



Client Enrollment Form

Owner(s) Info:

Owner(s) Name _____

Address _____ City _____ St _____ Zip _____

Best phone number to reach you _____ Email _____

Additional Phone number(s) _____ or _____

Emergency contact (someone other than yourself)

Name _____ Phone # _____

May we text/email you pictures of your pet during their stay? YES/NO Preferred method _____

Does anyone else have permission to pick up your pet, beside you? If yes, please list:

Dog/Cat Info:

Name _____ Breed _____ DOB/DOA _____

(circle one) Male / Female Neutered / Spayed Color _____

Veterinary Clinic _____ Vet Contact # _____

List any known allergies _____

Is your pet on any medications? YES / NO if yes please list: _____

Is your pet storm sensitive? YES / NO

Does your pet have any know idiosyncrasies/behavioral issues? YES /NO if yes please list _____

Has your pet had any injuries or needed medical attention in the last year? YES / NO if yes, please explain _____

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

For Clients with dogs:

Is your dog allowed to play in the kiddy pools on hot days? YES / NO

Is your dog allowed to have high quality grain-free treats, besides their own? YES / NO

Does your dog? DIG / JUMP / CLIMB / BITE

Additional Pets? Please attach additional pages with info

Credit Card Information: (#'s will be blacked out as soon as it's entered into the computer)

Credit card number _____ Exp. Date _____ CVC _____



Contract for Services

Hours of operations: Sleepy Creek Pet Lodge, LLC (herein after referred to you as SCPL) is open: Monday through Friday 7am-7pm, Saturday 8am-2pm and Sunday 8am-12pm & 4pm-8pm. You may drop off and pick up your pet(s) anytime during these hours. We charge per night for boarding services and there is a half-day charge for pick-ups occurring after 12pm. We have altered hours for holidays and those hours will be posted with advance notice. 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 & Christmas Day.

Enrollment: All required SCPL forms must be signed by owner(s) before enrollment in boarding, daycare, grooming or training.

Rights to Refuse: SCPL reserves the right to refuse admittance to any pet that does not meet temperament, health and vaccine requirements as set forth by SCPL and this contract.

Reservations: Reservations are required for all boarding, daycare and grooming appointments. A valid credit or debit card is required to hold a reservation.

Fees: Pre-paid stays or packages are non-refundable and non-transferable. Daycare Packages expire 6 months from the purchase date, with the exception of daycare 50-day packages, which expire 1 year from purchase date. Boarding pets that stay past 12pm on their departure day will be charged for an additional half-day fee. Grooming pets that stay for 3 hours or more past the completion of their grooming appointment will be charged for a half-day stay fee.

Payments: All payments are due at the conclusion of the scheduled stay and/or scheduled appointment at SCPL. Payments may be made by cash, VISA, MasterCard, Discover, 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 late fee.) A valid, current credit card number, cvc 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.

Cancellation Policy: SCPL requires at minimum, a 24-hour advance notice if cancelling a boarding or grooming appointment. No-show/late cancellations for boarding appointments will be charged a first day rate fee. No-show/late cancellations of boarding appointments **during a holiday** will be charged the full amount of the schedule stay. Grooming appointments that are no-show/late cancellation will be charged 50% of their average grooming rate.

Vaccinations:

Dogs- All dogs, coming to SCPL for boarding, daycare, grooming and training must have age appropriate up to date vaccinations. SCPL requires written verification from the pet's veterinarian to show that the following lists of vaccinations are current: Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus (DHLPP), Rabies and Bordetella.

Cats- Cats are required to have: Rabies and the combination vaccine of Rhinotracheitis, Calicivirus and Panleukopenia (FVRCP).

NO pets will be admitted to SCPL without written verification of vaccinations. It is the owners responsibility to provide on-going verification of current vaccinations to SCPL.

Health: Pets coming to SCPL for boarding, daycare, grooming or training must be in good health. Owners must provide verification that their pet(s) are in good health and does not have any communicable diseases that could jeopardize the health and well-being of our other guest. 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 will not be admitted for services at SCPL.**

Breeds: SCPL does not discriminate dogs based on their breeds.

Grooming: SCPL fees for grooming services may vary slightly for the following reasons: Hair coat conditions, size/breed of pet and frequency of grooming. Our groomer's priorities put the health and welfare of the animal first. Pets with matted coats need extra attention during their grooming session. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. In some cases pets may also exhibit brief behavioral changes. There is an extra charge for any necessary de-matting.

Daycare: Any large breed (no toy breeds) puppy/dog 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. 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. Dog's nail must be kept trimmed short for the safety of other dogs and SCPL staff while attending daycare. If nails are found to be unreasonable long or sharp, nails will be trimmed and charged to the owners account at SCPL's current nail trim rate.

Boarding: Dogs may be intact (not spayed/neutered) while staying at SCPL. It is recommended to leave females that are in season (in heat) at home for the well-being of the other dogs staying at SCPL. Pregnant females are not permitted for the 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.

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.

Collars/Leashes: While at SCPL, all dogs must wear a quick release (buckle collar), no choke chains or martingale style collars. Quick release collars are required for the safety of the dog as it is designed to break if caught on something. **ALL DOGS MUST BE ON LEASH** when arriving on SCPL property, for their safety, as well as others coming to and leaving the property.

Flea and Tick Protection: All pets must be protected with a flea and tick preventative year-round . 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 ticks, treatment will be applied and charged to the owners of said pet at a minimum rate of \$25.**

Turnout: For the safety and health of all pets that come to SCPL, turnout yards contain pea gravel and/or larger quarry stone. This substrate allows for sanitation practices that have been established at SCPL to prevent the spread of illness and disease. Pets that may ingest or have sensitivity to the stone will be turned out onto a grass yard. SCPL must be notified of special requirements prior to boarding.



Terms and Conditions

- I understand that in signing this contract, I am in agreement with all of the set terms and conditions and that my signature constitutes that agreement for current and future services provided to me at SCPL.
- 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).
- 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.
- 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.
- 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. If my pet has a medical need outside of normal business hours or the veterinarians' capabilities, the Animal Referral Center in Appleton, WI is SCPL's recommended facility for emergency situations.
- I understand that my pet(s) may be photographed or video recorded while on premises. I agree to the use of such photos or videos in all forms of media for educational and promotional materials for SCPL.
- Daycare Clientele: 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 cost incurred due to injury or illness. I agree that SCPL will in no event be responsible to any injury to my dog. 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.
- 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).

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

Signature _____ Date _____

Printed Name _____