



austin pup culture

Luxury Suites Doggie Day Care Grooming Resort

New Client Profile

Owner's Name: _____

Address: _____

Home: _____ Work: _____ Cell: _____

Email: _____

How Did You Hear About Us? _____

Emergency Contacts

Name: _____

Number: _____ Relationship: _____

Name: _____

Number: _____ Relationship: _____

Pet Bio

Dog 1 Name: _____ Breed: _____

Age: _____ Sex: _____ Weight: _____ Coloring: _____

Spayed/Neutered: _____ Micro-chipped?: _____

Dog 2 Name: _____ Breed: _____

Age: _____ Sex: _____ Weight: _____ Coloring: _____

Spayed/Neutered: _____ Micro-chipped?: _____

Dog 3 Name: _____ Breed: _____

Age: _____ Sex: _____ Weight: _____ Coloring: _____

Spayed/Neutered: _____ Micro-chipped?: _____

*****Medications*****

Dog	Medication	Dosage/Condition

****Veterinarian Contact Information****

Name: _____ Phone: _____

Address: _____

****Please attach copy of vaccination records****

All dogs must be current on all age appropriate vaccinations (Rabies, DHPP & Bordetella) prior to boarding or daycare.

Pet Personality Profile

ATTRIBUTES

- fence climber
- digger
- jumps
- protective
- mouthy
- fear of noise/thunder
- house broken
- crate-trained
- afraid of men
- other _____

PERSONALITY

- outgoing
- verbally sensitive
- timid
- affectionate
- pushy
- laid back / mellow
- excitable
- playful
- independent

BEHAVIOR

- will bite
- may bite
- growls
- snaps
- shows teeth
- freezes
- trembles
- moves away
- a perfect angel

MY PET:

- Grabbing collar
- Getting hugs
- Being brushed
- Being around other dogs/cats
- Being touched while sleeping
- Being touched on ears
- Being touched on paws
- Being touched on mouth
- Being touched on tail
- Having nails clipped

LIKES

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DISLIKES

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PLAYS BEST WITH (DOGS ONLY):

- No dogs
- Big dogs
- Little dogs
- Older dogs
- Younger dogs
- Puppies

Professional Obedience Education: None In – Home Group Class Private Lessons N/A

Has this pet ever been boarded before? Yes No If no, why not? _____

If yes, please describe your pet's experience: _____

Has this pet ever been to Daycare before? Yes No If no, why not? _____

If yes, please describe your pet's experience: _____

1. Has your dog ever bitten, or attempted to bite another animal or person? Yes No

2. If so, what was the circumstance? _____

3. Has your dog ever shown any tendencies toward guarding food, toys, or any other “high value” items? If so, how? _____
4. Has your dog ever shown any destructive behaviors (i.e. chewing/scratching door trims and/or walls)? If so, how? _____
5. What types of toys does your dog like? _____
6. Does your dog de-stuff plush toys? **Y/N**
7. Does your dog have separation anxiety? **Y/N**
8. Does your dog have any allergies? If so, please list them: _____
9. Is your dog comfortable with:
 - Baths? **Y/N**
 - Nail Clippings? **Y/N**

Policies and Procedures

Health Care

- All guests must be in good health and must not have been exposed to any contagious or communicable illnesses within a 30-day period prior to check-in, includes boarding, daycare & grooming. APC will not allow admission of any guests that have a terminal illness and are in the late stages of that illness.
- Each guest receives a pre-entry evaluation prior to admittance to daycare and/or boarding. This helps ensure a flea-free, healthy environment. Pet’s showing signs of illness (vomiting, coughing, gagging, sneezing or diarrhea) will not be admitted.
- Dogs must be on a flea preventative. If fleas, ticks or other parasites are present on your dog, he/she will be treated at your expense.
- All dogs must be spayed/neutered over 6 months of age, unless waived by the Facility Director/Management.
- If an APC employee notices a serious change in the health or behavior status of your dog, we will do our best to notify you. If we feel medical attention is necessary, we will take steps to get medical attention as soon as possible. If APC believes the condition is relatively minor, such as allergies, scratches, etc., we will notify you upon pick-up. Minor issues will be noted in your dog’s daily “report card.”
- Bordetella: Is an upper respiratory condition known as “canine cough” or “kennel cough,” which is caused by a virus and bacteria. The virus mutates, similar to the flu virus in humans, and the vaccination is not 100% effective against canine cough. Canine cough is a risk associated with boarding and daycare.

Things to be aware of for Daycare play

Some dogs experience sore muscles and joints or even fatigue if they are not used to playing for extended periods of time. This is completely normal and should go away. APC asks that if this is bothersome, to please bring it to our attention and we can lessen the playtime or change your dog's daily routine.

We require that all dogs be evaluated by one of our approved staff members before signing up for play days. It is very important to APC that all dogs in our care are happy and relaxed while in our care. Should a dog not be a good fit for our daycare program we will recommend other alternatives. Your dog's comfort and happiness are our first priority.

Please keep in mind that dogs who are not well socialized may be at greater risk of not knowing how to politely interact with other dogs, and are at higher risk of altercations with other dogs.

Cancellation Policy

APC requires advanced notice for cancellation and changes in drop off/pick up dates made to all boarding and daycare reservations as follows:

- **Boarding:** For non-holiday reservations, we require notice of any changes at least 24 hours before checkin. If notice is not given at least 24 hours in advance, the full amount of the original dates will be charged. For holiday and long-stay reservations without proper notification (2-3 weeks, depending on the stay), refunds for deposits will not be given and changes in drop off or pick up dates will result in a charge for the full amount of the original reservation dates.
 - Non-holiday reservations: 24 hours advanced notice
 - Spring Break, Easter, Memorial Day, July 4th, and Labor Day Cancellation: 1-2 weeks advanced notice; notice will be given at the time of booking
 - Thanksgiving and Christmas/New Year's: 3 weeks advanced notice.
- **Daycare** – Amount equal to a single day of daycare penalty fee will be charged if notice was not given by 5pm the day prior. If you have purchased a prepaid package, you can choose to alternatively deduct one day from your package for each dog on the package.

Dog Daycare & Boarding Service Agreement

This Dog Daycare and Boarding Service Agreement (the "Agreement"), is entered into between Austin Pup Culture ("APC") and ("Pet Owner"). The term "Pet" refers to all pets owned by Pet Owner utilizing APC daycare and/or boarding services. Pet Owner accepts APC services on the terms and under the conditions recited below. The parties, intending to be legally bound, hereby agree as follows:

_____ **DISCLOSURE - By executing this Agreement and leaving Pet with APC, Pet Owner certifies to the accurate disclosure of all information provided to APC, either in writing or orally, about the Pet.** Pet Owner specifically represents that he or she is the sole owner of the Pet, free and clear of all liens and encumbrances. Pet Owner agrees to disclose to APC all known medical conditions and/or behavior problems, which may affect Pet's care. Pet Owner represents that Pet is healthy, free of any infectious disease, and meets

all of APC's published vaccination standards. Pet Owner represents Pet is also free of contagious parasitic problems, whether internal or external (including fleas and ticks), and is free of any contagious skin disorder.

_____ **SERVICE AND HEALTH - APC reserves the right to refuse service to Pet for any reason, at any time, including, but not limited to: lack of proof of vaccinations, Pet displays signs of untreated or potentially contagious conditions and/or Pet exhibiting aggressive or unacceptable behavior.** In addition, Pet Owner agrees that if any fleas or ticks are discovered on the Pet during check-in or at any time during while Pet is at APC's facilities, Pet Owner authorizes APC to administer a flea bath to the Pet at Pet Owner's expense. For additional information concerning Pet health care, please refer to APC Policies and Procedures, Health Care. Pet Owner represents that each time Pet is brought to APC, Pet Owner is recertifying that the Pet is in good health and has not had any communicable illness of any kind for 30 days prior to check-in. Pet Owner further agrees to inform APC of any changes in the Pet's condition and/or behavior prior to subsequent check-ins.

_____ **NOTICE AND CONSENT REGARDING UNATTENDED HOURS AND FIRE PROTECTION SPRINKLER SYSTEM** – This notice and consent is made pursuant Sec. 824.003 of the Texas Health and Safety Code. Owner acknowledges that our facility is unattended between the hours of [7:00PM] and [7:00AM], Monday through Friday, and [5:00PM] to [9:00AM], Saturday and Sunday, based on factors such as weather and occupancy, and that our facility does not have a Fire Protection Sprinkler System. Staff will be on site to walk the dogs on weekend evenings, but not at specific set times. Owner hereby consents to the Pet being left unattended during the hours listed pursuant to the above notice.

_____ **ASSUMPTION OF RISK -** Pet Owner acknowledges and is aware that the employees of APC are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the animals at APC's facilities. In addition, Pet Owner acknowledges and is aware that no amount of supervision, sanitation or personalized care can prevent a pet from contracting an airborne virus or communicable disease. **Pet Owner understands and assumes all risks and responsibility for any health issues or injuries to Pet while at APC. Pet Owner understands and agrees that Pet Owner is solely responsible for any health issues or harm to Pet while at APC.** Pet Owner understands these risks and hereby releases APC, its employees, officers, or agents, from any and all losses, damages, costs and expenses (including legal fees) arising out of or in connection with any injury, communicable disease, airborne virus, or any other medical condition contracted by Pet Owner's Pet at APC's facilities or under APC's care. This also applies to any claims for injuries or damages related to such medical care or transport. Pet Owner further agrees to hold aforementioned parties harmless from any claim for loss of the Pet by disappearance, escape, theft, death, or otherwise. Furthermore, Pet Owner agrees to be held solely responsible for any and all acts and behavior of said Pet while in the care of APC, including payment of costs for injury to staff, customers, other animals, or damage to facilities caused by the Pet.

_____ **PERSONAL ITEMS AND BELONGINGS** – Pet Owner understands that all personal items Pet Owner brings into the APC facility or on the Pet are at Pet Owner's sole discretion and that APC will not be held liable for any damages/losses to the items or injuries to Pet associated with these items.

_____ **MEDICAL ATTENTION -** Pet Owner authorizes APC to seek medical attention for Pet from any qualified veterinarian and to transport Pet to and from that veterinarian when APC deems such medical care is necessary for the Pet's health. Pet Owner grants APC full authority and discretion regarding the medical treatment of Pet. Pet Owner agrees to pay for all costs associated with medical treatment in full at the time of check-out.

_____ **PAYMENT -** Pet Owner agrees to pay the applicable service rates effective the date Pet is checked into APC and to pay for any additional services requested by Pet Owner. APC reserves the right to require credit card information and a deposit of up to half the cost of the total number of boarding days at the time of reservation

or prior to check-in at APC's discretion (i.e. holidays, peak reservation times, etc.). Payment may be made by cash or credit card. Discounted packages must be paid for in advance.

Pet Owner agrees that Pet shall not leave the APC facility until all charges are paid in full by Pet Owner. In the event Pet is under a veterinarian's care and Pet Owner picks up Pet from the veterinarian's facility, Pet Owner agrees that all charges are due in full immediately to APC and must be paid prior to Pet being released from the veterinarian's care. APC shall have, and is hereby granted, a lien on Pet for any and all unpaid charges resulting from services provided by APC. APC may exercise its lien rights within ten days after APC has given written notice to Pet Owner via certified mail.

_____ **MULTIPLE DOG FAMILIES** - If Pet Owner requests to board Pet together with other "family members" in the same suite, Pet Owner acknowledges and understands that actions of Pet(s) may be unpredictable and such an arrangement may significantly increase the chance of injury, aggression and altercations regardless of the amount of supervision. In such case, Pet Owner understands Pet(s) must be separated and any applicable multiple family discounts may no longer apply. Pet Owner hereby holds APC harmless from any such claim or action as a result of boarding Pet(s) together.

_____ **SOCIALIZATION** - Pet owner authorizes APC to allow Pet to engage in social play with other dogs. In doing so, Pet Owner understands that Pet may become injured by interacting with other dogs. Pet Owner also understands that APC has evaluated Pet and other dogs attending the daycare and will use reasonable care to ensure that no injuries result. However, **Pet Owner is responsible for any injuries to Pet, to any other animals, to any people and for damages that may occur while Pet is at APC. Pet Owner agrees to hold APC harmless from any such injuries and/or damages while Pet is at APC.** Pet Owner agrees to be solely liable and to pay for (i) all veterinary charges required to properly treat Pet and/or any other animals for any resulting injuries, (ii) all medical charges required to properly treat any person injured, and (iii) all damages incurred.

_____ **ABANDONMENT** - If Pet is not picked up by Pet Owner (or an authorized representative of Owner) within 7 calendar days after the day Pet is scheduled to depart, Pet Owner understands that Pet shall be deemed to be abandoned and APC has the right to place Pet with a new owner, rescue or city shelter. Pet Owner understands that pet abandonment may be a criminal or civil violation of the statutes of the State of Texas. Pet Owner shall remain liable for all fees due and, in addition, agrees to pay any and all costs in the prosecution of these statutes. Pet Owner is to be notified of such action by receipted mail, and no further notice shall be deemed necessary.

_____ **TRANSPORTATION** – Pet Owner authorizes APC to transport the Pet(s) in a motor vehicle for pick up and/or drop off services, veterinary visits, and for any other reason. Pet Owner understands the risks associated therewith and agrees to hold APC harmless from any claims or actions.

_____ **PREPAID PACKAGES** – **Pet Owner understands that prepaid service packages expire 1 year from date of purchase and are not refundable under any circumstances.** Pet Owner further understands that after the sale, unforeseen circumstances may arise that are not within the control of APC which may prevent Pet Owner from fully utilizing a prepaid package, including, but not limited to: the death of the Pet, the relocation of Pet Owner, behavioral changes in the Pet, and the decision to stop utilizing APC services. APC also reserves the right to refuse or terminate services to any Pet or Client for any reason, at any time. In any case, any unused portion of the sale (after deducting used services at regular standard rates) shall be only be transferrable for use on other services from APC within the year the package was purchased.

_____ **PICTURES/VIDEOS** – Pet Owner authorizes APC to take images and/or videos of the Pet while under the supervision of APC, and understands that the rights of these images or videos taken of the Pet belong to APC. The Pet Owner agrees that APC may use such images or videos of the Pet with or without his/her name

for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content.

_____ **ARBITRATION** – Any controversy or claim arising out of or relating to this Release shall be settled by arbitration in Austin, Texas, in accordance with the commercial arbitration rules of the American Arbitration Association. Judgment upon the award rendered by the arbitrator or arbitrators may be entered in any court having jurisdiction. Each party will be responsible for its own fees and arbitration costs.

_____ **INDEMNITY AGREEMENT** – PET OWNER AGREES TO INDEMNIFY, HOLD HARMLESS AND DEFEND APC IN ANY MATTER AND FROM AND AGAINST ALL CLAIMS, DAMAGES, LOSSES, AND EXPENSES, INCLUDING ATTORNEY'S FEES, ARISING OUT OF AND/OR RELATING TO THE SERVICES PROVIDED BY APC, ANY INJURY TO PET OR ANY ILLNESS CONTACTED BY PET WHILE IN APC'S CARE.

_____ **CONTINUING OBLIGATIONS** – Pet Owner understands and agrees that each and every provision in this Agreement shall be in force and effect and shall apply to each and every occasion on which Pet Owner boards or deposits Pet(s) with APC for daycare, extended boarding or other services, as the case may be. This Agreement shall remain in full force and effect until it is cancelled or modified in writing by the parties.

Pet Owner hereby certifies that Pet Owner has read and understands the terms set forth above. By signing this document, Pet Owner agrees to abide by all of the terms, conditions and statements of this Agreement.

Signature: _____ Date: _____

Print Name: _____

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Signature: _____ Date: _____

Print Name: _____