

Canine Nanny

Owners Last Name: _____

Chelan/Manson

Dog's Name: _____

Pet Owners Policies & Procedures

In order to ensure the safety of your dogs and our other clients, we require that all Owners adhere to the following Policies and Procedures. Important definitions: Canine Nanny staff/we means any employees or staff member or volunteer working at Canine Nanny. Owner(s)/you means you the owner or owners of the dog(s). Dog(s) and client(s) means the dog(s) from your household for which Canine Nanny is providing services. Services means daycare, boarding or any other item for which we are contracted or employed by you.

Canine Nanny Application for Client Services, Waiver of Liability, Medical Power of Attorney

Owners must have a complete, up-to-date and approved Canine Nanny Application for Client Services, Waiver of Liability and Power of Attorney on file.

Only one form is required per household: however, each dog must be specifically identified, questions answered, and documented. Waiver of Liability and Medical Power of Attorney must be signed prior to any dog receiving services.

Interview/Evaluation and Behavior

All dogs must be non-aggressive toward other dogs and humans. Owners will certify their dogs have not harmed or shown any aggressive or threatening behavior toward any person or other dogs. Your dogs will be spending time with others and the safety and health of the pack is our main concern

Your daycare and boarding dogs must complete a one-time screening/temperament test with a Canine Nanny staff member to ensure that their temperament is a good fit with our other clients. Safety is our top priority and aggressive or unfriendly behavior can be dangerous for dogs and staff. The test takes approximately 20 minutes. We require that every dog on premises present proof of current vaccinations (see vaccination policy below).

Drop Off/Pick Up

Drop-off/pick-up of your dogs must occur during our business hours, our regular business hours are as follows:

8:00 a.m. – 8:00 p.m. Monday through Sunday

Dogs picked up after closing time are subject to a \$20 late fee per dog. Dogs not picked up will be boarded overnight and overnight fees will apply.

Owners must provide written authorization to allow anyone else to pick up their dogs, and people who are authorized by the owner(s) will be required to present valid photo identification to ensure the safety of your dogs.

Health

All dogs must be in good health and free of fleas (we strongly recommend that all pets receive some form of monthly flea treatment for the betterment of our entire canine population, consult your veterinarian regarding an appropriate flea treatment plan). If your dog has fleas upon arrival, they will be given a flea bath and the owner agrees to pay the appropriate charges.

Health (cont.)

Owners certify that their dogs are in good health and have not been ill with a communicable condition in the last 30 days, Dogs that have been ill with a communicable condition in the last 30 days will require a veterinary certificate of health in order to be admitted or readmitted to Canine Nanny. Any pets with signs of illness will be removed from daycare and will not be able to socialize with other dogs until the issue has been resolved. Owners will be notified as soon as possible to make arrangements if their dog is ill.

Medication & Treatments

We are happy to give oral or topical medication to your dogs. We require that all medications be in their original container and must be clearly marked with your dog's name, the name and strength of the medication, and dosage instructions (number of times per day, how it is to be given, illness to be treated, area to be treated, etc.) Please let us know if your veterinarian has made changes to the original dose as well. Any dog with special needs that requires extra staff attention may incur additional charges.

Feeding

If you would like your dogs to be fed during their stay, we request that you bring their regular food to avoid causing possible digestive issues (diarrhea, etc.). Your dog's food should be clearly labeled with their name and feeding instructions (feeding time, amount, addition of water etc.)

If you forget to bring your dog's food or if you don't bring enough for the duration of the stay, we will provide our premium house dog food. Please note that while we use a premium dog food with mild ingredients, changing you dog's diet will most likely result in stomach distress so we urge you to provide their regular food. Should we be required to purchase your dog's regular food, we are happy to accommodate, however, we will include a 25% service fee for such service.

Please inform our staff of any treat issues or food allergies as we may opt to give the dogs treats unless instructed otherwise.

Name Tags & Collars

All dogs MUST be wearing a quick-release collar with a name tag and should be on a leash upon entry. No metal, pinch chole, beaded or studded collars are allowed in the daycare or boarding areas. House collars are available on a first come first serve basis,

Reservations & Cancellations

Boarding reservations are encouraged, especially during the holiday stays as we often reach capacity during such times. We understand that cancellations are sometimes necessary, however, should a cancellation occur less than 24 hours before the boarding is scheduled to occur, a fee of one night's boarding will be charged.

Payment & Fees

Payment is expected at the time that services are rendered. We accept all major credit cards through the Square system and although this is our preferred method of payment, we also accept cash.

Waiver of Liability, Medical Power of Attorney, Authorization & Acknowledgements

I, the undersigned owner of the dog(s) listed in the Canine Nanny Application for Client Services, do hereby release, indemnify, and forever hold harmless the Canine Nanny, LLC, its employees, subcontractors, volunteers, customers, visitors and clients from any and all liabilities (including attorney fees) arising out of, or connected with, injuries, illness, loss, damage, or other harm to myself, my dogs, my property, and my clients and invitees which arise in any way out of services and/or products provided by or as a consequence of my association with.

I acknowledge that dogs are unpredictable in behavior, and I understand that injuries to my dogs. Myself, and my clients might reasonably be foreseen to result from my dog's attendance and participation with Canine Nanny. I am fully aware that Canine Nanny encourages off-leash socialization and interaction of dogs in its custody and care and accordingly, I assume any and all risks related to Canine Nanny's performance of its services including, but not limited to, bites, bodily injury, illness and disease, theft, falls. Collisions with vehicles, natural disasters, and death. I also agree to assume all liabilities, costs, damages, claims, and expenses that may occur as a result of my or my parent's actions.

If, in my absence, my dogs should be injured, become ill, suffer an ailment, or is otherwise deemed by Canine Nanny to require immediate medical attention, Canine Nanny- in its sole discretion- is authorized to transport my pet to a veterinarian (Our first choice is The Village Veterinarian in Chelan) - in the event that I am unavailable for consult. Canine Nanny may make all veterinarian-required emergency healthcare decisions, excluding any life-ending or extending decisions on my behalf and may use the services of a licensed veterinarian to administer medicine or give other requisite attention to the dog at my sole expense. I hereby indemnify Canine Nanny from any action, claim, demand, or lawsuit (including attorney fees) arising out of, or connected with, any healthcare decisions and charges made by any veterinarian caring for my dog. Owners must make payment arrangements directly with the treating veterinarian. Owner agrees to reimburse Canine Nanny for any expenses incurred and paid for on the owner's behalf.

I hereby certify and represent that my dog is in good health and has not been ill with any communicable conditions in the last thirty (30) days. I also represent that my dog is current on its vaccinations as defined in the Canine Nanny Vaccination Policy. I further certify that my dog has not harmed or shown aggressive or threatening behavior toward any person or other animals. I further certify that I have not been contacted by Animal Control or any other law enforcement agencies with regard to my dog's behavior in any jurisdiction. I further understand that Canine Nanny must report any skin-breaking dog bite to human or animal to the proper authorities. For example, in Washington state, dogs, dangerous dogs, and potentially dangerous dogs are governed by Title 16 of the Revised Code of Washington.

I understand that Canine Nanny reserves the right to refuse use of Canine Nanny facilities or to rescind program and service rights for dogs which, in Canine Nanny sole determination, act aggressively, undisciplined, show evidence of inappropriate behavior, or which might otherwise be a danger to themselves, other animals, or people. I certify and represent that all of the information provided to Canine Nanny in writing or otherwise relating to myself and my dog is true and correct. I further agree that if my dog in Canine Nanny's sole determination acts aggressively or is showing evidence of unsafe behavior, to immediately remove my dog from the premises upon request. In the event that I, or my designee, is unavailable, I understand that Canine Nanny reserves the right to contact Animal Control or any other appropriate law enforcement agency for the removal of my dog and hold Canine Nanny harmless and do hereby indemnify Canine Nanny from any action, claim, demand, or lawsuit (including attorney fees) arising out of, or connected to, the removal of my dog.

I agree that my name and the likeness of my family members and dogs may appear on Canine Nanny's website, advertising, printed materials, promotional videos, news programs, and/or other press, magazine, radio, television, and/or internet coverage from time to time.

I specifically represent that I am the sole owner or agent of the owner of the dog, and that I am authorized to authorize services for the dog and sign this contract. I will immediately notify Canine Nanny of any changes to what I have represented above. I further agree to adhere to Canine Nanny's policies and Procedures, and any and all verbal or written instructions pertaining to my dog. I hereby understand all charges for services are due at the time the services are rendered and that I am financially responsible for all costs and fees incurred for services to include costs associated with the collection of monies owed.

Risk & Safety

Owners understand that off-leash socialization and interaction between dogs is encouraged. Owners also acknowledge that all dogs are unpredictable in behavior, are aware of the risks involved, and assume all risks holding the Canine Nanny and their staff harmless in such instances.

In order to maintain a safe play environment for all clients, any pet that misbehaves will be given a time-out from the common areas of the facility, Owners may not let their dogs into any gated area of Canine Nanny and all dogs must have prior authorization to be with our other clients.

Barking & Behavior

Because excessive barking and other behaviors can escalate the intensity of the pack dynamic, we reserve the right to use any of the commonly used humane training tools if staff determines it to be necessary. In rare cases, your dog may not be a good fit for Canine Nanny, if this is the case, we'll make every effort to recommend an alternative facility.

Spay & Neuter

All dogs over six months of age must be spayed or neutered in order to socialize with other dogs. Puppies younger than six months may be intact. Dogs older than six months that have yet to be spayed or neutered will be kept in a separate area and will receive staff attention and walks during the day, however, this should be considered a temporary situation and your dog will need to be spayed or neutered in order to join the pack in the daycare.

Vaccination Policy

All dogs are required to have proof of current vaccinations and must have up-to-date vaccinations in order to be a Canine Nanny Client. Owner MUST submit written proof of current

- > Distemper (DA2PP) > Parainfluenza (DHLPP)
- > Hepatitis (DA2PP-C) > Bordetella (kennel cough)
- > Parvovirus (DHPP) > Rabies

or a letter from your treating veterinarian. All vaccinations and proofs of vaccination must be up-to-date before your dog can enter the facility- this applies to returning and new clients alike.

Puppies under six months of age are required to have their second set of DHPP and Bordetella vaccinations, and are required to have their Rabies vaccination at 16 weeks of age. It is the ongoing responsibility of the owner to provide verification that vaccinations are current- we will make every effort to remind you of before your dog's vaccinations expire.

Have your veterinarian send us your dog's updated records. They can email them to caninenanny@comcast.net.

What to Bring

Please bring a leash, a quick-release collar, any food or treats (no rawhides, greenies, or bully sticks), and medication that you would like your pet to be given throughout their stay. We supply beds and dishes. Please do not bring dishes, beds, blankets, toys, or anything that you would prefer to not have destroyed, lost or peed upon.

Disclaimer

Our Policies and Procedures as well as our rates may change occasionally. While we make every attempt to notify you of any changes, it is the owner’s responsibility to ensure they are familiar with all current Canine Nanny Policies and Procedures and rates. We reserve the right to refuse service to anyone at our sole discretion.

*By signing below, I acknowledge that I have read, understand, and accept the terms outlined in the **Waiver of Liability, Medical Power of Attorney, Authorization and Acknowledgements**, in the **Canine Nanny Application for Client Services**, and in the **Canine Nanny Owners Policies & Procedures**. And I accept exclusive and sole responsibility for these and all other risks, and release Canine Nanny of all liability, no matter the cost. I also acknowledge that all services, rates, policies, and procedures are subject to change without notice.*

Dog Owner _____

Canine Nanny

Signature: _____

Signature _____

Printed

Printed

Name: _____

Name: _____

Date: _____

Date: _____

Canine Nanny
Chelan/Manson

Services Needed
Daycare _____
Boarding _____

New Dog Intake

Please print clearly and always ensure your information is up to date with us in the event of an emergency

First Name _____

Last Name _____

Address _____

Mobile Phone _____

City, State, Zip _____

Work Phone _____

E-mail _____

Home Phone _____

Emergency contact _____

Emergence # _____

Emergency E-mail _____

Referred By _____

DOG

Name _____

Breed _____

Color _____

Microchip # _____

Weight _____

Gender _____

Spayed/Neutered _____

Birthdate _____

Veterinarian _____

Medication _____

Notes:

