

WAGS & WHISKERS RESORT AND SPA

1090 W. Kennedy Ave., Kimberly, WI 54136

PET/OWNER INFORMATION

Name of Owner(s): _____

Name of Pet(s): _____

Address: _____ City: _____ Zip: _____

Home Phone: _____ Work Phone: _____

Cell Phone 1: _____ Cell Phone 2: _____

Email Address: _____

List of other person(s) authorized to pick up your Pets _____

EMERGENCY CONTACT

Name: _____

Address: _____ City: _____

Home Phone: _____ Work Phone: _____

Cell Phone: _____ Email Address: _____

VETERINARY INFORMATION

Veterinary Name: _____ Hospital Name: _____

Address: _____ City: _____

Phone: _____ After Hour Phone: _____

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PET INFORMATION

Pet's Name _____ Breed _____

Color: _____ Female: _____ Male: _____ Age: _____

Birthday: _____ Weight: _____ Spayed/Neutered? Yes _____ No _____

Type of Food/Brand: _____

Quantity and number of times Fed each Day: _____

Specific Times of the day for Pets Feeding: _____

Can your Pet have Treats? Yes: _____ No: _____ Restrictions: _____

Does Your Pet Take Any Medication? Yes: _____ No: _____

If yes, describe (Include type, amount, times and any special instructions):

Any Medical/Health Conditions, Injuries, Allergies? If yes, please describe:

Does your Pet have any condition that would limit his or her participation in any activities at Wags & Whiskers Resort And Spa? If yes, please describe:

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Pet's Personality & Temperament

Pet's Name _____

Describe your Pet's personality (mark all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Submissive | <input type="checkbox"/> Excitable | <input type="checkbox"/> Jumps Fences |
| <input type="checkbox"/> Mellow/Calm | <input type="checkbox"/> Eats Feces | <input type="checkbox"/> High Energy |
| <input type="checkbox"/> Timid | <input type="checkbox"/> Afraid | <input type="checkbox"/> Aggressive |
| <input type="checkbox"/> Clingy Behavior | <input type="checkbox"/> Digs | <input type="checkbox"/> Toy Possessive |
| <input type="checkbox"/> Separation Anxiety | <input type="checkbox"/> Eats Rocks | <input type="checkbox"/> Food Possessive |
| <input type="checkbox"/> Fears Loud Noises | <input type="checkbox"/> House Broken | <input type="checkbox"/> Steals Food |
| <input type="checkbox"/> High Strung/Nervous | <input type="checkbox"/> Playful | <input type="checkbox"/> Growls |
| <input type="checkbox"/> Pants Frequently | <input type="checkbox"/> Play Bites | <input type="checkbox"/> Barks Excessively |
| <input type="checkbox"/> Chews Excessively | <input type="checkbox"/> Chases people/pets | <input type="checkbox"/> Destroys Furniture |
| <input type="checkbox"/> Licks Excessively | <input type="checkbox"/> Jumps up on People | <input type="checkbox"/> Alpha Personality |

What else would you like us to know about your Pet? _____

List your reasons for using daycare:

- | | | |
|--|-----------------------------------|--|
| <input type="checkbox"/> Socialization | <input type="checkbox"/> Exercise | <input type="checkbox"/> Eliminate Anxiety |
| <input type="checkbox"/> Behavioral issues when left alone | | |

WAGS & WHISKERS RESORT AND SPA

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Policies & Procedures – Page 1

Enrollment: I understand that my pet(s) has a completed up to date approved application. I understand that my pet(s) will pass a behavioral assessment screening before being permitted to stay at the Wags and Whiskers Resort and Spa. **The screening must be by appointment only - Please Call.**

Behavior assessment screening: All pets must be non-aggressive and not food or toy aggressive/possessive. Wags & Whiskers Resort and Spa will be assessing for any aggression or threatening behavior toward any person or any other pets. Please remember that your pet(s)'s safety and health is our priority.

Breeds: I understand that for the safety of all pets and staff, Wags & Whiskers Resort and Spa will not accept bully breeds such as pit bull terriers, Staffordshire bull terriers, American bull terriers, Rottweilers, Wolves or Wolf mixes, or breeds that have the appearance or characteristics of one of these breeds. Wags and Whiskers Resort and Spa has the right to refuse any pet for any reason or no reason at all.

Payment: I understand that I can conveniently pre-pay online or pay at the time of check out (daycare/boarding). However, a current credit card must be kept on file at ALL times.

Hours: Monday through Friday 5:00 AM to 6:00 PM Saturday and Sunday 7:00 AM to 6:00 PM

Holiday Hours: No drop off day of holiday. I understand that I must make arrangements prior to holidays for drop off and pick up times.

Drop off & Pick up: I understand that I must provide written authorization to allow anyone else to pick up my pet(s) and such people will be required to show a picture ID for the safety of my pet(s). I understand that after the scheduled closing time of Wags & Whiskers Resort and Spa, if my pet(s) is not picked up on time, I will be charged an additional \$15.00 per pet up to 30 minutes after closing time. After the 30 minutes after closing time, I understand that my pet(s) will be boarded overnight, and I will be charged all standard overnight boarding fees.

I understand and agree that if my pet(s) is not picked up by the end of the Wags & Whisker Resort and Spa regular business day or scheduled boarding stay, then I hereby authorize Wags & Whiskers Resort and Spa to take whatever action it deems necessary for the continuing care of my pet(s). I further agree and promise to pay Wags & Whiskers Resort and Spa all costs of continuing care of my pet(s) incurred by Wags & Whiskers Resort and Spa. I understand that after seven (7) days of unscheduled care of my pet(s) at Wags & Whiskers Resort and Spa, Wags & Whiskers Resort and Spa may, at its own discretion, contact law enforcement to make a pet abandonment report and proceed accordingly. I further understand and agree to pay all expenses incurred as a result of such reporting and action, regardless of whether my pet(s) is returned to me.

Reservation & Cancellation for boarding: I understand that all overnight boarding must be pre-paid with a credit card. Cancellations with less than twenty-four (24) hours of notice will be charged a one (1) overnight boarding fee.

Policies & Procedures – Page 2

Feeding: I understand that if I would like my pet(s) to be fed during boarding and/or daycare, I will be required to bring my pet(s)'s regular food to avoid causing possible digestive issues. I understand that I must divide my pet(s)'s food into separate meals and label it with my pet(s)'s name and feeding instructions (feeding time, adding water, refrigeration, etc.) If I forget to bring my pet(s)'s food or if I do not enough for the entire boarding/daycare period, Wags & Whiskers Resort and Spa will gladly provide its premium house food for \$6.00 per day. I further understand that changing pet's food can result in digestive problems.

Treats: I understand that during boarding and/or daycare, Wags & Whiskers Resort and Spa staff will be rewarding my pet(s) with treats. I must specify if my pet(s) has any food allergies, and I will assume all responsibility if my pet(s) has any reactions to unknown allergies.

Personal Items: I understand that Wags & Whiskers Resort and Spa will be providing toys, food and water bowls, treats, and a bed for my pet(s). I understand that I shall not bring these personal items from home. I SHALL ONLY BRING MY PET(S)'S FOOD. However, if my pet(s) is boarding overnight, I also understand that in order to help my pet(s) settle in comfortably at Wags & Whiskers Resort and Spa, I may bring something with a familiar smell, such as a blanket.

Nametags, Collars & Leashes: I understand that all pet(s) MUST enter and leave Wags & Whiskers Resort and Spa on a leash - **NO EXCEPTIONS!** All pets must be wearing a quick release collar, provided by the owner, and a nametag, provided by Wags & Whiskers Resort and Spa.

Photography: I agree to allow Wags & Whiskers Resort and Spa to take photography of my pet(s) for publication and promotion.

Emergency Treatment Authorization: I understand that Wags & Whiskers Resort and Spa provides a fun and safe environment where pets can play and socialize with other pets. I understand that Wags & Whiskers Resort and Spa will make every reasonable effort to ensure the safety of my pet(s). However, I understand and agree that during normal play, pets may sustain injuries. I fully understand such risks and hereby release Wags & Whiskers Resort and Spa from any liability for such injuries to my pet(s).

I understand and agree that there may be medical and veterinary costs associated with pets playing. I hereby give permission for a licensed veterinarian to administer medical services to my pet(s) as needed under the circumstances. I understand that I am responsible for any and all such charges incurred on behalf of my pet(s) by Wags & Whiskers Resort and Spa. I authorize Wags & Whiskers Resort and Spa to use my credit card on file, which I have provided for such services. I hereby release Wags & Whiskers Resort and Spa from any action, claim, or lawsuit including attorney's fees arising out of injuries to my pet(s) or connected with any veterinary or medication charges incurred in the care of my pet(s). I give permission to Wags & Whiskers Resort and Spa to approve treatment up to \$500.

Policies & Procedures – Page 3

I further understand that there are numerous viruses and bacterial infections which my pet(s) may be exposed to in a social and play situation such as that at Wags & Whiskers Resort and Spa. I understand that my pet(s) may come into contact with any of these viruses, despite Wags & Whiskers Resort and Spa's extensive cleaning procedures. I agree to be solely responsible for any and all medical treatments and medication relating to treatments for such viruses and bacterial infections in the event that Wags & Whiskers Resort and Spa incurred the same on behalf of my pet(s).

I agree to be observant, aware, and watch for signs of any symptoms of illness in my pet(s), and I agree NOT to bring my pet(s) to Wags & Whiskers Resort and Spa in the event that my pet(s) exhibits any symptoms of illness or infection, including fleas. If Wags & Whiskers Resort and Spa observes any signs of illness or infection in my pet(s), Wags & Whiskers Resort and Spa may, at its sole discretion, quarantine my pet(s) immediately in a suite and call me to pick up my pet(s). I understand that if my pet(s) is brought to Wags & Whiskers Resort and Spa and is found to have fleas, my pet(s) will be bathed at my expense.

Age/Sex: I understand that puppies are welcome at Wags & Whiskers Resort and Spa from age 8 weeks to 6 months of age. All dogs older than 6 months **MUST** be spayed or neutered. I further understand that puppies from age 8 weeks to 6 months **MUST** have an appointment at least 48 hours in advance for daycare/boarding before attending to ensure for adequate staffing.

Vaccinations: I promise and warranty that my pet(s) has not been exposed to distemper, rabies, or parvovirus within the past thirty (30) days; that my pet(s) has been inoculated as indicated by records presented to Wags & Whiskers Resort and Spa; and that my pet(s) is currently and properly licensed. I further promise and warrant that my pet(s) has been vaccinated for Rabies, Bordetella (kennel cough), and DHPP (distemper), hepatitis, par influenza, parvovirus, and leptospirosis.

I, _____ (print name), hereby certify that I have read and understand all three pages of the Policies & Procedures of Wags & Whiskers Resort and Spa and accept and agree to be bound by all of the terms, conditions and statements of the Policies & Procedures.

Signature of pet owner _____ Date _____

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Release of Liability Agreement

INDEMNIFICATION; LIABILITY AS CONSIDERATION FOR THE SERVICES RENDERED BY WAGS & WHISKERS REPORT, PET OWNER WILL INDEMNIFY, DEFEND AND HOLD WAGS & WHISKERS AND COMPANIES PARTIES HARMLESS FROM AND AGAINST ANY AND ALL LOSSES, LIABILITIES, DAMAGES, FINES, PENALTIES AND EXPENSES (INCLUDING ATTORNEYS FEES AND VETERINARY COST AND EXPENSES) ARISING FROM OR RESULTING FROM AND BREACH OF REPRESENTATION, WARRANTIES OR COVENANTS CONTAINED IN THIS AGREEMENT (INCLUDING ABANDONMENT OF THE PET AT WAGS & WHISKERS RESORT),OR OTHERWISE RELATED TO ANY AND ALL ACTS OF BEHAVIOR OF THEIR PET(S), WHICH MAY INCLUDE WITHOUT LIMITATION, INJURY OR DEATH TO A PET AT THE WAGS & WHISKERS OR INJURY OR DEATH TO A STAFF MEMBER OF WAGS & WHISKERS RESORT OR ANY OTHER MEMBER OF THE PUBLIC. IN NO EVENT WILL WAGS & WHISKERS RESORT OR COMPANY PARTIES BE HELD LIABLE FOR SPECIAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THEIR POSSIBLE EXISTENCE.

I THE PET OWNER(S) HAS READ AND FULLY UNDERSTANDS THE TERMS OF THIS AGREEMENT, INCLUDING THE REASES WAIVERS OF LIABILITY, ACCEPTANCE OF RISK AND INDEMNITY PROVISION AND UNDERSTANDS THAT PET OWNER(S) HAS GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAS SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTENDS IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT PERMITTED BY LAW. PET(S) OWNER AGREES THAT IT IS INTENDED THAT ALL TERMS OF THIS AGREEMENT CONTROL DESPITE ANY PARTICULAR STATUTE OR LAW THAT WOULD OTHERWISE PROTECT PET OWNER(S) OR HIS OR HER DOG(S).

ACCEPTED AND AGREED TO BY:

DOG(S) OWNER'S SIGNATURE _____

DATE _____

Wags & Whiskers Resort and Spa

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Grooming Release Form

Your pet(s) are Important to us. Because we care, we want to assure you that every effort will be taken to make your pet(s) visit at Wags & Whiskers Resort and Spa as pleasant as possible.

Breeds: I the (pet owners) understand that for the safety of all dogs and staff, Wags & Whiskers will not accept (bully breeds) such as pit bull terriers, Staffordshire bull terriers, American bull terriers, Rottweilers, Wolves or wolf mixes, or breeds that have the appearance or characteristics of one of these breeds. Wags and Whiskers Resort has the right to refuse any dog.

Health: I the (Pet Owners) understand occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. All medical expenses for veterinary care will be covered by the Owner(s) upon signing the release form.

Accidents: I the (Pet Owners) understand although accidents are very rare, there is still a risk when dealing with dog(s). Grooming equipment are shape, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quickening of nails, etc. In most cases this can happen when a pet is wiggling or moving around while grooming. In the event an accident does occur, you will be notified of the accident. If we feel the injury is serious and the Owner is not on site, Wags & Whiskers Resort and Spa will seek immediate veterinary care for your Dog.

Emergency Treatment Authorization: I the (Pet Owners) understand Wags & Whiskers Resort & Spa provide a safe environment where dogs can get groomed and socialize with other dogs, And Wags & Whiskers will make every reasonable effort to insure the safety of the (pet Owners) dog. However (pet Owners) understand and agree that during normal grooming and socializing in the spa dogs may sustain injuries. I the (pet Owner) fully understand such risks and hereby release Wags & Whiskers Resort and Spa from any such injuries.

I the (pet owners) understand and agrees that there may be medical and veterinary cost associated with occasioned dog grooming and socializing. I the (pet owners) give permission of the service of a licensed veterinarian to administer medical services. I the (pet owners) am responsible for any and all charges made on my behalf by Wags & Whiskers Resort and Spa for such services. I hereby release Wags & Whiskers Resort and Spa from any action, claim, or lawsuit including attorney's fees arising out of injures or connected with charges. I the (pet owners) give permission to Wags & Whiskers Resort and Spa to approve treatment up to \$500 or \$_____, whichever is greater.

Vaccinations: I the (pet owners) understand that my dog(s) have not been exposed to distemper, rabies or parvovirus within the past thirty day; and that my dog(s) have been inoculated as indicated by records presented to Wags and Whiskers Resort and Spa; and that my dog(s) are currently and properly licensed. The Required shot to attend Wags and Whiskers Resort and Spa are Rabies, Bordetella, and DHPP.

Fleas/Ticks: Wags & Whiskers Resort and Spa strives to be a flea-free spa. If your dog(s) has any fleas/ticks they will be given a flea/tick bath at (pet owners) expense.

Use of Muzzle: Occasionally Wags and Whiskers Resort and Spa need to use a Muzzle. Muzzling does not harm your dog(s) and protects both Dog(s) and the groomer. A muzzle will only be used as last resort.

I, _____ (print name) certify that I have read and understand the grooming release form and accept all the terms and conditions and statements of this agreement.

Signature _____ Date _____

Grooming Release Form

Dangerous or Aggressive Dogs-Refusal of Service: I the (pet owner) understand that Wags and Whiskers Resort and Spa does have the right to refuse and services at any time. In the event that your dog is too stressed or becomes dangerous to be groomed, Wags & Whiskers Resort and Spa has the right to refuse grooming service or stop grooming services, or cancel grooming services at any time before or during grooming. The (Pet Owner) will be responsible to pay a grooming fee that has been already to the point of stopping due to the aggression.

Interruption During Grooming: I the (pet owner) understand for the safety of their (dogs) being groomed as well as our groomers, we ask that you do not interrupt the groomers during grooming. If you arrive during your (dogs) getting groomed PLEASE do not talk to them or allow them to see you, this may distract your pet and make them react that may harm them or the groomer. Please wait out in the waiting room until your pet is done getting groomed.

Matted Coats: I the (pet owner) understands because we care about your (dogs) safety and that matted coats require extra attention, and matts in (dogs) coats not only is uncomfortable, but dangerous for a Dogs) health providing a breeding ground for parasite infestation. This also puts your (dogs) under extra stress by dematting. Matts are very difficult to remove, and may require the (dogs) to be shaved. Removing heavily matted coats can cause nicks, cuts or abrasions. After effects of removing matts it can cause itchiness, skin redness or abrasions. In some cases pets may have a brief behavior change. Wags and Whiskers Resort will charge the (pet owners) an additional charge for this service it is very time consuming procedure.

Cancellation/No call No show: I the (pet owners) understand Wags & Whiskers Resort and Spa book on an hourly basis and cancellation can leave an empty block in the schedule that could have otherwise been filled by another customer, we ask that any Spa **cancellation be made 24 hours in advance.**

Payment: Due time of pickup.

Photographs: I the (pet owners) agrees to let Wags & Whiskers Resort and Spa take photographs of your (dogs) for publication and promotions.

I, _____ (print name) certify that I have read and understand the grooming release form and accept all the terms and conditions and statement of this agreement.

Signature _____ Date _____