

Woof Client Agreement - to be signed via Paw Partner App

Policies and Procedures, please read each section

If in our judgment, your dog(s) requires immediate medical care we will attempt to reach you and/or your emergency contact, however we will also take your dog to a veterinarian or animal hospital to avoid any unnecessary suffering. You agree to be solely responsible for the payment of all medical bills for your dog and you release The Woof, its officers, directors, agents, volunteers and employees of and from any and all responsibility for claims, damages, debts, etc., arising out of or related to any such medical care, including, but not limited to, transportation to/from the veterinary clinic and choice of veterinarian and animal hospital.

The Woof reserves the right to immediately change your dog's type of boarding/daycare if we believe it is necessary to protect the health and well-being of your dog, other dogs, and/or our staff. If your dog begins to show behavior different from the initial visit, we reserve the right to segregate your dog from the rest of the canine visitors. Standard fees apply and your dog may have to be uninvited.

Your dog must be healthy and current on all vaccinations. It is your responsibility to provide documentation before or at the initial visit and to also provide updated documentation as needed. For the safety of all our canine guests, we reserve the right to refuse service for any pet that is showing an expired vaccination in our system. If your dog is exhibiting any symptoms that may suggest illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, please do not bring your dog to daycare or boarding. If your dog develops symptoms during the stay, we will segregate your dog to protect the health of the other canine visitors.

You understand that the Bordetella vaccination doesn't completely eliminate the chance of your dog contracting an upper respiratory infection. Bordetella vaccinates against a range of viruses similar to the human cold and just as with children in daycare it can spread quickly regardless of all we do at The Woof to maintain a clean and sanitary environment.

You acknowledge and understand that there are certain risks involved in daycare and boarding, including but not limited to dog fights, dog bites to humans or other dogs and the transmission of disease. Additionally, any medical expenses will be your responsibility and you release The Woof of any liability and charges.

All dogs must arrive on a leash and all dogs must have a quick release collar. Those without a quick release collar will be segregated to help ensure safe play for all other dogs. No choke chains, corrective collars, harnesses or clothing is allowed in daycare and boarding. We also require that you have a name tag on your dog's quick release collar.

We accept Visa, MasterCard, Discover, and American Express. The Woof reserves the right, without notice but not applicable during an already occurring visit, to adjust our fees and/or services. All charges must be paid in full upon pick-up of your dog, all unpaid balances will incur late fees starting 7 days after checkout. Daycare Package purchases are non-transferrable, exchangeable or refundable. Dogs left ten days beyond the agreed pick-up date without any communication from the owner or owner's representative will become the property of The Woof.

Daycare is available 7 days per week except on announced major holidays. Daycare hours are 6 am to 8 pm Sunday - Thursday, 6 am - 7 pm Friday and Saturday. Pets are to arrive between 6 am and 12 pm Sunday-Friday and 6 am - 9 am Saturdays, which ensures all dogs have a similar energy level that decreases throughout the day. Sunday-Thursday, owners may pickup up as late as 8 pm, and Friday-Saturday, dogs can be picked up until 7 pm. Daycare pets can still be picked up between 8pm to 10 pm Sunday-Thursday with the addition of the convenience fee. Pick-ups and drop-offs between 10 pm and 6am are not available.

Boarding arrivals and departures are available 7 days a week between the hours of 6am and 3 pm for no additional charge. Standard check-out time is 2 pm. For check-outs between 2 pm and 8pm a half day of day play (charged as a Late Checkout) will be added per pet. Arrivals cannot be accommodated after 3 pm. Boarding guests enjoy the same day play hours* as daycare guests at no additional charge other than the day of check-out if the 2 pm deadline is not met. The Woof does provide house food at \$1.00 per feeding if needed, but encourages pet parents to bring their own food and treats. Medicine is administered at no additional charge.

*Boarding guests will be out for play no later than 7:30 am to allow appropriate time for morning food and medication distribution and digestion.

Solo Boarding dogs receive several potty breaks throughout the day, but remain in their kennels other than said potty breaks. Solo boarding does NOT include all day play and is designed for dogs who aren't compatible with the all day play environment, including intact dogs over the age of 6 months, senior dogs, and dogs that simply do not enjoy daycare. We do not accept any dogs with aggressive behavior towards humans or females in heat. If your dog begins showing signs of heat while here, we will require immediate pickup or further segregate your dog. Any dogs who begin exhibiting aggressive behavior towards staff will require immediate pickup and will not be allowed back. Dogs without dietary restrictions or destructive chewing behaviors will receive one enrichment toy (ie: frozen kong) per day included as a part of their stay.

By submitting this document:

A: You indicate your agreement with all of the terms listed above.

B: You release, indemnify, and agree to hold The Woof harmless from any and all manner of damages, claims, losses, liabilities, costs or expenses, causes of actions or suits, whatsoever in law or equity, (including, without limitation, attorney's fees and related costs) arising out of or related to the services provided by The Woof, except those that may arise from the sole gross negligence or intentional and willful misconduct of The Woof, including, without limitation, (a) any inaccuracy in any statement made by yourself or information provided by you to The Woof, (b) your dog(s), including but not limited to, the destruction of property, dog bites, injury and transmission of disease, and (c) any action by yourself which is in breach of the terms and conditions of this agreement.

C: This agreement covers the current relationship between The Woof and yourself. Each time you bring your dog to The Woof, you affirm the terms of this Agreement, and the truthfulness and accuracy of all statements you have made in this Agreement.

D: This document applies to all dogs on your account with The Woof.