

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 at the discretion of PetU.
 - c. All customers agree to provide PetU 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. PetU 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. Behavior assessments are required for enrollment. Behavior assessments will be done Monday through Friday between the hours of 9:00AM and 4:00PM. The assessment must be scheduled and will cost \$10.00.
 - f. Pick-Up Policies
 - i. All dogs are to be picked up no later than the posted closing time at your designated location. There will be a \$1.00 per minute late fee charged for any pick-ups after closing.
 - g. All dogs are required to have a quick-release collars.
 - i. Dogs without a quick-release collar will use PetU's collars for a fee of \$3.00/day.
 - h. All dogs must be on a leashed and under control by owner when entering and exiting the building.
 - i. Any dogs whose nails are an unhealthy length will be trimmed at the owner's expense.
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. PetU is not responsible for contacting your veterinarian.
 - i. Vaccinations required are
 1. DHPP (Distemper)
 2. Rabies
 3. Bordetella
 - ii. PetU may ask for an updated vaccinations records and provide reminders for when they are about to expire.
 - 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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3. Additional training will be required for the dog to remain at PetU
 4. No names of 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 your dog attacks and causes harm to others or property;
 - a. The dog will be immediately isolated
 - b. The customer will be notified and will be required to pick up the dog within 60 minutes
 - c. A mandatory meeting between the customer and PetU will be scheduled to determine the conditions for the dogs return.
 - d. No names of 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. PetU 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 dog's gender.
 - a. Males
 - i. PetU does not require male dogs to be neutered however,
 - ii. Neutering may be required for continual enrollment if the dog becomes unmanageable such as aggressive, possessive, sexually dominating, or displays behavior such as biting or lashing out after redirection by handlers.
 - b. Female
 - i. PetU does not require female dogs 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 may 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 \$11.00.

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2. Customer may elect to purchase additional days “a la carte”. These days will be charged at listed rate within the package purchased.
- c. Quarantined Animals
 - i. If there is a cause for your dog to be quarantined the owner will be responsible for an additional \$20.00 per day.
- d. Additional Charges
 - i. All additional charges are to be paid prior to service, at daycare.
- e. Emergency Vet Visit
 - i. If anything were to happen to your dog while under the care of PetU that resulted in an emergency vet visit, you are held solely financially responsible.
 - ii. PetU will also charge a \$30.00 fee per dog for the transportation and visitation at said Vet.

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 open 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

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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 open 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 16 weeks after the current package expires.

d. Refund Policy

i. Monthly Tuition

- 1. If the customer cancels services before the 15th day of the package duration then they are entitled to a 50% refund.
- 2. No refund is given after the 15th day of the package duration.

ii. Trimester Tuition

- 1. If cancelled before the end of the 1st month, they are entitled to a 75% refund.
- 2. If cancelled before the end of the 2nd month, they are entitled to a 50% refund.
- 3. If cancelled before the end of the 3rd month, they are entitled to a 25% refund.
- 4. No refund given after the 90th 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 Boarding

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 \$35.00 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 purchase at PetU.
- iii. PetU is not responsible for lost or chewed up items.

b. Refund Policy

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- 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 fee of \$35.00 per dog
 - iii. For cancellations over 48 hours there is no charge and the deposit will be returned as a credit to your account.
 - iv. Holidays require 7 days cancellation notice or the deposit will be forfeited.
 - v. If you are a daycare package holder, your daycare package will automatically be extended in reflection of the time your pet spends as our boarding guest.
 - c. Charges
 - i. The total amount of the reserved stay will be due and paid by the owner at drop off. No exceptions.
 - ii. The customer will be charged additionally for any time the dog remains in boarding beyond the agreed upon amount of time. The rates are as follows...
 - 1. \$15.00 cost up to 5 hours
 - 2. \$26.00 cost more than 5 hours but the dog is picked up before the facility is closed.
 - 3. \$35 if the dog remains overnight.
 - d. Health and Wellness
 - i. No dogs with recent surgical incisions will be allowed to board until healed and cleared by a veterinarian for activity.
 - ii. No dogs wearing cones may board.
3. Pet U 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 dog 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 for 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

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- 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 (for example 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
 - ii. All trainings expire 6 months from the date of purchase.
- 6. Grooming
 - a. Refund Policy
 - i. No refunds on Grooming 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.

Signature

Date

Print Name

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