



Grooming Form and Contract

Owner(s) Info:

Owner(s) Name _____

Address _____ City _____ State ____ Zip code _____

Best phone number to reach you: (Circle one) home/cell/work _____

Additional Phone number _____ or _____

Email address: _____

Can we email you reminders of upcoming appointments? **YES** **NO**

Emergency contact (someone other than yourself):

Name _____ Phone # _____

How did you hear about us? _____

Pet Info:

Pet's Name _____ Breed _____ DOB/DOA _____

Check all that apply: **Cat** or **Dog** **Male** or **Female** **Neutered** or **Spayed**

Has your pet been groomed before? **YES** **NO** If yes, how often? _____

What type of grooming do you do at home? **Teeth** **Nails** **Brush** **Trim** **Bath**

What type of haircut do you prefer on your pet? _____

Is your pet known to do any of the following while being groomed? **Bit** **Nip** **Growl**

Veterinarian Clinic _____ Vet Contact # _____

Brand of flea preventative _____

List of any known allergies/sensitivities _____

Is your dog on any medications? YES NO

If yes, what kind? _____

Does anyone else have permission to pick up your pet, besides you?

Is there anything else you would like us to know about your pet?

Owner's Signature: _____ Date: _____

Owner Agreement and Release Form

Name of Dog(s) _____

(Please initial each)

____ 1. Payments are due at the end of each day for attendance at Sleepy Creek Pet Lodge, LLC (herein after referred to as SCPL). **No shows or cancellations will be charged a first day fee unless cancelled 24 hours in advance (excluding holidays where the full amount of the scheduled overnight stay will be charged.) (Just like a hotel) Grooming appointments that are No Shows or cancelled less than 24hours in advance will be charged 50% of their average grooming rate.**

____ 2. Payments may be made by cash, Visa, Mastercard, Discover or debit card or personal check. (Any personal check that is deemed invalid by the bank will acquire the banks charges as well as a \$25.00 late fee.) Any packages or payments paid in advance are non-refundable. Packages/punch cards/gift certificates will expire 6 months from the date of issue. A current credit card number and expiration date must be on file at all times and the signature on this agreement authorizes use of the card for payments or fees.

____ 3. I understand that I am solely responsible for any harm or damages caused by my pet(s) while attending SCPL. I further agree to indemnify SCPL, its owner, staff and volunteers for any loss, liability, damage, or costs they may incur due to any harm caused by my pet(s).

____ 4. I agree and understand that any problems that develop with my pet(s) will be treated as deemed best by SCPL, in their sole discretion, and that I assume full responsibility for any and all expenses involved.

____ 5. I agree and understand to indemnify SCPL, its staff and volunteers for any loss, liability, damage, or cost they may incur due to my dog(s) participation and attendance in daycare.

____ 6. I agree and understand that this release, waiver, and indemnity agreement is intended to be as broad and inclusive as permitted by the law of the State of Wisconsin, and if any portion thereof is held invalid, it is agreed and understood that the balance shall continue in full legal force and effect. Should a court determine that any provision waiving liability is deemed unenforceable, SCPL liability shall be limited to the funds paid to it by me for taking care of my pet(s).

____ 7. I agree and understand that in admitting my pet(s), SCPL has relied on my representation that my pet(s) is/are in good health and have not harmed or shown aggression or threatening behavior toward any person or any other dog.

____ 8. As the safety and health of all pets in our care is our main concern, SCPL reserves the right to refuse admittance to any pet that does not meet the temperament and health requirements.

____ 9. (Daycare only) I understand that, despite SCPL's best efforts to ensure the safety of every dog and human, there are certain risks involved with having dogs play together in daycare. These risks include but are not limited to scratches, cuts, tooth marks, bruising, pulled muscles, broken toe nails, sore or injured paw pads. I will be responsible for my dog's veterinary bills and any other costs incurred due to injury or illness. I agree that SCPL will in no event be responsible for any injury to my dog.

____ 10. I authorize SCPL to contact the veterinarian indicated on the information form in the event of an emergency to provide appropriate medical treatment to my pet(s) if I am unable to be contacted. I understand that the cost of any such treatment will be my responsibility. I authorize veterinary expenses not to exceed the amount of \$ _____

____ 11. If my pet has a medical need, SCPL will try and make contact with my listed veterinarian on my pet(s) form. However, because of many emergency situations being outside of business hours or the veterinarians' capabilities, the Animal Referral Center in Appleton, WI is SCPL's recommended facility for emergency situations.

____ 12. I understand that my pet(s) be photographed or video recorded while on premise's. I agree to the use of such photos or videos in all forms of media for educational and promotional materials for SCPL.

I certify that I have read and understand the policies and accept all terms, conditions and statements of this agreement.

Owner's Signature

Date

Credit Card Number

Exp. Date

3 digit security code

Credit type: VISA

Discover

Master Card

Rules & Regulations

The purpose of Sleepy Creek Pet Lodge (herein referred to as SCPL), is to provide a safe, fun and stimulating environment for your pet. We want to ensure the safety and health of your pet as well as our other guests, therefore we require all of our guests and owners to abide by the following rules and regulations

Hours of operation: SCPL is open Monday through Friday from 7am-7pm, Saturday from 8am-4pm and Sunday from 8am-12pm & 4pm-8pm. You may drop off and pick up your pet(s) any time during these hours. We charge per night, there is a half day charge with pick-ups after 12pm. We do have altered hours for holidays, these hours will be posted well in advance. There is a \$3.00 per kennel holiday fee for all pets staying over the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

Vaccinations: All dogs coming to SCPL for boarding, daycare, grooming and training must have up-to-date vaccinations. SCPL requires written verification from the pet's veterinarian to show that the following list of vaccinations are current: Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus (DHLPP), Rabies and Bordetella. Cats are required to have: Rabies and combinations of rhinotracheitis, calicivirus and panleukopenia (FVRCP). SCPL requires the Bordetella be given every 6 months for daycare dogs. **NO pet will be admitted to SCPL with out written verification of these vaccinations. It is your (the owners) responsibility to provide on-going verification of current vaccinations to SCPL.**

*Puppies may be admitted without a rabies vaccination up to the age of 6 months, after 6 months of age the puppy must be vaccinated.

Health: Pets coming to SCPL for boarding, daycare, grooming, or training must be in good health. Owners must provide verification that their pet(s) is in good health and does not have any communicable diseases that could jeopardize the health and well being of our other guests. Any communicable disease acquired by your dog must be reported to SCPL. Pets that have been ill with any communicable disease will require a veterinarian's certification of health before being allowed back to use SCPL services. **Any pet with diarrhea, coughing or vomiting must stay home.**

Nails: Dogs' nails must be kept trimmed short for the safety of other dogs and SCPL staff while attending daycare.

*If nails are found to be unreasonably long or sharp, nails will be trimmed and charged to the owners account at SCPL's current nail trim rate.

Age/Sex: Daycare: Any puppy over the age of 12 weeks can be enrolled in daycare. Puppies and all other dogs over the age of 12 months must be spayed or neutered in order to continue to play in daycare.

Boarding: Dogs may be intact (not spayed/neutered) while staying with us for boarding. Please try to leave females that are in season (in heat) at home for the well being of the other dogs staying with us. Call ahead if you know your female is coming into season. DO NOT bring pregnant females for boarding, as the environment may potentially cause unneeded stress on the mother or expose her to unknown conditions which could potentially cause harm to the developing puppies. SCPL is not liable for aborted/absorbed puppies.

Breeds: SCPL does not discriminate dogs based on their breed. But we do not expect dogs with aggressive tendencies in daycare. Wolves or wolf crosses are not accepted in daycare.

Collars/Leashes: While at SCPL all dogs must wear a quick release (buckle collar). Quick release collars are required for the safety of your dog as it is designed to break if caught on something. NO choke chain collars are allowed. **ALL DOGS MUST BE ON LEASH** when arriving on SCPL property, for their safety as well as others coming to and leaving the property. (Not all dogs want to be greeted by yours.)

Flea and Tick Protection: All pets must be protected with a flea and tick preventative year-round. All pets will be check for signs of fleas and or ticks upon arrival and during their stay at SCPL. Pets who show signs of fleas or ticks will not be admitted into daycare or boarding until treated. **If at any time while at SCPL a pet is noticed to have or show signs of fleas or tick, treatment will be applied and charged to the owners of said pet at a minimum rate of \$25.00.**

Food/Medications: All food brought to SCPL for boarding must be labeled for each pet and must include the pet's name and instructions for each meal. All medications need to be clearly labeled and specific instructions given for each medication your pet needs.

Temperament: All dogs will be assessed to ensure they are non-aggressive and non-protective of toys or food before being permitted to enroll in daycare. SCPL staff will assess your pet's temperament to determine if and in which group your dog is best suited. They will also help determine a suitable training class for you and your dog should they need it. Please remember that while playing with other dogs in daycare, small bites and scratches/scrapes do occur from time to time even during supervised playtime.

Enrollment: All pets must have completed and up-to-date enrollment forms, including veterinary records, on file. If your dog has not been at our facility for more than 6 months you may be asked to fill out new enrollment forms in case of changes. All required SCPL forms must be signed by owner(s) before enrollment in boarding, daycare, grooming or training.

Fees: All fees must be paid at the end of each day or at the end of each boarding stay. Acceptable forms of payment are cash, credit card (no American Express), debit card, or check. Pre-paid stays or packages are non-refundable or transferable. Packages expire after six months from the purchase date. A current credit card number and expiration date must be on file at all times. Pets that stay past 12pm on their departure day are charged for a half day stay. Grooming pets that stay for three hours or more past the completion of their grooming appointment are also charged for a half day stay.

Reservations: To ensure space for your dog it is required that reservations be made for daycare, boarding and spa days. There is a limited number of suites and kennels for our boarding guests, because of this please make your reservations as far in advance as possible. If all suites and kennels are reserved for other guests, you may ask to be added to the waitlist in case of cancellations. A Credit Card is required to be on file to reserve any future boarding stay or grooming appointment.

Cancellation Policy: A 24-hour cancellation notice is required for boarding. A penalty of the first day fee will apply if no cancellation notice is given (i.e. "no show") or if the overnight stay is cancelled less than 24 hours in advance of the first night of the scheduled stay. (Just like a hotel) This excluded holidays where the full amount of the scheduled overnight stay will be charged for "no shows" or for when the stay is cancelled less than 24-hours in advance of the first night of the scheduled stay. Grooming appointments that are cancelled less than 24hours in advance of their appointment will be charged 50% of their average grooming rate.

Owner(s) signature: _____ Date: _____

Pets name(s): _____, _____, _____