

ACE DOG CLIENT AGREEMENT

Boarding, Daycare, Grooming & Transport Services

Client name(s): _____

Dog name(s) _____

Allergies: _____

Medications: _____

Ace Dog Services and Charges

Ace Dog agrees to provide dog Boarding, Daycare, Grooming & Transport Services as requested by Client with reasonable care with regard to the above-mentioned dog. Client agrees to promptly pay all Ace Dog charges in full and in accordance with its regular fee schedule.

Payment for dog daycare, boarding, and grooming are due at the time of pickup. All charges are non-refundable. Payment may be made by Cash, Check, Visa, Mastercard & Discover. For credit cards, Client authorizes Ace Dog keep account information securely on file in order to charge all future fees incurred by Client.

Rules

_____ Ace Dog **may** refuse or discontinue **service** to any dog for any reason, including based on a dog's medical condition or troublesome behavior for other dogs.

_____ In providing any electronic payment information (e.g., credit card, debit card, ACH authorization) Client **authorizes Ace Dog to charge all fees for services** in accordance with such instructions.

_____ Ace Dog will charge a \$35.00 fee if any Client payment **check is returned** for insufficient funds. Ace Dog reserves the right to refuse to release any dog until all fees due or past due are paid in full.

_____ A **flat, quick release, snap on collar** are required for all dogs in the entrance and other public areas of Ace Dog. Client must provide each dog's leash and collar, labeled with the dog's name. Collars should neither be too tight nor too loose. Identification on their "daycare" collar is recommended. Collars will be removed during play for safety precaution. Only one dog may be present in the check-in entrance at a time.

_____ Clients are required to provide current **veterinary records** demonstrating that Client's dog is up-to-date on all **vaccinations**. (records can be emailed to info@acedog.co)

_____ Ace Dog requires cancellation to be made by **6:30PM on the date prior** to the scheduled day of daycare/boarding, (but **seven days' prior notice** is required for Christmas Eve, Christmas Day, New Year's Eve, New Year's Day, Easter Sunday, Memorial Day, July 4th, Labor Day

and Thanksgiving Day reservations). Client will be responsible for paying **50% of the total invoice** for cancelled day care/boarding in the event that such notice is not timely given. For holiday stays, a 50% deposit will be required.

_____ Ace Dog **may decline service** to any dog for any reason, including based on a dog's medical condition or troublesome behavior for other dogs.

_____ Ace Dog may assume ownership of a dog **abandoned** beyond its scheduled stay for 7 days or more.

_____ Should Ace Dog be requested to **administer medication** to dogs as directed by owner's veterinarian, medications must be in the original container issued by veterinarian or pharmacy and administered according to label directions. The label must include: client name/pet name, dosage, drug name, veterinarian's name, and date issued. Client must disclose the condition for which the dog is being treated. All supplements or non-prescription medications must be in their original containers.

Representations

_____ Client is the owner of the above-named dog, or otherwise legally authorized to act on behalf of the owner.

_____ My dog has been **spayed/neutered**. NOTE: Ace Dog generally does not accept animals whose reproductive system is intact. Any exceptions may be made in the sole discretion of Ace Dog. Exceptions shall not be effective unless agreement to such exception is documented in a separate "Intact Dog Agreement." Regardless of any exception, any dog in heat may be isolated by Ace Dog.

_____ My dog is **free of fleas, ticks and lice**.

NOTE: If a pet is determined to be infested, Ace Dog reserves the right to treat or utilize the services of any duly licensed veterinarian of its choosing to treat the dog, and requires that the infestation be immediately treated at Ace Dog, or at an alternate location by the veterinarian. In such a case, Owner acknowledges that the dog will be isolated from other dogs and treated for such infestation at Owner's expense. The range of cost for such treatment is \$10 - \$150.

_____ My dog is **free from illness** and any symptoms of illness.

NOTE: If a pet is determined to be ill, such dog will be isolated from the other dogs.

_____ My dog is **not aggressive** and has never bitten or otherwise injured another dog or person. Any dog exhibiting aggressive behavior may be isolated by Ace Dog.

_____ My dog is **current on all required vaccinations**, including Rabies, Distemper/parvo & Bordetella. I agree to provide proof of such vaccinations, and to promptly advise Ace Dog

of future vaccinations. (Vaccination records can be emailed by the owner or veterinarian to info@acedog.co)

_____ **Client acknowledges having an affirmative duty, upon each check-in, to inform Ace Dog whenever the above representations are no longer current.**

Authorizations (Please initial as appropriate)

_____ Ace Dog may board my dog in a crate or kennel.

_____ Ace Dog may feed my dog products not labeled for use on pet animals (such as peanut butter to encourage a dog to eat any oral medications.)

_____ I consent to my dog’s socialization and play with other dogs.

_____ I consent to Ace Dog’s use of videos or photographs of my dog, for Ace Dog marketing purposes in any medium.

Acknowledgment of Risks

Client acknowledges and assumes the following risks incident to Ace Dog’s services:

_____ *Escape.* The escape of a dog is always a risk with a few “escape artist” dogs. Client acknowledges inspecting the perimeter of the Ace Dog premises. Client agrees that the fenced perimeter is sufficient to prevent Client’s dog from escaping. Client accepts the risk of escape.

_____ *Illness.* Despite the assurances of dog owners, it is possible for a dog to carry a communicable illness without the knowledge of Ace Dog. Client assumes the risk of all dog illnesses.

_____ *Eating/Behavior.* It is common for dogs to eat less outside the home, and develop new social behaviors by virtue of mingling with other dogs.

_____ *Bites.* While rare, bites do occur among dogs, unpredictably.

_____ *Scratches/Other Injuries.* While interacting dogs may also suffer minor injuries such as scratchers and musculoskeletal injuries.

_____ *Contractor Services.* Client acknowledges that any veterinary care or dental cleaning services facilitated by Ace Dog will be performed by independent contractors of Ace Dog who are neither partners nor employees of Ace Dog. Ace Dog does not assume any liability for the actions of independent contractors.

_____ *Death.* Client acknowledges that a dog may die while in the care of Ace Dog. In such a case, Client agrees to pay Ace Dog a \$100 service fee and reimburse any veterinary transport and treatment fees incurred.

Although Ace Dog carefully watches dogs in its care and screens out aggressive dogs, daycare is a place where dogs will mingle in groups. Certain hazards exist whenever dogs interact. Ace Dog will make every practical effort to notify you immediately should any sign of serious injury or illness appear in your dog. If you cannot be reached and emergency care is required, Ace Dog will authorize a duly licensed veterinarian to take all action needed to save life and limb, at the expense of the owner. Ace Dog reserves the right to utilize the services of any duly licensed veterinarian of its choosing. In the event of death of a dog while in our care, Ace Dog will transport the pet to a veterinarian of Ace Dog's choosing to hold the remains until such time as you can be reached. Ace Dog may, in its discretion, determine that minor injuries do not require immediate veterinary attention until after Client retrieves the dog.

Client's Liability

Client shall be **strictly liable for all medical expenses or other damages** caused by Client's dog to any dog or person (including Ace Staff, Volunteers, Visitors, Ace Clients and Dogs) at any time.

Client shall indemnify and hold harmless Ace Dog from any liability resulting from the actions of Client's dog.

In the event of an escaped dog, Client agrees to immediately assist Ace Dog as necessary in locating Client's pet.

Should Ace Dog be required to undertake collection efforts on any unpaid bill, Client shall be liable for the reasonable attorney's fees and costs associated with all collection efforts.

Ace Dog's Liability - Limitations

All dogs boarded or otherwise handled or cared for by Ace Dog without liability on company's part for loss or damage from disease, theft, fire, death, escape, injury, or harm to persons, other pets, or property by said pet or other unavoidable causes, due diligence and care having been exercised. The client waives and relinquishes any and all claims against Ace Dog, its employees and/or independent contractors, except those arising from gross negligence or intentional conduct.

PLEASE READ THIS CAREFULLY BEFORE SIGNING – IT LIMITS OUR LIABILITY:

By signing this form, you agree to **hold harmless** Ace Dog, its owners, employees, volunteers, or any other persons affiliated with Ace Dog, **for any injuries or illness to your dog(s)** while in the care of Ace Dog.

In all events, Ace Dog's maximum liability in all events (illness, injury, death, escape, etc.) shall not exceed the lesser of (a) the tangible value of a similar dog, (b) the sum of veterinary fees associated with any damages caused by Ace Dog, or (c) \$200.00.

THE PARTIES TO THIS AGREEMENT AGREE AND ACKNOWLEDGE THAT THIS RELEASE INVOLVES INTERSTATE COMMERCE AND THAT ALL DISPUTES ARISING UNDER THIS AGREEMENT SHALL BE RESOLVED THROUGH BINDING ARBITRATION PURSUANT TO THE COLORADO UNIFORM ARBITRATION ACT, AS MODIFIED HEREIN.

Client's Authorized Phone Contacts (in order of priority in case of emergency)
All persons listed shall have authority to act on behalf of Client's dog.

<u>Name</u>	<u>Phone #:</u>
_____	_____
_____	_____
_____	_____
_____	_____

By my signature, the undersigned Client(s) agree to all the above provisions, and agree to update Ace Dog of any change in the facts represented herein.

Client/Owner Signatures:

First Owner Second Owner Date

Denver Dog Spa & Resort, LLC
dba ACE DOG

ACE DOG NEW DOG BACKGROUND APPLICATION

DOG INFORMATION:

Dog Name: _____

Neutered Male () / Spayed Female ()

Unfixed Male () Unfixed Female () Puppy planning to fix... ()

Breed(s): _____

Color(s): _____ Weight: _____ lbs

Birthdate: _____ (best guess is ok)

HUMAN INFORMATION:

Owner Name (s): _____

Email Address(s): _____

Home Address: _____

Home City _____ State: _____ Zip: _____

Phone(s): please list in the order we should try to reach you in the event of an emergency:

1. Name: _____ Phone: _____

2. Name: _____ Phone: _____

3. Name: _____ Phone: _____

MEDICAL INFORMATION:

Allergies? _____

Physical Ailments? _____

Vet/Clinic: _____

Vet Name: _____ Phone: _____

Does dog currently take any medication? Yes () / No ()

Medication Dosing (we need to know **when** to give **what** for **which** condition or reason or ailment.)

Schedule: _____

Condition: _____

Which medicine(s) need to be administered during daycare?

Ace Dog Resort & Spa

303-444-2044

www.AceDog.co

4891 Washington Street, Denver, CO 80216-6336

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info@acedog.co

www.facebook.com/acedogco/

[instagram.com/acedogdenver/](https://www.instagram.com/acedogdenver/)

New Dog Background Application Ace Dog v1.5.odt

SOCIAL INFORMATION:

Is dog socialized with other dogs?

Has dog ever bitten another dog or person?

Is there any place dog does not like to be touched?

Is dog a jumper? Is dog an escape artist?

Does dog snap, growl, bare teeth, or raise hackles when surprised, scared, or excited?

If any, what signs of separation anxiety does your dog exhibit?

Does your dog know any special commands or tricks?

Would you characterize your dog's energy level as high or low? (circle one)

Rescue/Shelter Dog? If so, adopted when? _____

OTHER INFORMATION:

Do you wish to authorize anyone else to pick dog up from daycare? If so, who?

Is dog allowed treats? _____

If you are concerned that your dog will overdo it, we are happy to put him away in a kennel for a nap during the day. Would you like your dog to have a mandatory nap time? _____

FOR BOARDING:

IF YOUR DOG WILL BOARD AT ACE DOG, Has dog boarded anywhere before?

Do you have any reason to believe that your dog cannot be confined or will have problems adapting to a kennel? If so, please explain. _____

Is your dog known to not eat or otherwise "shut down" during boarding stays? If so, please explain.

Is there anything else we should know about your dog?

I confirm that I have completed the foregoing Application to the best of my ability. I further agree to provide evidence of current vaccinations (Bordetella, Rabies, and Distemper) as required and to update them as needed in the future. Finally, I confirm that I have read and agree to be bound by the terms of the Client Agreement.

Signature: _____ Signature: _____

Name: _____ Name: _____

Date: _____ Date: _____

How did you hear about us? Live nearby Drove by Google Yelp Word of Mouth
Advertisement/Mailer Other _____

If a current customer referred you, please tell us their name, or their Dog's name, so they can get a free daycare day!

Human Name: _____ (if known)

Their Dog's Name or Breed: _____ (if known)

We can help you figure out who referred you in case you forgot the owner or dog's name...