s) while participating in daycare and/or boarding. Canine Connections understands the responsibility and is committed to providing a safe, clean and enjoyable environment for your dog(s). I understand and agree to the terms outlined in this contract, as a condition of my dog's participation in services.

VACCINATIONS: Rabies, Bordetella and Distemper vaccines are required prior to evaluation and must be maintained up-to- date and on file at Canine Connections. Bordetella shall be administered at least 3 days before participating at Canine Connections. A negative fecal exam is required prior to evaluation and annually afterward.

SPAY & NEUTER: Dogs are required to be spayed or neutered by the age of 6 months. Exceptions as documented by a veterinarian are considered on a case-by-case basis.

FLEA & TICK PROTECTION: Dogs are required to be actively protected by a Flea & Tick preventative such as Program, Sentinel, Frontline, Advantix or Revolution. A dog discovered with fleas or ticks will be bathed at the owner's expense.

HEALTH & WELL-BEING: All dogs must be healthy upon arrival for daycare/boarding/or other services. If a dog becomes ill or if his/her health requires professional attention, Canine Connections reserves the right to: (1) Request the owner to arrange for the dog to be picked up, (2) Provide medical attention or (3) Engage the services of a local veterinarian. Expenses for veterinary services will be the responsibility of the owner.

SAFETY: I acknowledge and understand that there are certain risks in any environment that includes dog socialization and physical interaction. Canine Connections maintains the highest standards of cleanliness and safety, however, cannot remove 100% of the risks that exist in a dog facility. Canine Connections is not liable for illness or injuries inflicted on my dog or by my dog upon others, including but not limited to canine cough, nicks, cuts and possibly bites or punctures.

DAYCARE: Daycare dogs should try to arrive no later than 10am. Later arrival times can certainly be arranged. I understand that Canine Connections will make every effort to include my dog(s) in playgroups with other compatible dogs. Canine Connections has the sole right to determine whether my dog is included in playgroups or included on a limited basis.

BOARDING: Boarding dogs are expected to arrive at Canine Connections no later than 6:00pm, for stays beginning Monday thru Friday. It is recommended that you supply your dog's food, to help avoid digestive distress or diarrhea.

LATE PICK-UP: Check-out time for boarding dogs is 9am. Boarding dogs picked up after 9am will be charged \$23 for afternoon pick-up. Daycare services end at 6:30pm. A late charge of \$15 will apply to dogs picked up after 6:30pm if Canine Connections is notified prior to 6:30pm. After 6:40pm, or if Canine Connections is not notified of an owner's delayed pick-up, your dog will be boarded overnight at the standard rate of \$48.

DAMAGES: 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 Canine Connections while my dog(s) is/are attending Canine Connections.

PAYMENT: Daycare services should be paid at time of drop off. Boarding customers are requested to pay upon drop off. A \$25 fee will apply to all returned checks issued to Canine Connections.

PHOTOGRAPHY: Canine Connections has the right to use photograph(s) of my dog(s) as often as desired. I waive the right of approval, and release Canine Connections from all claims related to the use or publication of any photographs.

Owner's signature below certifies that he/she has provided accurate information about their dog(s) on the **Customer Information form**. Furthermore, the owner has read, understands and agrees to the terms of Canine Connections' **Master Contract** and **Policies and Rules** document

Signature _____ Date _____

Info@canineconnectionsvp.com



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Canine Connections—Policies and Rules

Canine Connections implements the following Policies and Rules to provide a safe, healthy, comfortable and fun environment for all of our guests. Signature on the Master Contract indicates that the owner has read and agrees to the Policies and Rules contained herein.

EVALUATION

An evaluation is required prior to the first daycare or lodging stay. We will give you our honest opinion of your dog's experience, and if he/she demonstrated signs of stress, aggression or other potentially problematic behaviors. We will inform you if Canine Connections is a good fit for your dog. If we don't see your dog for 14 or more months, a re-evaluation may be required.

LEASHES IN THE LOBBY

Your dog should be on a leash upon entering or exiting Canine Connections' lobby. Dogs get excited, seek attention and can have abrupt reactions as they arrive or depart. Our priority is the safety of our clients, both dog and human and as such, we ask that you be aware of the surroundings and control your dog accordingly.

COLLARS

Collars are required for all dogs. Nylon, leather or material other than a choke or prong collar is expected while dogs are in playgroup.

HOLIDAYS

Holidays are New Year's Eve, New Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving Day, lack Friday, Christmas Eve and Christmas Day. Canine Connections' lobby is closed on these Holidays.

RESERVATIONS

We encourage customers to make boarding reservations as soon as possible, especially through the major holiday periods. Customers are encouraged to make daycare reservations at least a day in advance.

DEPOSITS & CANCELLATIONS

A deposit is required for all holiday boarding reservations. Canine Connections reserves the right to collect boarding deposits for new customers, or those that have had recurring cancellations. Please provide at least 1 day notice of cancellation for non-holiday boarding reservations. Please provide at least 5-day notice of cancellation for a holiday boarding reservation. Deposits are non-refundable if a holiday reservation is cancelled with less than 5-day notice.

BOARDING GUESTS

Please bring your dog's own food. A nominal fee will apply if Canine Connections supplies his/her meals. Canine Connections can provide beds, linens and other canine comforts so it is not required that these items be brought from home unless you feel your pet would like them. Please label your dog's belongings. We cannot guarantee that toys, bedding and other items will be returned in the exact condition in which they arrived.

DAYCARE GUESTS

Please reserve daycare services at least a day in advance whenever possible. Recurring daycare reservations are welcome however, if two consecutive days are missed without notification, future recurring reservations will be cancelled. All "Daycare Packages" are valid for one year from date of purchase. Unused days on a multi-day package are non-refundable.

MEDICATION

We are happy to administer medication to your dog. All medication should be clearly marked with your dog's name, the name of the medication, the frequency and the required dosage.

FAILURE TO PICK-UP

If a dog's owner cannot be contacted and a dog is not picked up within 2 days of the scheduled pick-up date, the dog will be considered abandoned.

Signature: _____ Date: _____