

Customer Enrollment

Owner Information & First Dog



OWNER INFORMATION

Owner Name:	Email:		
Primary Phone:	Alternate Phone:		
Address:	City:	State:	Zip:

EMERGENCY CONTACT

Contact Name:	Email:
Primary Phone:	Alternate Phone:

PRIMARY VETERINARIAN

Clinic Name:	Phone Number:
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DOG INFORMATION

Name:	Breed:	Color:
Age:	Birthday:	Sex (circle one): Male – Neutered – Female – Spayed

BEHAVIOR QUESTIONNAIRE

Please fill out this section to the best of your knowledge.

*False information could result in **additional fees** or **dismissal from services**.*

Was your dog rescued?	Yes – No	Approx. month & year of adoption:	_____
Are they human aggressive?	Yes – No – Unsure	Are they dog aggressive?	Yes – No – Unsure
Are they food aggressive?	Yes – No – Unsure	Are they leash aggressive?	Yes – No – Unsure
Does your dog lick or chew themselves until their skin becomes raw or bleeds?			Yes – No – Unsure
Does your dog ingest inedible objects? This includes rocks, dirt, fabric, hair, etc.			Yes – No – Unsure
Does your dog tend to nip, bite, or growl during handling, grooming, or veterinary care?			Yes – No – Unsure
Does your dog have a history of jumping or climbing fences, or digging under them?			Yes – No – Unsure
Does your dog tend to chew on bedding, such as blankets, pillows, or their bed?			Yes – No – Unsure
Has your dog previously boarded or attended daycare?			Yes – No – Unsure
Has your dog ever bitten a human? If yes, please explain below.			Yes – No – Unsure

Has your dog ever bitten another dog? If yes, please explain below.	Yes – No – Unsure
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MEDICAL QUESTIONNAIRE

Please fill out this section to the best of your knowledge.

False information could result in a **medical emergency** and **incur the expenses of emergency vet care.**

Does your dog have any of the following health problems?	Heart Disease	Yes – No – Unsure
Kidney Disease	Liver Disease	Yes – No – Unsure
Impaired Vision	Hearing Loss	Yes – No – Unsure
Allergies	Known Allergies:	_____
Seizures	Date of Most Recent Seizure:	_____

Other Known Conditions: _____

Does your dog show signs of anxiety at home during their normal routines? Yes – No – Unsure

Does your dog show signs of anxiety when separated from you or your family? Yes – No – Unsure

Please circle any known causes of fearfulness or anxiety: Fireworks – Men – Other Dogs – Storms – Strangers

Is your dog currently on flea/tick preventative? Yes – No Name of Medication: _____

Please list any long-term or permanent medications your dog currently takes below.

EMERGENCY PROTOCOL

These questions are asked **as a precaution** to assist us in following your wishes in the unlikely event your dog becomes ill while in our care. We require this for all dogs, regardless of age or health, as any dog may have undiagnosed medical conditions.

Fuzzy Butts will always attempt to contact you and your emergency contact before proceeding, but we will not delay medical care to wait for a response if we are unable to reach you in a timely manner.

Please select **one** option from each section below.

1.) If my dog shows signs of distress while at Fuzzy Butts...

- I give Fuzzy Butts permission to bring my dog to a local Veterinarian or Emergency Clinic. I understand that I am solely responsible for all related veterinary costs.
- I request that Fuzzy Butts attempt to call my emergency contact to pick up my dog. I understand that all medical decisions that follow are the responsibility of the emergency contact.

2.) Once my dog is at a vet, or if my emergency contact cannot be reached in a timely manner...

- I want all lifesaving techniques applied.
- I want comfort measures only, no resuscitation.



Signature _____

Date _____

Print Name _____

Customer Contract

For Services, Boarding, and Daycare



This contract represents an agreement between The Owner and Fuzzy Butts (FB) regarding the care of The Owner's dog(s) and all services provided by FB. This contract becomes effective on the date signed below and applies to all services rendered from that date onwards.

- 1.) The Owner certifies the accuracy of all information they have provided about their dog, and that their dog is in good health, and agrees that they have not withheld any pertinent information that could impact the care or safety of their dog, or the safety of any dogs or persons that may encounter their dog.
- 2.) The Owner certifies that their dog has not caused harm or shown aggressive behavior towards any dogs or persons in the past, and any prior incidents, no matter the significance, have been disclosed. The Owner is solely responsible for any harm caused by their dog to other dogs, persons, or property.
- 3.) The Owner understands that if their dog has experienced any symptoms of illness or has been exposed to any communicable disease up to 7 days prior to receiving any services offered by FB, including but not limited to Boarding, Daycare, and Grooming, they are not permitted to receive their services and are not permitted on the property or within the facility.
- 4.) The Owner agrees that their dog is up to date on all required vaccinations: Rabies, Bordetella, and Distemper and that they can provide proof that such vaccinations have been given at least one week before any services are rendered. If their dog is unable to receive a vaccination due to extenuating medical circumstances, the Owner can provide a signed waiver from a certified veterinarian. Additionally, the Owner agrees that their dog is on a topical or oral flea and tick preventative and understands that flea collars are not an accepted as they cannot be kept on within the facility.
- 5.) While not required, FB strongly recommends all dogs receive the Canine Influenza vaccination on a yearly basis. The Owner understands that vaccinations cannot fully prevent illness but will greatly help to reduce the severity of illness should it be contracted. The Owner acknowledges there is always a risk of their Dog contracting a communicable disease, no matter the precautions taken by the Owner and FB.
- 6.) The Owner agrees that should their dog become ill, injured, or otherwise require medical attention while in the care of FB an effort will be made to contact the Owner or their emergency contact. The Management of FB, at their sole discretion, may seek veterinarian attention for the dog. The Owner assumes responsibility for all related costs, including but not limited to emergency care, examination, and medication.
- 7.) The Owner understands that FB cannot be held responsible and are not liable for any problems that develop, including but not limited to bloat, strains, sprains, wounds, illness, allergies, hot spots, bites, or cuts during or after their dog has received services at FB. The Owner cannot hold FB responsible for injury, illness, death, escape, theft, or damage, and understands that FB has exercised every due diligence to keep all dogs within the facility safe.


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8.) The Owner understands that their dog may be dismissed from any services provided by FB at the sole discretion of the FB Management. Cause for dog dismissal may include, but is not limited to, destruction of property, aggression, causing injury to staff or dogs (even in a non-aggressive manner), severe anxiety, or medical concerns. The Owner assumes financial responsibility for any injuries or damage caused by their dog. Additionally, The Owner understands that any services may be denied at the sole discretion of the FB Management. Cause for dismissal of The Owner may include, but is not limited to, hostility towards staff, refusal to pay for services provided, neglect, abuse, or abandonment of their dog.

9.) All boarding reservations require a one-night stay deposit, the amount of which depends on the type of suite reserved and the number of dogs being boarded. The Owner understands that their deposit is non-refundable unless cancelled at least 7 days before start of the reservation. The deposit will be refunded if cancelled at least 7 days before the start of the reservation less a \$10 processing fee. Failure to cancel at least 7 days prior to the start of the reservation will result in the Owner's one-night stay deposit being forfeited. The Owner understands that a reservation cannot be made without a deposit, proof of up-to-date vaccinations, and a signed contract.

10.) FB does not permit dogs in heat to board, attend daycare or receive grooming services. Any dog that comes into heat during their boarding stay must be promptly picked up by the Owner or their emergency contact. Additionally, FB does not permit pregnant or nursing dogs to board and does not permit unaltered males and females to share a suite during boarding, regardless of if the female is currently in heat.

11.) The Owner understands that should their dog begin showing signs of communicable disease while boarding they will be boarded in a private area at an additional cost of \$20 per day to avoid spreading the illness throughout the facility and to the other dogs within. FB will contact the Owner to notify them of the illness, and the Owner may find other accommodations for their dog if so desired.

12.) The Owner acknowledges that we do not accept any outside beds, bowls, blankets, or toys, as they cannot be sterilized and may bring in bacteria. Additionally, many dogs will spill water or soil their bedding when put in a new environment. The dog will be provided with an elevated Kuranda bed and a blanket, which will be removed and washed should it become wet or soiled. FB will provide all bowls, including slow feeders and raised feeders at The Owner's request, and toys.

13.) Any dog left in the care of FB for more than 7 days past their scheduled pick-up date with no contact or payment from the Owner or their emergency contact will be considered abandoned, and their dog will become the property of FB, which will proceed according to the dog abandonment laws in Pennsylvania.

14.) Check-out time for all boarding dogs is 12:00 pm on the day of departure. After 12:00 pm, there will be an additional day charge. Additionally, check-in time must be at least one hour before closing. Drop-off and pick-up are only permitted during business hours.


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For Services, Boarding, and Daycare



15.) The Owner understands their dog will not interact in group play or socialize with other dogs outside of their family unless they are active Daycare members. Daycare requires an evaluation, scheduled in advance, for all dogs.

16.) The Owner understands that should their dog become excessively dirty during boarding or daycare their dog will receive a bath at the Owner's expense. Baths begin at \$30, and the total cost is dependent on the size and temperament of the dog.

17.) Any oral or topical medications will be given to boarding or daycare dogs as directed by the Owner. There is a \$3 charge each time medication is dispensed, regardless of how many pills are given at a time. FB is unable to board dogs who require injected medications, including but not limited to insulin.

18.) The Owner understands that it's their responsibility to disclose any dietary restrictions their dog may have. Should a dog refuse to eat their food for multiple consecutive meals, FB may attempt to add cheese, chicken, broth, peanut butter or wet food to their meals to entice them, unless otherwise instructed by the Owner in advance. Should a dog present with diarrhea or vomiting during their stay, FB will proceed with a bland diet of pumpkin and turkey or chicken and rice, unless otherwise instructed by the Owner in advance. There is no additional fee for any additives or bland diets.

19.) The Owner understands that daycare is an off-leash, social environment, in which vaccinated and evaluated dogs are allowed to play under the supervision of the FB staff. The Owner acknowledges the risks that come with the use of daycare, including but not limited to injury and illness. The Owner understands that not all dogs are suitable for a group play environment, and additionally that any dog may eventually outgrow a daycare environment.

20.) All dogs attending daycare are required to be spayed or neutered by their first birthday or spayed after their first heat. No dog will be permitted to attend daycare if not properly spayed or neutered by the required time, or while in heat or pregnant. Dogs may be dismissed from daycare until after they are spayed or neutered if their behavior warrants it, regardless of their age. The Owner should be aware that spay or neuter may not resolve the problem behaviors and their dog is not guaranteed to do daycare if spayed or neutered for that purpose. Due to the presence of hormones, FB cannot permit dogs into the daycare environment if they have received an Ovary-Sparing Spay or Vasectomy.

21.) FB requires daycare dogs to remain active and attend daycare a minimum of 3x per calendar month. Failure to attend daycare 3x per calendar month will result in the account being flagged as inactive. The Owner understands that they will be turned away should they attempt to bring their dog to daycare after becoming inactive.

22.) The Owner may purchase a daycare package after their dog has attended daycare at minimum three times. Daycare packages are non-refundable and expire after 90 days. Daycare packages cannot be extended or transferred.


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23.) Daycare dogs who require food during a daycare visit will be charged an additional fee of \$5 per meal given. The dog will be taken out of daycare and placed in a private suite to eat their meal, to avoid food aggression or possible allergens. After eating, the dog will receive a 1-hour rest period in their suite to digest their food to help prevent bloat and digestive issues.

23.) Extra Daycare activities, including but not limited to pool parties, come with an additional cost. Signing up for these activities is voluntary. Group activities are always supervised and monitored by the staff of FB. The Owner understands the risks associated with a water environment and the Owner understands that FB cannot be held responsible and are not liable for any problems that develop, and that FB has exercised every due diligence to keep all dogs within the facility safe.

24.) FB offers half days and full days of daycare. To qualify for a half day of daycare, dogs must be picked up before 1:00 pm or dropped off after 1:00 pm. Anything else will be considered a full day.

By signing below, the Owner hereby releases Fuzzy Butts, its agents, subcontractors, employees, animal owners, customers, and potential customers of FB from all liability for injuries to yourself, your pet, or any other property of yours, which arise in any way out of services provided by FB, or because of your association with FB. The Owner understands that there are risks associated with pet ownership and care in including but not limited to injuries and transmission of disease and by your signature below, you acknowledge and accept responsibility for those and other risks and release FB from any injuries or illnesses that may occur.

REMINDERS

Checkout time for all boarding dogs is 12:00 pm on the day of departure.

Checkout after 12:00 pm will result in an additional day charge.

All boarding reservations require a non-refundable one-night stay deposit.

Refunds will only be given if the reservation is cancelled at least 7 days in advance, less a \$10 processing fee.

A half day of daycare is pickup by 1:00 pm or drop off after 1:00pm.

Any other hours are considered a full day of daycare and charged as such.

I have read and understand all the above statements, terms and conditions and agree to abide by the policies put in place by Fuzzy Butts. All questions have been answered to my complete satisfaction. I therefore accept care on this basis.



Signature

Date

Print Name