

# Doginhaus Services Agreement

Amended April 2022

This Agreement is made by and between Doginhaus, Inc, a Utah corporation, ("Doginhaus"), and the undersigned owner or guardian ("Owner") of the pet(s) identified below as (the "Pet"). I acknowledge that this Agreement will apply to each time Doginhaus provides any services for the Pet.

1. **OWNER:** I represent that I am the owner and/or authorized guardian of my pet and am fully authorized to enter this Agreement. If I am not the owner of the Pet, then I have full authority and power to sign this Agreement on behalf of the Owner.
2. **REQUIREMENTS:** I acknowledge that my pet has meet all of the following requirements: (1) proof of current required vaccinations including Rabies, DHLPP, Bordetella and Canine Influenza for canines and Rabies, FVRCP and FeLV for felines, (2) Pet is in good health for at least 30 days prior to the reservation, (3) spayed or neutered after 8 months, (4) not human or pet aggressive and (4) have completed the Dog or Cat profile. A Meet and Greet (canines only) can be scheduled after the online registration has been completed and the Services Agreement signed.

All Puppies must be at least four (4) months in age and have completed their series of vaccinations. Puppies are required to wait one (1) week after their final series of vaccinations have been given before boarding or participating in daycare.

Vaccinations that have expired over 2 weeks must wait 48 hours after updating the vaccines before returning to Doginhaus. Exemptions for DHLPP (due to health reasons and age) may be recommended by a veterinarian and approved by management in advance. Owner fully understands and acknowledges all risks relating to boarding and that pets are subject to communicable diseases that cannot always be prevented by vaccinations.

I understand that Doginhaus does not accept pets that require medical treatment beyond the dispersing of oral and topical medication or have drains or sutures still in place. Insulin injections are not included in our services. Pets that have had surgery in the last 30 days must be approved by management prior to arrival. Pets that have been spayed or neutered must wait 7-10 days before returning.

3. **HEALTH.** I agree to notify Doginhaus in writing of any pre-existing or current health problem, illness, accident, or exposure to contagious diseases which affect the Pet. If Pet has been exposed to a communicable disease in the last 30 days, I will provide documentation from a veterinarian this has been resolved and Pet is in good health. I acknowledge that Doginhaus employees are not trained in veterinary medicine and not responsible for detecting/ treating illnesses in Pets.

A visual examination will be made upon arrival to check the animal's general health and overall skin conditions. If any of these are found, they will be confirmed with the owner and recorded in the pet's profile.

4. **MEDICAL** I understand that in the event medical treatment is needed for the Pet, Doginhaus will use reasonable efforts to contact me at the numbers provided. I acknowledge that in the event Doginhaus is unable to contact me within a reasonable time, determined by Doginhaus, then I give Doginhaus permission to secure emergency veterinary care (including transportation). I grant Doginhaus and its employee's full authority to make decisions involving such medical treatment of the Pet and I will be solely responsible for the costs of such care. Absent gross negligence or willful misconduct, Doginhaus will not be liable for any loss resulting from the administration of medication approved by Owner to the Pet.
5. **LODGING.** I acknowledge that I am responsible to bring the pet's own food. If food is not provided, then a bag will be purchased and included on the invoice upon departure. Doginhaus will provide clean, comfortable cots and feeding/water bowls for each guest.

6. **DAYCARE.** I understand that Doginhaus provides supervised playtime with other dogs. I acknowledge that dogs play with their mouths and paws and it is possible that my Pet may sustain scratches or injuries. I understand that I may not be made aware of these scratches or

injuries if they go unnoticed. I also give permission to Doginhaus to use water squirt bottles and muzzles (extreme situations or during grooming) to control the Pet as determined necessary.

7. **HIKES.** DoginWalks offers leashed, off-site hikes on surrounding local trails. Any time a dog is transported or participates in off-site hikes there is a risk of injury, death or loss of that dog. I hereby agree to waive any and all claims for damages against Doginhaus and its employees as the result of any injuries to the pet or incidents that occurred while the requested services were performed so long as Doginhaus and its employees are not negligent in providing those services. In addition, I will be responsible for any and all medical expenses and damages resulting from an injury to Doginhaus any other person or pet caused by my dog(s). I will indemnify, hold Doginhaus harmless in the event of a claim or lawsuit by any person or other pet injured by my dog. This includes expenses and reasonable attorney fees arising from any action brought against Doginhaus related in any way to the action of my dog that occurred while providing such services. Doginhaus agrees to follow all reasonable care to prevent any injury or death while in our care. All dogs participating in the off-site hiking must not show aggression towards males, cyclists, runners, or other dogs while on leash. Multiple dogs will be walked together in small groups based upon size and temperament.
8. **GROOMING.** Matted coats can cause a variety of skin and health problems including hot spots, bacterial and fungal infection. If there is matting, hair may need to be shaved extremely short to the skin any may show signs of skin irritation and sores due to the matting. Where feasible, we work to de-mat/brush out the dog's coat, but only when it would not cause excessive pain and suffering to attempt to do so.

The matted hair rests tightly against the skin and the only way to remove it is to use a short blade clip which may cause your pet's skin to become irritated. Your dog may possibly get nicked and cut because the groomer has to work so closely to the skin to remove the matted coat. Our groomers are very careful but the possibility of injury exists. I hereby release Doginhaus from any liability associated with the above-mentioned process and any and all medical problems that may be uncovered and/or occur during the stripping and de-matting process. Should my pet need veterinarian care after or during this process, I agree to pay any and all costs.

In alignment with the current trend in grooming and veterinary advice, ear plucking is not a service that is offered at Doginhaus

9. **RESERVATIONS and CANCELLATIONS.**

I understand that reservations are required for all services rendered.

Cancellations for daycare and non-holiday boarding dates require 24-hour written notice. If no notice is received, a day of daycare off a package or a day's services will be charged to the card on file. For boarding, one boarding night will be charged to card on file.

Grooming appointments require 48-hour notice of cancellation in order for the appointment to be rescheduled. I understand that a fee of 40% of the grooming price will be applied to the next visit if I cancel outside of this time. Appointments that arrive 20 minutes after the scheduled start time, may be canceled at the groomer's discretion and the cancellation fee may apply and the appointment rescheduled to our next available time. After 3 missed appointments, Doginhaus reserves the right to end our client relationship. In addition, this may also apply to dogs who are unmanageable on the table due to anxiety, behavior problems, aggression, or other emotional or physical behaviors that make them a danger to themselves or others in the grooming room at any time.

10. **FEES.** I understand that all fees must be paid upon picking up the Pet, provided that Doginhaus may in its discretion, invoice separately for such fees. I understand Doginhaus requires a credit card to be kept on file in order to request services and give Doginhaus permission to charge my credit card for unpaid services and fees.

Lodging rates during holiday dates (listed on our website) will be assessed an additional \$5 per night per pet.

A \$20 daycare fee per dog will be charged after 12pm on the day of departure.

A \$10 handling fee per night will be charged for pets that may require special handling needs.

- 11. PERSONAL PROPERTY.** Doginhaus will accept 2 personal items (BEDS or Extra-Large blankets and crates are excluded) per Pet and/or family. I understand that Doginhaus cannot guarantee personal items will be returned in their original condition and are not responsible for lost items. For safety reasons, rawhides and rubber balls are not accepted.
- 12. AGGRESSION.** Doginhaus does not accept dogs that do not socialize with other dogs or pets that are aggressive towards humans. If my dog acts aggressively or exhibits unacceptable behavior, they may be separated from the other dogs. Doginhaus may terminate this Agreement immediately upon notice if, continued care of Pet would present a risk of danger to Doginhaus employee, facilities, customer or other pets.  
  
According to the Summit County Animal Control, Ordinance 5-1-16 Section A (Duty to Report Bites) I understand that Doginhaus may be responsible to report an animal that bites a person to the division of Animal Control or health department within 24 hours of the bite. The report shall contain the name and address of the parties involved.
- 13. COLLARS.** For safety reasons, personal collars are removed for all daycare dogs. Lodging dogs receive a temporary paper collar with our information listed.
- 14. PHOTO RELEASE.** I give Doginhaus and its employees authorization to take and use photographs and videos of pet for the publications including but not limited to newsletters, website and social media purposes. I release Doginhaus from any claims arising out of use of the photographs or videos for purpose of publicizing their programs or any lawful purpose.
- 15. WAIVER RELEASE AND INDEMNIFICATION.** I release, waive, indemnify and agree to hold Doginhaus, its owners and employees harmless for any and all manner of damages, injuries, claims, liabilities or expenses, attorney's fees, cause of action, whatsoever in law or equity, arising out of or related to the services provided by Doginhaus, its owners and employees without limitation any inaccuracy made by myself or information provided by me and of my pet, including but not limited to bites, injuries, transmission of disease or destruction of property.
- 16. ARBITRATION.** I acknowledge that any dispute between both parties in connection with this Agreement, shall be settled by arbitration in accordance with the rules of the American Arbitration Association.

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CLIENT SIGNATURE

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DATE