



Premiere Pets

Daycare • Boarding • Grooming
1751 28th Street #324
West Des Moines, Iowa 50266
(Phone) 515-226-0809 (Fax) 515-226-0813
premierepets@qwestoffice.net www.premierepets.net

Dog Daycare, Boarding and Grooming Agreement

All information is confidential and for use only by Premiere Pets staff in caring for your pet.

PET OWNER INFO:

Owner's Name: _____
Address: _____ City, State, Zip: _____
Home Phone: _____ Work Phone: _____
Cell Phone / Pager: _____ Email Address: _____
Who else may we contact if we can't reach you in an emergency?
Name: _____ Phone: _____

PET INFO:

Pet name: _____ Birth date: _____
My pet is: Neutered Male Spayed Female Unaltered and under 6 months old
For daycare, all dogs over 6 months old must be spayed or neutered.

Breed: _____ Weight: _____ lbs. Color: _____
Method of flea control: _____ (Must be on a flea control program and free of fleas).

Has your pet ever attended daycare, been boarded or groomed? Yes No
If so where: _____

Are there any behavioral issues? (Fear of thunder, destroys bedding, chews, etc.) Yes No If yes, describe:

Does your pet have any medical problems or physical ailments? (Seizures, asthma, arthritis, incisions, etc.)
 Yes No If yes, please describe:

Has your pet ever bitten or exhibited aggressive behavior towards people or pets? Yes No If yes, describe:

Premiere Pets requires a current copy of vaccinations prior to grooming, daycare or boarding.

Dogs must be vaccinated for Rabies, DHPP, Parvo, and Bordetella and cats must be vaccinated for Rabies and Distemper with the addition of FeLV if boarding.

Are your pet's vaccinations current? Yes No

Veterinarian's Name and phone: _____

SPECIAL CARE INSTRUCTIONS:

Feeding Instructions: Number of times per day: _____ Amount: _____ Brand: _____

*We strongly recommend that you bring your pet's regular food, since dietary changes can result in intestinal problems. **Please bring your food in a sealable plastic container.** We will label it for your pet's use only. The container will be returned to you after your pet's stay. If you do not wish to bring your pet's food, you will be charged for purchase of Royal Canin brand food of the appropriate age and size of your dog or cat.*

Food brought from home: Yes No

Will your pet need any medication (pills, ointments) administered during the stay? Yes No

If yes, give instructions: _____

What condition does this treat? _____

Is any person other than yourself authorized to pick up your pet? Yes No

-By checking "Yes," you authorize Premiere Pets to release your pet to the person(s) listed below, and release Premiere Pets from any and all responsibility:

Name(s): _____

TERMS OF AGREEMENT

Owner Initial:

- *All pets must be picked up before close of business (6:00 p.m. Monday - Saturday, 5:00 p.m. Sundays) on day of scheduled pick-up. Pets not picked up by close of business hours will be held for overnight boarding at the standard rate. The pet may be picked up after opening the following day.*
- *A credit card number is required to secure any boarding reservation. A cancellation less than 2 days (48 hours) prior to check-in, or failure to show up for your reservation, will result in a charge of the entire deposit.*
- *For daycare, it is our practice to allow cage-free playtime and exercise to the maximum extent possible, with a division between large dogs/small dog play time. **However, if behavior issues warrant, staff of Premiere Pets reserves the right to isolate any dog to ensure the safety of all.***
- *Pet Owner understands the risks of boarding and day care. At Premiere Pets, daycare dogs are allowed to mingle freely with other dogs indoors in our play area. Although we provide reasonable supervision, pets in daycare OR boarding may escape, injuries can occur, and fleas or contagious disease may be transmitted.*
- *If in our judgment, your pet requires medical attention, Pet Owner accepts sole responsibility for payment of all medical bills incurred on your pet's behalf. You release Premiere Pets and its officers, agents, and employees ("Premiere Pets") from any and all responsibility for, or claims, debts, or damages related to such medical care.*
- *Pet Owner attests that the pet is friendly and has shown no previous aggression towards pets or people. Pet Owner is responsible for any injuries caused by their pet and any medical, veterinary or legal liabilities that may result.*
- *Pet Owner agrees to hold Premiere Pets harmless and indemnify it against all legal defense costs, fees and business losses resulting from any claim made, or caused to be made against Premiere Pets.*
- *The liability of Premiere Pets in any circumstance related to your pet shall not exceed the current chattel value of a pet of same or similar breed as the one in our care.*
- *I have been provided a copy of Premiere Pets Policies and Procedures, incorporated by reference herein, and I agree to abide by all terms and conditions hereunto.*

Signature below indicates:

- I have made full disclosure;
- I have read, understand, and accept the terms of this agreement;
- I acknowledge risks of communal boarding and daycare.

This Agreement is effective and binding upon the Parties. Each time you bring your pet to Premiere Pets, whether for grooming, boarding, daycare or any other reason, you affirm the terms of the Agreement.

Pet Owner Signature:	Date:
Premiere Pets Representative:	Date:



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Premiere Pets Policies and Procedures

Vaccinations

All dogs must have the following vaccinations or proof of titers; titers will need to be redone every six months:

- DHPP (note: we do NOT require Lepto)
- Rabies
- Bordetella (we suggest this be given every six months)
- Negative stool check in last year

All cats must have:

- Rabies
- Distemper
- FeLv if boarding

Reservations

Reserve your dog's daycare visit as far in advance as possible. Space is on a first-come, first-served basis, so be sure to plan early. It also helps if you have set days (i.e., every Monday, Wednesday, Friday, etc.). If you have set days, you will need to let us know at least 24 hours in advance of any schedule changes or you will be charged for missed days. Unscheduled visits are strongly discouraged. Standard and economy boarding rooms book up as much as two months in advance for high volume times. Please book early if your dog cannot do deluxe boarding.

Cancellations

We require at least 24 hours notice prior to cancellation of any daycare service and 2 days (48 hours) for boarding services. Late cancellation will result in you forfeiting your entire deposit or you will be charged a full day of daycare, regardless of the cause (i.e. illness of owner, illness of pet, death in family, change of plans, work related situations).

Daycare Feeding and Medication

We will feed and/or medicate your pet at no charge. However, you must provide us with each day's supply (labeled with your pet's name, your last name and AM/PM, please) at each visit. If you do not bring your pet's food, we will feed him or her by selecting an appropriate age/size bag, which you will be charged for at the end of your pet's stay. We are not responsible for lost or damaged items left with your pet.

Sick and Injured Pets

If your pet is sick, please take him to the vet. We reserve the right to refuse daycare or boarding if your pet arrives sick or flea-infested. If your pet gets sick while here, we will make every attempt to contact you. We will either quarantine the pet until you can pick him up, or we will take the pet to our vet if we deem it necessary. Life threatening illnesses or injury will be treated as deemed best by the staff of Premiere Pets within their sole discretion. **All veterinarian bills are the responsibility of the owner, regardless the cause.**

Grooming Guests

Grooming Guests must have the same proof of vaccinations. All pets will remain on leash or in a carrying kennel. If your pet bites an employee, guest or another animal, we may refuse services in the future.

Deposits for boarding

We require a 25% deposit to reserve your boarding appointment or a 50% deposit for all stays more than fourteen days in length. This deposit is due at the time of the reservation. No reservations shall be made without a deposit. When the appointment is kept the deposit will be applied to the bill. Clients with prepaid packages do not need to make a deposit. However, if a reservation is not cancelled within the time required pursuant to our policy, the deposit shall be deducted from any pre-paid account. If you make your reservation less than 2 days of the drop-off time, and later need to cancel it, you will forfeit the deposit, even if it is within the same day of making the appointment.

Further Boarding Policies

Drop-offs and Pick-ups outside of normal business hours must be made by appointment.

The Owner shall provide food and written feeding instructions. If you do not bring food, you will be charged for purchase of Royal Canin brand food of the appropriate age and size of your pet. If your pet becomes destructive in our boarding facility, your pet may be moved to an appropriate kennel at your expense. You are liable for damages that your pet causes, and will be charged accordingly.

Pick-up & drop-off times:

Monday to Friday: 7:00 a.m. to 6:00 p.m.

Saturday 8:00 a.m. to 6:00 p.m.

Sunday 10:00 a.m. to 5:00 p.m.

Pick-up after listed time will result in an additional days charge.

All dogs staying in boarding and using daycare must pass the entrance screening.

All dogs staying in daycare must be spayed or neutered upon reaching six months of age.

We reserve the right to decline any dog that we feel poses a threat or problem for our other guests.

Bath

We strongly recommend that each guest who is with us more than three days receive an exit bath at owner's expense.

In consideration for the services rendered to my pet, I acknowledge that I have read and I agree to abide by all policies of Premiere Pets, and pay for all services upon demand. I understand that if I fail to comply with said policies or fail to pay for services that my service may be terminated and future request for service denied.

Owner Signature	Date
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