

## Pet University D.B.A. PETU Terms and Conditions

### GENERAL TERMS AND CONDITIONS

1. Enrollment Procedures
  - a. All customers of PETU are to review and agree to the Terms and Conditions set forth in this document, as they will be held responsible for all the information listed within
  - b. The Terms and Conditions may change or alter at any time with prior notification via email.
  - c. All customers agree to provide Pet U with a valid email address, as we use email as an important method of communication.
    - i. We will only use your email provided for important information relating to our business, and will not sell or solicit your information.
    - ii. Pet U will use the email address provided to email out a receipt after a product is purchased.
  - d. All dogs are to be in good physical and mental health at the time of enrollment. No sick dogs are allowed.
  - e. Enrollment Assessments are required for enrollment. Enrollment assessments will be done on Monday's between 10-11am and 1-2pm . The assessment must be scheduled and will cost \$10.
  - f. Pick-Up Policies
    - i. All dogs are to be picked up no later than 6pm. There will be a \$1 per minute late fee charged for any pick-ups after 6pm.
  - g. All dogs are required to have a quick release collars.
    - i. Quick release collars are available for purchase.
    - ii. If a quick release collar is not available, PETU will use their collars for a fee of \$3/day.
  - h. All dogs must be on a leash when entering and exiting the building.
  - i. Any dogs whose nails are an unhealthy length will be trimmed during daycare, and a \$10 charge will be added to the owners' account.
2. Health
  - a. All vaccinations must be current. Owners must provide a copy of the vaccinations prior to the dog entering daycare. The owner may have records faxed to PetU at 414-766-1170. Pet U is not responsible for contacting your veterinarian.
    - i. Vaccinations required are
      1. DHPP
      2. Rabies
      3. Bordetella
    - ii. Pet U may from time to time as for an updated vaccinations record.
  - b. Dogs must be in good health each day they are in the building. No sick dogs allowed.
    - i. Dogs that are sick will not be allowed in daycare. If your dog is showing any symptoms the day you plan to bring him/her in, you must keep him/her home.
    - ii. If a dog begins showing symptoms while in daycare, the owner will be notified immediately and required to pick the dog up within 60 minutes.
  - c. Dogs must come to PetU free of all ticks and fleas.

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- i. In the event that your dog is found to have either ticks or fleas the following process will take place.
    - 1. PetU will immediately notify the owner by telephone
      - a. It is necessary that the owner or caretaker come and pick up their dog within 60 minutes. If they are unable to, then PetU will proceed to step 2.
      - b. PetU will begin treatment immediately that includes (but not limited to)
        - i. Medicated bath treatments
        - ii. Isolation of the dog
        - iii. All costs associated with this process is the sole responsibility of the owner or caretaker of the dog.
  - d. Dogs must be free of all worms and parasites
    - i. In the event that your dog is found to have any worms, parasites, etc., the following process will take place.
      - 1. The dog will immediately be isolated
      - 2. The owner will be notified and the dog is to be picked up within 60 minutes
      - 3. The owner must provide PetU with a clean bill of health from the vet before the dog will be allowed back in daycare.
  - e. Medications
    - i. All medications must be current and come in original packaging and clearly marked with both the dog and owner's name. Furthermore, it must have administering directions and contact information for the same veterinarian.
    - ii. There will be an additional fee of \$7/day for daily first aid treatment including but not limited to; changing wraps or bandages and aiding to special exercise restrictions.
3. Safety
- a. Biting
    - i. In the event that your dog bites another dog or staff member the following process will take place.
      - 1. A staff member will address the situation and the dog will be redirected.
      - 2. If a second occurrence takes place within the same day, the dog is isolated for brief period of time. (Our version of a "time-out")
      - 3. If a third occurrence takes place within the same day, the dog will be isolated for the remainder of the day.
      - 4. No names for either the other owner or other dog will be given, and each owner will be financially responsible for any veterinary care that is needed. PetU cannot be found liable or financially responsible.
    - ii. If biting becomes a recurring and consistent problem, then the following takes place.
      - 1. Dog will be written up with possible suspension
      - 2. Owner or caretaker will be notified
      - 3. Additional training will be required for the dog to remain at PetU

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4. No names for either the other owner or other dog will be given, and each owner will be financially responsible for any veterinary care that is needed. PetU cannot be found liable or financially responsible.
- b. Attacking
    1. In the event that you animal attacks and causes harm to others or property.
      - a. The animal will be immediately isolated
      - b. The customer will be notified and will be required to pick up the animal within 60 minutes
      - c. A mandatory meeting between the customer and PetU will be scheduled to determine the conditions for the animals return.
      - d. No names for either the other owner or other dog will be given, and each owner will be responsible for all financial costs associated with the attack for their own dog. Pet U cannot be found liable or financially responsible.
  - c. Sex
    1. The dog's gender plays a huge role in their interactions with other. PETU has adopted the following policies based upon animal gender.
      - a. Males
        - i. PETU does not require male animals to be neutered however,
        - ii. Neutering may be required for continual enrollment if the dog becomes unmanageable. I.e.) Aggressive, possessive, sexually dominating, or displays behavior such as biting or lashing out after redirection.
      - b. Female
        - i. PETU does not require for enrollment females animals to be spayed however, female dogs are not allowed on campus during heat cycles. No Exceptions.
4. Feeding(Lunch Box Policy)
    - a. Food and treats are allowed in daycare for your dog as long as the following is adhered to...
      - i. The items are in a sealed container.
      - ii. The items are clearly marked with the name of the dog. If there is no name, the dog will not get lunch.
      - iii. All unused items will be returned to customer.
  5. Payment for Services Rendered
    - a. All PETU services are to be paid in advance
    - b. Schedule Changes
      - i. Any changes to scheduling will be billed in one of two ways
        1. Customer may elect to upgrade their dog's daycare from a half-day to a full-day. The charge for this is \$11.
        2. Customer may elect to purchase additional days "ala carte". These days will be charged at listed rate within the package purchased.

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- c. Quarantined Animals
  - i. If there is a cause for your dog to be quarantined the owner will be responsible for ensuing charges. The rates are as follows...
    - 1. Please add an additional \$20 per day.
- d. Additional Charges
  - i. All additional charged are to be paid prior to service, at daycare.

**PROGRAMS and TUITION**

- 1. Daycare
  - a. For the health and safety of the dogs, only PetU handlers will be allowed to walk with the dogs back into the playgroup. Any owners wishing to see their dog at play are welcome to visit at the end of the day, while picking up the dog.
  - b. Monthly Tuition
    - i. Monthly package purchases are valid for 4 weeks from date of purchase. Monthly packages will expire after 4 weeks.
    - ii. Daycare days do not carry over from week to week. Any days missed are at the expense of the customer. There will be one exception allowed during the calendar year, provided that there is prior notice given.
    - iii. Either a single day can be carried over with prior notice, or a full week of packages that include multiple days. This will only be allowed once during the calendar year, and PetU must receive prior notice that the customer will be gone for the day or week.
    - iv. If one of your regularly scheduled daycare days lands on a day that Pet U is not opened for business, you will be permitted to reschedule your daycare day for another day in the same week.
    - v. Money spent on daycare packages cannot be transferred to other services. There is no cash equivalent for individual days of daycare.
    - vi. If the customer is currently using a package while the next package is purchased, the expiration date will be 4 weeks after the current package expires.
  - c. Trimester Tuition
    - i. Trimester package purchases are valid for 16 weeks from date of purchase. Trimester packages will expire after 16 weeks.
    - ii. Daycare days do not carry over from week to week. Any days missed are at the expense of the customer. There will be one exception allowed during the calendar year, provided that there is prior notice given.
    - iii. Either a single day can be carried over with prior notice, or a full week of packages that include multiple days. This will only be allowed once during the calendar year, and PetU must receive prior notice that the customer will be gone for the day or week.
    - iv. If one of your regularly scheduled daycare days lands on a day that Pet U is not opened for business, you will be permitted to reschedule your daycare day for another day in the same week.

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- v. Money spent on daycare packages cannot be transferred to other services. There is no cash equivalent for individual days of daycare.
  - vi. If the customer is currently using a package while the next package is purchased, the expiration date will be 16 weeks after the current package expires.
- d. Refund Policy
- i. Monthly Tuition
    1. If the customer cancels services before the 15<sup>th</sup> day of the billing cycle then they are entitled to a 50% refund.
    2. No refund is given after the 15<sup>th</sup> day of the billing cycle.
  - ii. Trimester Tuition
    1. If cancelled before the end of the 1<sup>st</sup> month, they are entitled to a 75% refund.
    2. If cancelled before the end of the 2<sup>nd</sup> month, they are entitled to a 50% refund.
    3. If cancelled before the end of the 3<sup>rd</sup> month, they are entitled to a 25% refund.
    4. No refund given after the 90<sup>th</sup> day.
- e. Reservation Policy
- i. Customer must provide a weekly schedule of when their animal will be in daycare.
  - ii. Rare exceptions may be given in emergencies with a 48 hour notice.
- f. Additional Charges
- i. Additional charges of \$1.00 per minute applies for late pickups.
  - ii. For customers currently using a daycare package, PetU offers a special price for those wishing to add on an extra day of daycare within the week. Please refer to the PetU package pricing list for the exact cost within the specific package.
  - iii. If a new package has not been bought once the current package expires, the owner's account will be automatically charged the full price of a day of daycare.
2. PetU Dormitories
- a. Reservation Policy
    - i. All reservations require a one night deposit per dog upon making the reservation. Same dog families requiring multiple kennels will be charged the full rate of \$35 per dog.
    - ii. No destructible toys will be allowed. (I.e. stuffed toys, ropes, rawhides, etc.) We recommend Kong's and natural meat bones, which will both be available for sale at PetU.
    - iii. PetU is not responsible for lost or chewed up items.
  - b. Refund Policy
    - i. Same day cancellations will be one full day's charge; the customer deposit will be forfeited.
    - ii. For cancellations within 24 hours there is a one day of \$35 charge
    - iii. For cancellations over 48 hours there is no charge and the deposit will be refunded 100%

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- iv. Holidays require 7 days cancellation notice or the deposit will be forfeited.
- c. Charges
  - i. The total amount of the reserves stay will be due and paid by the owner at drop off.
  - ii. The customer will be charged additionally for any time the animal remains in the dormitories beyond the agreed upon amount of time. The rates are as follows...
    - 1. \$15 charge up to 5 hours
    - 2. \$26 charge beyond 5 hours but the animal is pick up before the facility is closed.
    - 3. \$35 if the animal remains overnight.
- 3. (PET) Degree Programs
  - a. Refund Policy
    - i. Full refund is given to cancellations prior to class start date.
    - ii. No refund is given once class begins.
  - b. Advancement Policies
    - i. Before the animal qualifies for additional training, they must pass a PETU evaluation with our trainer's recommendation.
- 4. Board & Train Program
  - a. Payment Policy
    - i. After the owner's customized package has been agreed upon, a 50% deposit is required.
    - ii. All training equipment being used must be paid in advance at the time of reservation, along with the deposit.
    - iii. All food must be provided by the owner. If the owner fails to provide food, Fromm Food will be purchased and added to the owner's account.
    - iv. Any additional training equipment needed will be purchased and added to the owner's account to be paid with the remaining balance.
  - b. Refund Policy
    - i. If cancelled between days 1 and 7, customer is entitled to a 50% refund
    - ii. If cancelled between days 8 and 14, customer is entitled to a 25% refund
    - iii. No refund is given for cancellations over 14 days
  - c. Graduation Requirement
    - i. Upon successful completion, a transitional meeting is required between PETU and the customer.
  - d. Payment Options
    - i. Payments will be collected in one of the following ways
      - 1. Full payment collected up front.
      - 2. Training add on's will be paid upon pick up (i.e collars, food, bones, treats, etc)
      - 3. 50% collected at enrollment and 50% collected at pickup.
- 5. One-on-One Tutoring Sessions
  - a. Refund Policy
    - i. No refund is provided once training has begun

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- ii. All trainings expire 6 months from the date of purchase.
- 6. Grooming
  - a. Refund Policy
    - i. No refunds on Beauty College services.

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Owner agrees to hold harmless and to indemnify PetU, his assignees and agents regarding any civil action related to the dog(s) either now or in the future. PetU shall not be held responsible for acts of the dog(s) mental and physical condition. (I.e. injuries, ingestion and/or illness.) Pet University LLC also retains the rights to any photos/video taken during the time with PetU for advertisement or educational purposes.

I acknowledge that I have received a copy of and agree to the terms and conditions set forth in this document.

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Signature \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

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