

PAWS IN TIME
PET RESORT

CLIENT INFORMATION

Name _____ Date _____

Address _____

City _____ State _____ Zip _____

Home Phone # _____

Name & Cell # _____

Name & Cell # _____

Email address _____

How did you hear about us ? _____

Current client? name _____

PET INFORMATION

Veterinarian office name _____

1.) Dog's Name _____ Birthdate(m/yr) _____

Please circle: Male Neutered? _____ Female Spayed? _____

Breed: _____

2.) Dog's Name _____ Birthdate(m/yr) _____

Please circle: Male Neutered? _____ Female Spayed? _____

Breed: _____

Any known allergies ? (what kind and pet name) _____

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GENERAL INFORMATION

How long have you owned the dog? _____

Where did you get the dog? _____

HEALTH AND GROOMING

Does your dog have hip dysplasia? _____

If yes, what restrictions need to be placed on your dog's activities or movements?

Does your dog have any allergies? _____

Has your dog had any surgeries that we should be aware of or that may impact their play while they are here? _____

Please explain _____

BEHAVIOR

Do visitors bring their dog(s) to your home? _____

If yes, how does your dog react? _____

Is your dog afraid of thunder storms? _____

How does your dog react when you take food or toys away? _____

Has your dog had any formal obedience training? _____

Is there anything else we should know about your dog? _____

WAIVER, HOLD HARMLESS, RELEASE AND INDEMNITY AGREEMENT

Pursuant to that agreement ("Agreement") dated _____, 20____ by and between Paws In Time and owner ("owner") of the animal named _____ ("animal") the owner hereby further agrees as follows:

AGREED:

1. I understand that there are risks with my dog while attending a day care facility and as owner I agree to be solely responsible for all acts and behaviors of the animal at any time during the term of this agreement, including any medical bills which may ensue for the behaviors of this animal, and in no case shall Paws In Time be liable for the animal's acts and behaviors other than for the exercise of gross negligence on the part of Paws In Time, its agents or employees, in the keeping of the animal.
2. That Paws In Time will exercise ordinary and responsible care of all of the animals under their care at all times but Paws In Time shall not be under any obligation to guard against injuries which it has no reason to expect on account of the disposition of an individual animal.
3. That the owner is familiar with the disposition of their animal and is aware of any mischievous or vicious propensities of their animal, including a disposition by their animal to bite, attack, scratch and otherwise injure or attempt to injure other animals or people.
4. Paws In Time shall not be liable and the owner releases Paws In Time for any damages or injuries to the animal arising out of or from the keeping of the animal or that may accrue from any cause whatsoever in connection with the keeping including theft, running away, loss by fire, injury or death while under the care of Paws In Time during the term of this agreement except where any such loss is caused by the neglect or intentional act of the corporation or by any of Paws In Time's agents or employees.
5. Owner shall indemnify, defend and hold harmless Paws In Time, its agents and employees against all damages sustained by reason of the keeping of the animal for any claims or injuries whatsoever arising out of the keeping of the animal by Paws In Time.

Signature

Date

Paws In Time

BORDETELLA CONSENT

(kennel cough)

It may be current NOW, but will expire in 6 months.

Signature _____ Date _____

Please note no vaccination will be given without notifying owner first.

IN CASE OF EMERGENCY

Paws In Time is a daycare/boarding facility, I understand that my dog will be playing with other dogs and that it is possible that an injury could occur or behavior could demonstrate that my dog is not feeling well.

If such situation should present itself and my dog requires immediate veterinary care. Paws In Time will contact me using the following number(s)

1) _____ 2) _____

We will discuss the situation and I will make the decision to either come and pick up my dog *or* pay the \$25 transportation fee to have my dog taken to our regular veterinarian *or* if after business hours to an emergency veterinarian facility.

If Paws In Time is unable to reach me at the above number(s):

_____ I give Paws In Time my full authorization to care for my dog regardless of what needs to be done and I will reimburse Paws In Time for any costs incurred including \$25 shuttle fee.

Signature _____ Date _____

Paws In Time, Inc.
1891 East Fabyan Parkway
West Chicago, IL 60185

Name:

Pet's Name:

We agree to exercise due and reasonable care and to keep Paws In Time clean and sanitary and properly enclosed. Your pet will be fed properly with food you bring from home. We will require that you provide use with the brand name of the food so that in the event we run out of food during the stay, we will purchase more food at your expense.

All pets are boarded, trained or otherwise cared for by Paws In Time, Inc. without liability on the part of the company for loss or damage from disease, death, running away, theft, fire, injury to persons, other pets or property by said pet, or other unavoidable causes, due diligence and care having been exercised.

All dogs in our care must be current on all shots including rabies, distemper, Parvo and Bordatella (valid within 6 months of boarding date) and should be on monthly flea and tick preventative. It is the owner's responsibility to provide Paws In Time, Inc. with updated shot information. If your pet is found to have live fleas or ticks on them during their stay we will treat them accordingly at your expense. As safety for all dogs is our main concern, if your dog's nails are found to be dangerously long we will trim them for the standard charge while they are in our care.

The pet is not to be taken off the premises except by the consent of the owner. By signing this agreement you give Paws In Time, Inc. consent to act as your agent while we are caring for your dog.

If the pet becomes ill or injured the owner will be contacted directly. If the owner does not inform us immediately regarding measures to be taken, or if the state of the pet's health reasonably demands quick action, Paws In Time, Inc. shall have the right to call a veterinarian as designated previously, or if no veterinarian is designated, to call a veterinarian of my choice or take the pet to said veterinarian in either case; or to administer medicine or give other advisable attention, within our discretion, and judgement and such expenses being reasonable in amount, shall promptly be paid by the owner of the pet.

All charges are due no later than when the pet is picked up from the care of Paws In Time, Inc. If any charges for boarding, daycare, grooming, training, medicing, food or veterinary services are not paid within 10 days after pick up, all future reservations for the pet will be cancelled and no further reservations taken until outstanding balances are paid in full. If the pet is not picked up within 10 days after the time for return of pet, the pet will be sold within 10 days after this period by Paws In Time, Inc. publicly, privately, or otherwise for the best price available. Notice in writing of such intended sale shall be mailed by registered mail to the owner of the pet at the address of record of less than 10 days before the day of such intended sale, and no further notice shall be deemed necessary. Any excess amount over charges will be given to the owner, and deficiency is deemed to be due and immediately payable by the owner.

I hereby agree to the foregoing as owner of the pet.

Owner: _____

(boarding contract)

Name:

Pet's Name:

Difficult or Aggressive Behavior: Unfortunately, due to reasons beyond our control, some pets show signs of difficult or aggressive behavior before, during or after the grooming or massage process by growling, snarling, snapping or bearing its teeth. Display of aggression is a sign that the use of a muzzle may be necessary to protect the groomer's face, neck and/or hands. A muzzle is a humane safety device that allows the pet to breathe comfortable and its only function is to prevent the pet from biting. The muzzle does not hurt the pet in any way, however, an animal's bite can cause permanent nerve damage and/or infection. In the event the pet becomes dangerously aggressive or stressed, the owner will be notified immediately and will be asked to pick up the pet. Handling charges and/or prorated charges will apply according to the difficulty and severity of the pet's temperament and behavior.

I, the owner, will inform Paws In Time, Inc. if my pet has bitten before or if my pet has shown aggressive tendencies towards people. I, the pet owner, am responsible for any damage and/or injury caused by my pet before, during and after grooming services are rendered. I, the pet owner, understand that Paws In Time, Inc. has the right to refuse my pet, should they feel he/she is a danger to any staff member or other animal.

Pest Free Environment: We strive to provide an environment to our clients that is free of fleas and other parasites. If you suspect or know your pet has fleas or ticks and is scheduled for grooming and/or massage, please let us know so that we can reschedule the appointment or for other arrangements to be made. Paws In Time, Inc. does not offer chemically derived flea dips, which can be detrimental to the pet's health and the environment. Please note that in addition to treating the pet for fleas, the pet owner's home, vehicle(s) and other animals need to be treated as well for effective elimination of the infestation problem.

Anal gland expression: It is not advisable to have any professional other than your veterinarian perform anal gland expression. Therefore, no staff member of Paws In Time, Inc. will perform this function for any reason. You will need to make arrangements to have this done at your veterinarian's office.

Matted and tangled coats: Removal of mats and/tangles from the pet's coat increases the risk of injury, clipper irritation, nicks, cuts and mental or physical stress. The post-effects of mat removal can include temporary behavioral change and skin problems such as itchiness, redness and abrasions.

I, the pet owner, am solely responsible for the health, condition and maintenance of my pet's coat and will not hold Paws In Time, Inc. responsible for any accident, injury, skin related problem or post effects of a shave down or mat removal.

Pet Owner in Grooming Facility: Due to safety and liability issues, NO pet owner will be allowed to remain during grooming unless the pet owner is requested by the groomer to stay ONLY to help hold the pet for nails and/or ear cleaning. This policy is in place to protect not only the animal, but the owner and the groomer as well. Pets become very excited when they see their owner and because they are on a grooming table and unable to get off, a pet may become restless, stressed or anxious which makes the grooming process long, difficult and dangerous.

Method of Payment: All grooming fees must be paid at the time services are rendered.

I have read and I understand all of Paws In Time, Inc.'s Doggy Day Spa policies.

Owner

(grooming contract)

Frequently Asked Questions

What is full day daycare? Full day daycare means your dog will be out playing with other dogs during our normal hours of operation of 7 am—6 pm if you have brought him/her in for daycare. If your dog is boarding with us in either the kennels or the smaller spas, you **MUST** put your dog in full day day-care for the full price.

What is half day daycare? Half day daycare means your dog can be here to play up to 5 hours.

What happens when my dog boards with Paws In Time and is staying in a kennel or a spa? Your dog must be in full day daycare and you will be charged the price of ahte kennel **AND** the price of daycare for the full day. If you are currently on a pre-paid package of days, the days of daycare will be automatically deducted from your daycare package. Your dog will be playing with the other dogs and staff from 6 am Monday through Saturday until 5 pm. At this time, your dog will be put in their overnight accommodations and fed. They will stay in their kennel or spa room until 6 pm at which time they will be brought back out to the play floor and played with until 7:45 pm. At this time, they are put to bed, given a cookie and the lights are out in the building at 8 pm. Everyone leaves the building for the night. There is no one in the building.

What happens when my dog boards with Paws In Time and is staying in one of the suites? In the suites, you have the option of doing full day daycare or half day daycare. Full day is as above. Half day daycare is described above.

What happens here at Paws In Time on Sundays? On Sundays, staff is here from 6-8 am, 11-1 and 6-8 pm to care for the boarding clients only. We are not here for the purpose of public daycare. If your dog is staying with us you are perfectly welcome to come in to pick him/her up during these times. We welcome you to do that. However, we do not allow the drop off of boarding dogs on Sundays. There are **NO EXEPTIONS** to this. If you are boarding with us, you are not charged for daycare but you are charged as any other night of the week.

My dog has been playing at Paws In Time and now has a “hole” in his/her foot. What happened and what do I do? This is very common when dogs play at Paws In Time and we see it all the time. This is likely caused by your dog doing what dogs do when they come here...they play and run. When they play and run they push and drive off of usually their back paws and when they are running on the rub-ber flooring inside often we see torn pads. This is similar to you getting a blister on your foot if you did not wear socks in your shoes. It hurts but you know you will not die from it. If your dog goes home with a torn pad, you do not need to do anything for it. The dog licking the paw is the best form of heal-ing. Do not put petroleum based salve on it—just leave it. Likely when your dog has been here playing for the first time or boarding for a few days the dog will go home very tired and probably sore. Muscles will be sore from playing and likely a foot or two may be torn. The best thing you can do is to let your dog rest for a couple days.

Our focus here at Paws In Time is to provide your dog with a professional, safe, fun place to come to play for daycare. When you choose to have your dog stay with us while you travel, you have options of where they stay based on availability. Hopefully, this form will help you to understand what we are doing with your dog while they are here with us. If have read and understand this form.

_____ (signature is required)

_____ Date

Release of Information

I/We give Paws In Time, Inc. permission to receive my dog's **CURRENT** vaccination information including recent fecal results. I understand that Paws In Time, Inc. needs this information to complete my dog's file for the purpose of boarding, daycare and grooming. When requested, please re-lease the information to Paws In Time, Inc.

Client name

Dog's name

Client signature

Date

Veterinarian's name
