

# LEASH ft & Spa

Daycare • Grooming • Boarding

## Terms and Agreement

The LEASH Loft & Spa (“The Loft”) provides daycare and grooming services in a positive environment for you, and your pup(s). The Loft welcomes dogs of all sizes and ages. Our goal is to create a stimulating, safe and supervised play environment for your dog. To ensure the safety and health of your pup and our other clients, we require all guests to comply with the following rules and regulations:

(  ) APPLICATION: All dogs must have a completed, up-to-date and approved enrollment form on file.

(  ) HEALTH: We require all of our dogs to be in good health. By initialling this clause, you are confirming that your dog(s) have not been ill with any communicable conditions/diseases within the last 30 days.

(  ) VACCINATIONS: All dogs must have current and up-to-date vaccinations, including but not limited to Bordetella, Rabies and DHPP. Titre testing is also allowable. Puppies must have had at least 2 sets of vaccines administered. Proof of vaccines is required prior to new dogs entering the daycare.

(  ) ALTERS: All dogs must be altered by 8 months of age. No Exceptions.

(  ) PREVENTATIVES: All dogs entering “The Loft” are required to be up to date on a year-round flea/tick preventative. If your dog shows signs of fleas he/she will be treated, at your cost, with Capstar (\$20) plus an additional charge of \$50 to debug “The Loft”.

(  ) BEHAVIOUR: All dogs must be of social nature. We require full disclosure of any and all incidents that may have occurred with people or pets. Please remember that the well-being of all of our clients is of our utmost concern.

(  ) ATTIRE: Snap style nylon collars are the safest to be used in “The Loft”. Should your dog arrive in a martingale, harness or choke style collar we will remove it and place one of ours on for the duration of their stay. We kindly ask that devices such as shock collars or prong collars be left at home we will not put them on your dog.

(  ) DAYS AND HOURS: Monday to Friday from 6:00 a.m. – 7:00 p.m. In order to maintain a calm environment, we request that drop offs occur before 12:00pm noon.

(  ) MEDIA: Your pet may be photographed or videoed during their stay at “The Loft”. “The Loft” reserves the right to use such media for use in print or social media.

(\_\_\_\_) RESERVATIONS: We kindly request that you book your dog online via the ProPet Portal or notify us via phone-call prior to your dog's attendance. We have limited space and want to ensure that there is a spot available for your pup.

(\_\_\_\_) CANCELLATIONS: Please advise us if your dog will not be making his/her playdate. In the event, we are at capacity, cancellations with less than 12hours notice will be charged accordingly.

(\_\_\_\_) NO SHOWS: While we appreciate, things can come up, in the event of a no show your account will be charged \$30 (Cost of a full day) Please understand that staff is scheduled around the number of dogs expected to be in care to ensure safety and coverage.

(\_\_\_\_) FEES: Payment is to be received for service rendered same day at time of pickup. Unless on a prepaid package, fees are to be collected at time of purchase. No refunds permitted.

(\_\_\_\_) LATE FEES: If you fail to pick-up your dog(s) at the designated pick-up time, your account will be charged \$10 for every 15 minutes (or portion) following a first warning.

(\_\_\_\_) FAILURE TO PICKUP: If you fail to pick-up your dog(s) at the designated pick-up time, your account will be charged \$10 for every 15 minutes (or portion). In the event a dog requires offsite boarding you, the owner, will be responsible for all expenses. In the event a dog is not picked up, after 2 days, despite trying to contact you and the emergency contacts provided, the dog(s) will be deemed abandoned and the appropriate authorities notified.

(\_\_\_\_) ILLNESS: Social interaction at daycare can increase the risk of exposure to various airborne/contagious viruses and parasites such as Bordetella and Giardia. While we work diligently to sanitize and clean the daycare on a daily basis we are unable to control what our clients are exposed outside of daycare on their daily walks and adventures.

(\_\_\_\_) BORDETELLA: Bordetella more commonly known as Kennel Cough is a respiratory illness similar to that of a human cold. Exposure to the Bordetella virus can result in symptoms such as coughing, runny nose, sneezing etc. While the Bordetella vaccine does cover the more common strains it does not cover all of them. Social interaction at daycare can increase the risk of exposure to Bordetella.

(\_\_\_\_) EMERGENCIES: In case of an emergency where your dog needs immediate medical attention, The LEASH Loft & Spa will inform you and/or your emergency contacts immediately. In the event, we are unable to reach you we will transport your dog to the closest veterinarian for treatment and care.

(\_\_\_\_) RELEASE: I release The LEASH Loft & Spa Inc. from any liability should my dog injure another dog or person and accept medical and legal responsibility for my dog's actions. Further to this, I also release The LEASH Loft & Spa Inc. from any liability should death, injury or illness occur to my dog for any reason while in daycare or off-site walks.

I have read and understand the Terms & Agreement Page outlined above: (\_\_\_\_)

Signed: \_\_\_\_\_

Date: \_\_\_\_\_