



**POLICIES AND PROCEDURES
WITH OUR VALUED CLIENTS
GENERAL TERMS AND CONDITIONS**

1. GENERAL POLICY

- 1.1. We are honored to welcome you and your beloved dog to PetU, LLC, PetU 2, LLC, and PetU 3, LLC (hereinafter "PetU"). It is our policy to accommodate you and your pet(s) with the best possible care while you are away or unable to care for them. It is important that you provide PetU with a complete information form for your pet's safety and our insurance. Your pet deserves our complete attention and the highest level of care.
- 1.2. PetU reserves the right to refuse or cancel any services to any dog for any reason. However, at no time will a dog be abandoned, but will be attended to in a way that is appropriate to the situation.
- 1.3. By signing this Policy and Procedures form, you agree that you hold PetU harmless from any and all claims, liability or obligations of any kind, including fees and costs associated with litigation, arising out of this transaction and/or any services provided by PetU.
- 1.4. 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 information contained therein. The Terms & Conditions may be changed or altered by PetU at any time without notification.

2. ENROLLMENT PROCEDURES

- 2.1. All owners agree to provide PetU with a valid email address to be used only to share important information about your pet, your purchases, or our business. We will not sell or solicit your email information.
- 2.2. All dogs are to be in good physical and mental health at the time of enrollment.
- 2.3. Dogs exhibiting signs of illness including but not limited to watery or goopy eyes, runny nose, cough, bare patches in fur, vomiting, diarrhea, or bleeding, will not be allowed to participate in service with PetU.
- 2.4. Temperament assessments are required prior to enrollment. The assessment must be scheduled, and the assessment cost must be paid at the time of the assessment.
- 2.5. PetU reserves the right to require a dog to attend a trial day of daycare prior to boarding appointments.
- 2.6. If your dog has not attended daycare or boarded for a period of time exceeding six months, a new assessment must be conducted and paid for.

- 2.7. All dogs are to be picked up no later than posted business hours. There will be a \$1.00 per minute charge for any pick-up after posted business hours which must be paid at the time of pick-up. If your dog is not picked within half an hour of posted business hours, your dog will be automatically boarded at the owner's expense.
- 2.8. All dogs must have quick release collars.
 - 2.8.1. Quick release collars are available for purchase.
 - 2.8.2. If your dog arrives for daycare or boarding without a quick release collar, PetU will use their collars for a fee of \$3.00/day.
- 2.9. All dogs must be on a leash when entering and exiting the building. Owners must maintain control of their dog(s) while in the lobby or common areas such as parking lots and walkways.
- 2.10. All dogs must have well-trimmed nails to maintain PetU employee safety and to prevent injury to other dogs. If a dog is determined to have nails that are too long, their nails will be trimmed, and the owner's account will be charged the cost of a nail trim.
- 2.11. Dogs who require 'Special Handling' will be charged an additional fee per day of daycare or boarding.
- 2.12. Special Handling is determined by PetU, for the health and safety of PetU employees and other dogs, at the time of the assessment or as behavioral issues arise and are brought to the attention of the owner.
- 2.13. All Service Dogs or working dogs are immediately deemed Special Handling and kept separate from other dogs to maintain and to not interfere with trained tasks or duties.
- 2.14. If a dog is deemed Special Handling during use of an existing daycare package or boarding stay, the additional charge for Special Handling daycare or boarding services will be due upon pick-up.

3. FEEDING

- 3.1. Foods and treats are allowed in daycare for your dog as long as the following requirements are met:
 - 3.1.1. All food and treats must be in a sealed container. Glass containers are not allowed.
 - 3.1.2. All food and treats must be clearly marked with the name of the dog. If there is no name on the food, the dog will not get their meal.
 - 3.1.3. All unused food and treats will be returned to the owner.
- 3.2. Food and treats provided for boarding dogs require the following:
 - 3.2.1. Food must be labeled and directions regarding the amount of food to be fed per meal is provided to staff.
 - 3.2.2. Food may be pre-measured in separate packaging for each meal.
 - 3.2.3. We will refrigerate or freeze any raw or wet food.
 - 3.2.3.1. Raw or wet food must be provided in a properly sealed container.
- 3.3. If the dog is not eating regularly, staff will contact the owner to offer options for enticing the dog to eat food.

4. **HEALTH**

- 4.1. All dogs must have current vaccinations. Owners must provide proof of current vaccinations prior to the dog entering daycare or boarding. It is the owner's responsibility to obtain these records and PetU will not be responsible for contacting your veterinarian.
- 4.2. Vaccination records can be faxed or emailed to PetU (fax number and email available at the front desk). PetU may ask for updated vaccinations records as needed. Required vaccinations include:
 - 4.2.1. DHPP (Distemper, Hepatitis, Parainfluenza, and Parvovirus)
 - 4.2.2. Rabies
 - 4.2.3. Bordetella (Kennel Cough)
- 4.3. Dogs must be in good health each day they are in the building. No sick dogs will be allowed to attend daycare or participate in boarding.
- 4.4. If your dog is showing signs of illness including but not limited to watery or goopy eyes, runny nose, cough, bare patches in fur, vomiting, diarrhea, or bleeding on a day you plan to utilize daycare, training, or boarding, you **MUST** keep your dog at home.
- 4.5. If a dog begins to show any symptoms of illness while in our care, the owner will be notified immediately and will be required to pick up the dog within 60 minutes.
 - 4.5.1. If PetU is required to continue care for the dog, there will be an additional quarantine fee.
- 4.6. All dogs must be free of ticks and fleas.
- 4.7. If fleas or ticks are discovered on your dog, the following steps will be taken:
- 4.8. PetU will immediately notify the owner and/or by telephone using the contact information provided on the registration form.
- 4.9. Dogs with observed fleas or ticks will be isolated.
- 4.10. All dogs must be free of worms and parasites.
- 4.11. If worms or parasites are discovered, the following steps will be taken:
 - 4.11.1. The dog will be immediately isolated.
 - 4.11.2. The owner will be notified, and the dog **MUST** be picked up within 60 minutes.
 - 4.11.3. The owner must provide PetU with verification from the veterinarian that your dog has been treated for worms and/or parasites and is in good health to return to daycare or boarding.

5. **MEDICATIONS AND FIRST AID**

- 5.1. All medications must be current and come in their original packaging marked with both the owner's and dog's name. Directions for administration and veterinarian contact information must also be on the container.
- 5.2. There will be an additional fee of \$7.00/day for daily first aid treatment administered by a PetU employee, including but not limited to changing wraps or bandages, and/or following a special exercise restriction.

6. **SAFETY**

- 6.1. Biting
 - 6.1.1. If your dog bites another dog or PetU employee, the following process will take place:

- 6.1.2. A PetU Employee will address the situation and your dog will be redirected and separated depending on injury or severity of displayed aggression and isolated for a brief period.
- 6.1.3. Owners will be notified by 'Altercation' or 'Incident' reports. Owners will be contacted by phone if there are serious injuries or behavioral concerns at that time.
- 6.1.4. If a second occurrence takes place within the same day, the dog will be isolated for the remainder of the day.
- 6.1.5. The names of the owners or other dogs will not be shared.
- 6.1.6. You agree that you will be 100% responsible for any veterinary care that is needed because of biting.
- 6.1.7. You specifically indemnify and hold harmless PetU from any liability resulting from any injury sustained or property damaged because of biting.
- 6.2. If biting becomes a recurring and consistent problem, or it is determined by PetU that the dog's behavior is disruptive to the program, the following actions will be taken:
 - 6.2.1. The dog will receive a written report and possible suspension.
 - 6.2.2. The owner or caretaker will be notified.
 - 6.2.3. Additional training may be required for the dog to remain at PetU depending on the severity of behavior.
 - 6.2.4. The names of the owners or other dogs will not be shared. Each owner will be financially responsible for any veterinary care that is related to any incident. PetU cannot be found liable or financially responsible.

7. INJURIES/ILLNESS

- 7.1. In the unfortunate event that your dog suffers an injury while at PetU, PetU will notify the owner or caretaker and a report will be created.
- 7.2. The owner or caretaker (or emergency contact) will determine the next steps for care.
- 7.3. If the owner or caretaker cannot be contacted, PetU will proceed with emergency veterinary services, depending on the severity of injury or illness.
- 7.4. The owner agrees that they will be 100% financially responsible for any veterinary care that is needed.
- 7.5. The owner indemnify and hold harmless PetU from any liability whatsoever resulting from any injury or illness that your dog may have sustained while in the custody and/or under the care of PetU.

8. ATTACKING

- 8.1. In the unfortunate event that you dog(s) attack(s) and causes harm to PetU employees or property while in the custody and/or care of PetU, the following steps will be taken:
- 8.2. The dogs will be immediately isolated.
- 8.3. The dogs will receive a written report and possible suspension.
- 8.4. Depending on the severity of the incident, the owner will be notified and required to pick-up the dog(s) within 60 minutes.
- 8.5. The names of the owner(s) or other dog(s) will not be shared.
- 8.6. You agree that you will be 100% financially responsible for any veterinary care that is needed as a result of attacking.

- 8.7. You specifically indemnify and hold harmless PetU from any liability resulting from any injury sustained or property damaged as a result of attacking.

9. SEX

- 9.1. A dog's gender plays a huge role in their interactions with others. The following rules apply to a dog based on their gender:
- 9.2. Males
 - 9.2.1. PetU does not require dogs to be neutered.
 - 9.2.2. Neutering may be required for continual enrollment if the dog becomes unmanageable (i.e. aggressive behavior, possessive behavior, sexually dominating, biting, or lashing out after redirection).
- 9.3. Females
 - 9.3.1. PetU does not require female dogs to be spayed, however, female dogs are not permitted at PetU during heat cycles. There are no exceptions to this rule.
 - 9.3.2. If an unaltered female dog starts their heat cycle during their time at PetU, the owner will be notified, and the dog **MUST** be picked up within 60 minutes.
- 9.4. You agree that you will be 100% financially responsible for any veterinary care that is needed because of sex or sexual play.
- 9.5. You specifically indemnify and hold harmless PetU from any liability resulting from any veterinary attention needed, injury sustained, or property damaged because of sex or sexual play.

10. PAYMENT FOR SERVICES RENDERED

- 10.1. PetU accepts checks, cash, and credit cards (excluding American Express). There is a \$35.00 fee for any returned checks. Tips are always accepted and appreciated.
- 10.2. All PetU services must be paid for in advance of the service being provided.
- 10.3. Any changes to schedule will be billed in one of the following ways:
- 10.4. Owners may elect to "upgrade" from a part-time daycare day to a full-time daycare for an additional fee.
- 10.5. Owners with current daycare packages may elect to purchase additional days "a la carte." These days will be charged at the listed rate within the package purchased as "Add-On Days" within the timeline or same calendar week as package end-date.
- 10.6. If there is cause for your dog to be quarantined, owners will be notified, and an additional charge of \$35.00/day will be applied.

11. PROGRAMS AND TUITION – DAYCARE & BOARDING

- 11.1. For the health and safety of all dogs, only PetU staff will be allowed to walk with the dogs into the play areas. Any owners wishing to see their dog at play are welcome to tour our facility but will not be permitted in play areas with dogs other than their own.
- 11.2. Monthly and 3-Month Tuition (Packages)
 - 11.2.1. Monthly Tuition (Packages) are valid for 4 weeks/28 days from the date of first use.
 - 11.2.2. 3-Month Tuition (Packages) are valid for 12 weeks/ 84 days from the date of first use.
- 11.3. Families with multiple dogs must purchase individual packages for each dog.

- 11.4. Daycare days do not carry over from week to week. Any days missed are at the expense of the owner. A one-time exception is allowed during the calendar year, provided notice has been given at least one week prior to the day to be missed.
- 11.5. If a regularly scheduled daycare day falls on a day that PetU is not open for business, you will be permitted to reschedule your daycare day for another in the same week.
- 11.6. Money spent on daycare packages cannot be transferred to other services. There is no cash equivalent for individual days of daycare.
- 11.7. Full-Time package days cannot be transferred to other services such as Part-Time daycare days.
- 11.8. If the owner is currently using a monthly package at the time that a new monthly package is purchased, the expiration of the new package will be 4 weeks after the current package expires.
- 11.9. If the customer is currently using a 3-month package at the time that a new 3-month package is purchased, the expiration date of the new package will be 12 weeks after the current package expires.
- 11.10. Refund Policy
 - 11.10.1. Monthly Tuition
 - 11.10.1.1. A 50% refund will be given for any cancellations that occur before two weeks (14 days) of the first package use.
 - 11.10.1.2. NO refund will be given for any cancellations that occur after two weeks (14 days) of the first package use.
 - 11.10.2. 3-Month Tuition
 - 11.10.2.1. A 75% refund will be given for any cancellations that occur after three weeks (21 days) of the first package use.
 - 11.10.2.2. A 50% refund will be given for any cancellations that occur after six weeks (42 days) of the first package use.
 - 11.10.2.3. A 25% refund will be given for any cancellations that occur after nine weeks (63 days) of the first package use.
 - 11.10.2.4. NO refund will be given for cancellations after 11 weeks (77 days).

12. DAYCARE RESERVATION POLICY

- 12.1. Owners must provide a weekly schedule for the days the dog will attend daycare, including pick-up and drop-off times, specifying which type of daycare day (Part-Time or Full-Time)
- 12.2. The owner must provide an emergency contact available to pick up the dog(s) boarding or make decisions on the owner's behalf if in the unfortunate event PetU is unable to care for the dog through the duration of the scheduled boarding stay for any reason.
- 12.3. Additional Charges
 - 12.3.1. An additional charge of \$1.00 per minute will be charged for pick-ups after posted business hours.
 - 12.3.2. Special pricing is available to owners currently using a daycare package or within the calendar week of the package's end who are looking to add extra days during the week known as "Add-On Days." Pricing for these additional days can be found in the PetU package price list.

- 12.3.3. If a new package has not been purchased at the time that the current package expires, the owner's account will automatically be charged the full price for the day of the daycare.

13. BOARDING RESERVATION POLICY

- 13.1. All reservations require a one-night nonrefundable deposit per dog at the time the reservation is made. Same dog families requiring multiple kennels will be charged the current nightly rate per dog.
- 13.2. No destructible toys will be allowed (for example, stuffed toys, rope toys, rawhides, or rubber toys). We recommend natural meat or chews, fully digestible chews or bones, or indestructible food dispensing toys. Options are available for purchase at PetU.
- 13.3. The owner must provide an emergency contact available to pick up the dog(s) boarding or make decisions on the owner's behalf if in the unfortunate event PetU is unable to care for the dog through the duration of the scheduled boarding stay for any reason.
- 13.4. Refund Policy
 - 13.4.1. For reservations paid in full prior to boarding arrival, the nonrefundable deposit will be deducted, and the remainder paid will be available for future use or refunded. The owner(s) must provide the original credit card for the refund.
- 13.5. Charges
 - 13.5.1. The total amount of the reserved stay must be paid at the time of drop-off.
 - 13.5.2. Any time more than the originally agreed upon amount of time will result in additional charges at the following rates:
 - 13.5.2.1. Up to 5 hours for a part-time or half day
 - 13.5.2.2. Over 5 hours for a full-time or full day
 - 13.5.3. An additional night of boarding if the dog remains overnight (rate is based on the drop-off and pick up times)
- 13.6. Holiday Boardings
 - 13.6.1. Boarding pick up and drop off is not available on any major holidays including New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day with the exception of Christmas Eve morning.

14. DOG TRAINING

- 14.1. Board & Train Payment Policy
 - 14.1.1. A 50% deposit is required for all customized training packages and is due at the time the package is agreed to. Owners can opt to pay in full at the time of scheduling.
 - 14.1.2. All food must be provided by the owner. If the owner(s) fail to provide food, food will be provided by PetU and charged to the owner's account.
 - 14.1.3. The training equipment needed will be purchased and added to the owner's account to be paid with the remaining balance.
- 14.2. Refund Policy
 - 14.2.1. A 50% refund will be given for cancellations between 1 and 7 days.
 - 14.2.2. A 25% refund will be given for cancellations between 8 and 14 days.

- 14.2.3. NO refund will be given for cancellations after 14 days.
- 14.3. Graduation
 - 14.3.1. Upon successful completion of the program, owners and the dog will meet with a trainer to assist in transition back to their normal routines and maintain training that was taught during the Board & Train program.
 - 14.3.2. Owners and their dog will be able to schedule one follow-up in-home visit with a trainer up to 30 days after graduation.
- 14.4. Transportation
 - 14.4.1. Transportation between PetU locations may be necessary in this program and the enrollment of your dog in this program authorizes PetU to transport your dog in a safe and secure manner.
- 14.5. One-on-One Individual Training Sessions
 - 14.5.1. Individual (“One-on-One”) sessions are to be paid for in full at the time of scheduling for the agreed upon amount and number of sessions.
 - 14.5.2. No refund will be provided once training has begun.
 - 14.5.3. All training packages expire six months from the date of purchase.
 - 14.5.4. If cancellation of a scheduled session is needed, this must be done 24 hours in advance, or the session is forfeited.
 - 14.5.5. If the owner and dog does not show up within 10 minutes of the start time for the training session, it will be assumed the training session will not be attended, and the training session is forfeited.
- 14.6. Group Classes
 - 14.6.1. All paperwork including vaccinations, registration, and payment must be completed prior to class start.
 - 14.6.2. Dogs must be under control for the duration of the class.
 - 14.6.3. Disruptive or aggressive dogs may be asked to leave the class and pursue individual training if necessary.
 - 14.6.4. Dogs must wear properly fitted collars or harnesses and be tethered by a leash. No retractable leashes.
 - 14.6.5. Owners must provide training treats during the class. Treats are available for purchase at PetU.
 - 14.6.6. After group class sessions have begun, there will be no refunds given.

15. GROOMING

- 15.1. No refunds will be given for grooming services.

16. TUTORING & TREADMILL SESSIONS (ADDITIONAL SERVICES)

- 16.1. No refunds will be given on tutoring (“Enrichment”) or treadmill sessions or assessments.
- 16.2. Owners must provide training treats (or dry food) for additional services if dogs require special diets or have allergies.

PHOTOGRAPHY RELEASE

I, the undersigned, do hereby consent and agree that PetU and its agents have the right to photograph, videotape, or take digital recordings of my dog(s) and to potentially use these in any and all media exclusively for the purpose of marketing and business development. Including but not limited to websites and/or social media. While we are reserving the right to photograph and record your dog(s), we assure you that media recorded will be used in a safe, tasteful and positive manner. I further consent that my name and identity may or may not be revealed therein or by descriptive text or commentary. I do hereby release PetU, and its agents all rights to exhibit this work in print and electronic form publicly or privately. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used. I understand that there will be no financial or other remuneration for recording my dog(s), either for initial or subsequent transmission or playback.

PetU Terms and Conditions

THE UNDERSIGNED HEREBY STATES THAT HE/SHE HAS READ AND AGREES TO BE BOUND BY TERMS & CONDITIONS OF "PetU POLICIES AND PROCEDURES WITH OUR VALUED CLIENTS" IN THE EVENT THAT ANY PROVISION IN THIS AGREEMENT IS FOUND TO BE UNENFORCEABLE, THE REMAINING PROVISIONS WILL BE IN EFFECT.

Agreed: Name (printed) _____

Client Signature _____ Date _____

Owner/Agent/Staff Signature (received by) _____ Date _____