

Phoebe's Place LLC Pet Salon & Boarding (Boarding Paperwork)

All dogs staying at Phoebe's Place must have a completed form of updated vaccines administered by a licensed vet. Phoebe's Place LLC has the right to refuse any dog due to incomplete paperwork or vaccinations.

This is an appointment only boarding and grooming facility. You must have an appointment before dropping off.

Owners:

*Owner's name _____ Phone _____

*Address _____ City _____ State _____

Zip _____

Email _____

*Who will be picking up your pet? _____ Phone _____

*Emergency contact 1 _____ Phone _____

*Emergency contact 2 _____ Phone _____

Pets: *If you have more than 2 pets please request an additional form.*

*Pet's Name 1 _____ Breed _____ Color _____

_____ Age _____

Sex _____ Spayed _____ Neutered _____ Neither _____

Weight _____

Pet's Name 2 _____ Breed _____ Color _____

_____ Age _____

Sex _____ Spayed _____ Neutered _____ Neither _____

Weight _____

* Does your dog get along with other dogs?

Explain: _____

* Are there any behaviors your dog exhibits to be aware of?

Explain: _____

*What kind of food does your dog eat? _____

*Is your dog allowed to have treats? _____

*Does your dog have any allergies or dietary restrictions? _____

*How often and how much do you feed your dogs per day?

Explain:

Veterinary Information:

*Name: _____ Phone _____

*Address: _____ City _____ State _____ Zip _____

I agree that all vaccine information that is given to Phoebe's Place LLC is accurate, current, and not falsified. Vaccines must be administered at least ten days prior to your pet's stay.

Sign _____ Print _____

Office:

Rabies Vaccine: Administered _____ Expired _____

DHLP Vaccine: Administered _____ Expired _____

Bordetella Vaccine: Administered _____ Expired _____

Flea Preventative: Administered by Owner _____ Vet _____ Date _____ Expiration _____

***Please attach a copy of your pet's current Rabies Vaccine, DHLP Vaccine, Bordetella Vaccine, and Flea Preventative certificates with this paperwork. If this is completed online please attach files with proof of such when prompted.**

Boarding Services:

Phoebe's Place LLC charges per day. Exact drop-off time will be discussed at the time of booking, but it must be between 8 am and 5 pm for overnight-stay. Pick-up must be before 9 am to avoid a next day charge. Dogs must be dropped off at 8 am and picked up before 5 pm for day-stay. Sunday drop-off is at 9 am ONLY and pickup is at 4-5 pm ONLY. You must have an appointment and drop off/pick up time established before arriving.

Overnight-Stay Rates: *4x6 ft or 4x4 ft kennel depending on the size of your dog. If you have multiple pets, we can house them together or separately- your choice- rates will not change. A raised trampoline bed and blanket are provided in each kennel. Dogs will be let out to play and potty 4-5 times per day. Feedings will be at 9 am and 6 pm unless other instructions are given. Dogs must be dropped off between 8 am and 5 pm. Dogs must be picked up before 9 am the day of pick up. Failure to pick up or drop off within times stated will result in a next day charge. Sunday pick up and drop off times are 9 am and 4-5 pm only.*

_____ \$38 per day for the first dog

_____ \$32 per day for any additional dog

"Luxury" Suite Stay Rates: *6x16 ft enclosed suite. Only 2 are available. There must be a minimum of a 3-day stay to reserve. A trampoline bed and blanket are provided as well as a plush bed if requested. A KONG toy is also provided unless stated otherwise. Pick up and drop off times do not change from regular overnight-stay for this option.*

_____ \$48 per day for the first dog

_____ \$42 per day for any additional dog

Day-Stay Rate: *Only available on Tuesdays, Wednesdays, and some Fridays. Not available during holiday seasons. Dogs must be dropped off at 8 am and picked up before 5 pm. The dog's stay cannot exceed 9 hours. Dogs will be let out to potty and play outside 3 times.*

_____ \$28 per day per dog (no multiple dog discounts for day-stay)

Add Ons:

_____ \$ 30 bath, nail trim, ears cleaned, and glands expressed (externally)

_____ \$ 20 nail trim

_____ \$ 5 / meal if you do not provide your dog's food

_____ \$ 2 / each medicine given

_____ \$10 extra outdoor playtime

_____ \$ 20 pick up / drop off (we pick up & drop off your pet at your home before or after their stay)

Extra Fees:

_____ \$25 late fee if dropped off outside of regular times

_____ \$50 flea/tick charge if your pet arrives with fleas or ticks. All pets boarding at Phoebe's Place LLC must be on a preventative to reduce the spread and infestation.

Boarding Timeline:

Arrival Date: _____

Departure Date: _____

Overnight stay duration _____ **days** _____ **nights**

Estimated total boarding cost \$ _____

Estimated add Ons cost \$ _____

Estimated total boarding and add on cost \$ _____

*Total cost due at the time of pickup. Payment in cash, card (5% fee), or check.

Phoebe's Place LLC credit card agreement

I give Phoebe's Place LLC permission to store my credit card information on file. I understand that my card will not be charged unless I cancel last minute, no show, or

have a balance due. I understand that my credit card must be on file to book with Phoebe's Place LLC. I understand my credit card information will not be shared with anyone. I understand there is a 5% transaction fee when I use my credit card to pay for services at Phoebe's Place LLC.

Print name _____ Date _____

Signature _____ Date _____

*** Extra notes for kennel staff:

Phoebe's Place LLC Boarding Agreement

Payment

- For all new clients with A. Multiple pets B. has no showed before must **place a preauthorized card on file at the time of booking or place a deposit of 50% of their service charge**. The remaining balance will be owed upon pick up. The client will receive a text with a link to place the deposit during the booking process. Once this is completed, their pet's stay will be booked. This is necessary on the client's first visit.
- Payment must be **cash, card, or check only**. We do not accept venmo, cash app, or paypal.

Boarding requirements- pets are accepted for boarding only under these circumstances.

- Pet is fit and healthy. The boarding of an elderly or infirm pet will be at the owner's risk.
- Phoebe's Place LLC has the right to refuse a pet if they deem them unfit for boarding arrangements.

Flea Policy

- Phoebe's Place LLC has a strict no flea and tick policy.
- Any pet coming in for a grooming or boarding service must be on a flea and tick preventative with proof of such.
- **A \$50 fee will be charged for every pet that comes in with fleas or ticks.**

- A preventative will be given to the pet at the owner's expense. This will be added to the owner's total boarding cost due at the time of pickup.

Cancellations

- Phoebe's Place LLC follows the white county public school closures as they pertain to inclement weather. We try to remain open if conditions are not too dangerous for travel. If you are unsure, please call us to confirm. Weather conditions may change the time of pick up and or drop off of pets.
- **Cancellations of a booking, by the client, requires a 7 day notice to waive the full boarding fee.**
- **In the event the client cancels after the 7 day period a fee will be charged of \$18 for the first pet and \$15 for any additional pets. This fee must be paid before booking again if the client does not have a card on file.**
- In the event of inclement weather, a family emergency, or any other uncontrollable circumstance, Phoebe's Place LLC has the discretion to waive the fee within the 7 day period.
- Phoebe's Place LLC reserves the right to cancel or reschedule a booking if we feel the need to do so or in the event of an emergency.

No Shows

- It is considered a no show when the client is not available at the scheduled booking date and time and fails to contact the boarding facility to cancel or reschedule. They simply do not show up to their booking.
- **Phoebe's Place LLC reserves the right to charge the full boarding cost due to the loss of revenue caused by a no show.** Please make every effort to call and cancel or reschedule, when possible, to avoid this.
- Phoebe's Place LLC reserves the right to refuse service to any pet or client if they have a history of no shows and late cancellations.

Client and pet privacy

- Phoebe's Place LLC reserves the right to use the client's pet's pictures for advertisement purposes. If the client does not want their pet's photo used, please inform a staff member at drop off.
- Phoebe's Place LLC reserves the right to refuse service to any pet or client for any legitimate reason.

Pick up and drop off

- Phoebe's Place LLC offers a pick up and drop off service for single or multiple pet households.
- Phoebe's Place LLC must meet, groom, or board the pet at least once before switching to this service.
- Fees: will be added to the boarding cost and must be paid at the time of pickup.

- \$10/ pick up and drop off if within 10 minutes of the facility (\$20 total).
- \$15/ pick up and drop off if between 10-20 minutes from the salon (\$30 total).
- Location must not exceed 20 minutes from the facility to avoid the staff getting behind schedule.
- **Overnight stay drop off is between 8 am and 5 pm. Pick up must be between 8 and 9 am the day of pick up to avoid an extra day charge.**
- **Day stay drop off is at 8 am. Pets must be picked up by 5 pm.**
- A \$25 fee will be added if the owner fails to pick up or drop off within times allotted.

This agreement must be signed and dated before the client's first booking.

I have read and understand the boarding agreement regarding payment policies, boarding requirements, flea policy, cancellation policies, no show guidelines and policies, client and pet privacy policies, and pick up and drop off limitations and restrictions.

Print name _____ Sign

_____ Date _____

Phoebe's Place LLC Agreement to participate and liability waiver

I understand certain "activities" that my dog may participate in, including day stay, overnight stay, one on one play, within the facility, involve risk and possible injury, included but not limited to:

Exposure to parasites, viruses, and other medical conditions, sprains, bites, broken bones, cuts, or death. I also understand that many potential risks can happen, and agree that the benefits associated with dog socialization outweigh the possible risks, therefore, I hereby voluntarily release Phoebe's Place LLC (Madison Grace Finley) and its staff from all liability that can happen. I understand and agree that dogs can play very roughly. It is my knowledge that Phoebe's Place LLC supervises all play sessions and will never put any dog in a dangerous position or situation. I also understand dogs can get away from the kennel staff due to unforeseen circumstances and will not hold Phoebe's Place LLC responsible. If my dog is ill or injured while staying at Phoebe's Place LLC, Phoebe's Place LLC staff will make effort to reach me via the contact information I have provided. However, if Phoebe's Place LLC is unable to reach me, I consent staff to seek appropriate veterinary care, knowing that Phoebe's Place LLC will not financially be held liable for treatment or any injuries that may occur. I am also aware that I will be billed for any damage my dog may cause to the facility. I also permit Phoebe's Place LLC to use any photograph of my pet for advertising purposes.

Printed name _____ Date _____

Phoebe's Place LLC Kennel cough/ canine Bordetella release and liability form

Canine Bordetella/ kennel cough is a very contagious disease caused by bacteria that can be transmitted typically by droplet form. It is a respiratory complex, sometimes referred to as kennel cough, upper respiratory infection or infectious tracheobronchitis. How is it transmitted? Dogs who come into contact with other dogs are more likely to encounter bacterium and develop signs of an upper respiratory infection. Clinical signs of an upper respiratory infection include sneezing, nasal discharge, congestion, coughing, etc. Kennel cough is common and is often compared to a cold in humans. That means for an otherwise healthy dog, recovery is only a matter of time with proper care. If you suspect your dog has been exposed and is showing symptoms we recommend you contact your vet for guidance on what to do.

Due to how easily kennel cough is transmitted from dog to dog, at Phoebe's Place LLC, we require a Bordetella vaccination once per year but recommend every 6 months if your dog visits us on a regular basis such as daycare, regular boarding, or grooming. This helps protect each dog that enters our facility at Phoebe's Place LLC. If your dog has not been vaccinated, we will not allow them into the building. If your dog is showing any signs upon arrival, we will not allow them to stay with us. With this release and

liability form if your pet is diagnosed with canine Bordetella or kennel cough, upper respiratory infection or infectious tracheobronchitis after boarding, daycare, grooming, or any service conducted by Phoebe's Place LLC or its staff we cannot be held liable. You as the owner also understand that even if your dog is vaccinated for canine Bordetella and kennel cough this illness may still occur since the vaccine does not cover all strands of the virus. You signing this means you understand that your dog can still contract Bordetella or kennel cough and agree that phoebe's place LLC and staff cannot be held liable.

Print name _____ **Date**

Signature _____ **Date** _____

Phoebe's Place LLC staff member signature _____