



## CLIENT AGREEMENT

*Please read the items below and sign, indicating that you understand and agree to all of these requirements.*

This is an Agreement between U Lucky Dog (ULD) and the Pet Owner whose signature appears below (hereinafter called "Owner").

- All pets must be on leash when entering or leaving the building.
- All pets must be current with all required vaccinations and must have had Bordetella within the past six (6) months.
- All pets must wear a flat collar with identification tag attached.
- We reserve the right to discharge your pet if it is necessary to protect the other pets or staff members.
- U Lucky Dog uses large metal kennels with durable satin-black electro-coat finish in the event that a dog is not behaving well for an off-leash group environment and/or being aggressive towards other dogs. Large metal kennels are also used for daycare naps and lunches only at the request of the owner.
- If any veterinary services are needed during your pet's stay, you will be 100% responsible for the costs and fees associated with it.
- All pets over the age of six months must be spayed or neutered, or they will not be accepted.
- I understand that I am responsible for any and all services rendered at U Lucky Dog.
- If collection proceedings are necessary, I will be responsible for any and all attorney fees incurred.
- A handling fee of \$25 will be applied on any returned checks.
- I will not hold U Lucky Dog responsible for any damage or loss incurred by participated in said daycare/boarding program or in transport to/from daycare to vet/home.
- I agree that U Lucky Dog shall not be responsible or liable for any lost, stolen or damaged personal property belonging either to Owner or Pet of Owner. I also understand and agree that my pet's collar may be removed in the play area to prevent injury to pet. If my pet causes any damage to the U Lucky Dog Inc. facility or equipment, I agree to be fully responsible for the full cost of any repair or replacement.
- To watch log onto [www.uluckydogdenver.com](http://www.uluckydogdenver.com) and click on web cams. I agree to allow any U Lucky Dog owners, employees, officers, directors and agents to use my pet's name and any images or likeness of my pet taken while he/she is at daycare, in any form or format, for use, at any time, in any media, marketing, advertising, illustrations, trade or promotional materials. I agree that this provision shall be binding on me and all of my successors, heirs, legal representatives and assigns.
- It is my responsibility to make sure that my pet is properly vaccinated. I also understand that even though all pets are properly vaccinated in the facility, a medical situation could arise due to the communal group of pets. I will be responsible for all and any medical costs.
- I understand that even though all pets are closely monitored, there is risk involved, including scrapes and cuts, which are commonplace due to the nature of pet play. More serious injuries cannot be predicted. I give permission for U Lucky Dog employees or a veterinarian to administer treatment to my pet. I understand that in an emergency an employee from U Lucky Dog will attempt to contact me and my emergency contact first before treatments, and I will be responsible for all medical costs for treatment.
- I understand the center's hours of operation and understand that additional fees are applied to late pickups.
- 48-hour cancellation notice required for boarding, or a 1 nights deposit per pet will be charged and the deposit (s) will NOT be refunded.
- Owner agrees to pay the rate for pet care provided in effect on the date pet is checked into U Lucky Dog.
- Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the period said pet is in the care of U Lucky Dog.
- Owner further agrees that the pet shall not leave the facility until all charges due are paid by Owner or proper payment arrangements are agreed upon by both parties.
- By signing this agreement and leaving pet with U Lucky Dog Daycare Inc, Owner certifies to the accuracy of all information given about said pet. U Lucky Dog reserves the right to deny admittance to Owner's pet for any reason at any time.
- U LUCKY DOG SHALL EXERCISE REASONABLE CARE FOR THE PET DELIVERED BY THE OWNER TO THE PET CARE PROVIDER. IF INTERACTIVE DAYCARE IS PROVIDED, OWNER RECOGNIZES AND ACCEPTS POTENTIAL RISKS INVOLVED IN SUCH ACTIVITY. IT IS EXPRESSLY AGREED BY OWNER AND PET CARE PROVIDER THAT U LUCKY DOG DAYCARE INC'S LIABILITY SHALL IN NO EVENT EXCEED THE LESSER OF THE CURRENT CHATTEL VALUE OF A PET OF THE SAME SPECIES OR THE SUM OF \$400.00 PER ANIMAL ADMITTED. THE OWNER FURTHER AGREES TO BE SOLELY RESPONSIBLE FOR ANY AND ALL ACTS OR BEHAVIOR OF SAID PET WHILE IT IS IN THE CARE OF THE PET CARE PROVIDER, TO INCLUDE PAYMENT OF COSTS FOR INJURY TO STAFF OR OTHER ANIMALS OR DAMAGE TO FACILITIES CAUSED BY PET.
- Owner specifically represents that he or she is the sole owner of the pet, free and clear of all liens and encumbrances.
- My pet is not aggressive. Although U Lucky Dog loves all pets. I understand that aggressive pets are not permitted to attend U Lucky Dog and that if my pet acts aggressively or exhibits unacceptable behavior he/she may be separated from the other pets. U Lucky Dog will use reasonable efforts to consult pet parents about aggression and ways to address it, however aggressive pets may be asked not to return to U Lucky Dog. Such determinations shall be made at the sole discretion of U Lucky Dog. If for any reason U Lucky Dog decides my dog needs to be individual play, I agree to pay the additional charge if boarding per night.
- ULD will NOT refund any daycare or boarding packages.
- U Lucky Dog is a place where all pets loved, can romp and play. No pet may be abandoned at U Lucky Dog I agree that I will not neglect to pick up my pet from daycare by the time he/she is scheduled to leave without providing notification. Any pet that is left at U Lucky Dog without any contact, instruction or notification from me, of the ability, willingness or plans to pick him/her up by myself or my personal representative or agent, will be considered abandoned upon the seventh day of such notification failure. I understand that if I abandon my pet at U Lucky Dog U Lucky Dog will, by default, become the legal owner and guardian of the pet. U Lucky Dog



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will, in its sole discretion, determine whether to try to rehome and adopt the pet from the U Lucky Dog location at which he/she was abandoned or will relinquish the pet to an unrelated shelter of its choice. I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY PET AT U LUCKY DOG I MAY BE UNABLE TO RETREIVE POSSESSION OF MY PET AND WILL HAVE NO RECOURSE AGAINST U LUCKY DOG AS PROVIDED FOR BELOW.

- I have disclosed and shall continue to disclose on an ongoing basis, any and all medical or other conditions, including but not limited to personality concerns or behaviors that may affect, limit or prevent my pet’s ability to participate in play time or otherwise attend U Lucky Dog.
- I understand participation in playtime is at the sole discretion of U Lucky Dog and that Pets may be separated from other pets or asked to leave for any reason in U Lucky Dog’s sole discretion.
- Owner specifically represents to U Lucky Dog Inc. that, to Owner’s knowledge, the pet has not been exposed to any contagious diseases within a thirty-day period prior to check-in. During the period of this Agreement, Owner also agrees to notify U Lucky Dog Inc. of any known exposure of pet to a communicable disease and hold pet out of attending U Lucky Dog until pet is symptom-free for a minimum of 5 days or with written veterinary clearance. Owner further agrees to maintain currency of vaccinations as required by U Lucky Dog Daycare Inc’s policy.
- All charges incurred by Owner shall be payable upon pick-up of pet, or when billed by U Lucky Dog at address listed on contract. U Lucky Dog shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from services provided by U Lucky Dog The Owner hereby agrees that in the event the charges are not paid when due in accordance with this contract, U Lucky Dog may exercise its lien rights upon ten days written notice given by U Lucky Dog to Owner by certified mail to address shown on contract. U Lucky Dog may dispose of pet for any reason and all unpaid charges, at private or public sale, in the sole discretion of U Lucky Dog Daycare Inc, and Owner specifically waives all statutory or legal rights to the contrary. If such sale shall not secure a price adequate to pay such costs of pet care or other charges delinquent, plus costs of sale, then Owner shall be liable to U Lucky Dog for any difference. All monies realized by U Lucky Dog at such sale, over and above the charges due and costs of sale, shall be paid by to Owner.
- If pet becomes ill, injured, passes away, or if the state of the animal’s health otherwise requires professional attention, U Lucky Dog Daycare Inc, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the animal, and the expenses thereof shall be paid by the Owner.
- This Agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assigns of the Owner and U Lucky Dog
- Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney’s fees of the prevailing party.
- I agree that I will NOT employ, hire, or pay a present or past U Lucky Dog Daycare employee or staff member to perform any in-home pet care services, including any services which U Lucky Dog Daycare offers. If I do so, I agree to immediately notify U Lucky Dog Daycare and pay them a referral fee in the amount of \$500.

*Boarding rates are calculated like a hotel. The day you check in you pay for that night, regardless of what time you check in your pet, daycare is included. On the day they are leaving, Check out time is 11:00am Monday-Friday, 11:00am on Saturday & Sunday, and 9:00am-1:00pm on Holidays. If your pet checks out after U Lucky Dog’s check out time, you will be charged for a full day of daycare. If your pet stays after business hours, then you will be charged for another night.*

X \_\_\_\_\_

*Clients’ business hours are 6:30am-7:30pm Monday-Friday, 7:00-11:00am & 3:00pm-7:00pm on Saturday & Sunday, and 9:00am-1:00pm on Holidays. If your pet checks out after U Lucky Dog’s business hours, then you will be charged for another night.*

X \_\_\_\_\_

*U Lucky Dog Daycare requires a deposit equal to a one night stay of the room you request per pet. Cancellations must be 48 hours in advance or a one night deposit equal to the room you requested for the amount of pets you requested will be charged to the credit card on file. During the Holiday Season (over Thanksgiving and Christmas only), there will be a holiday deposit policy (50% of stay), holiday minimum stay requirement (3 nights), and deposit will be refunded only if cancelled 30 days in advance. Major holidays including Thanksgiving, Christmas Eve, Christmas and New Year’s Day, our office will be closed and there will be no pick-ups/drop-offs. For other holidays our office will be open from 9am-1pm - for boarding pick-ups/drop-offs only, no daycare. However on Major Holidays, if you would like to schedule an after-hours pick-up, you will still be able to do that, as long as it is scheduled and paid for in advance.*

X \_\_\_\_\_

Client’s Signature: \_\_\_\_\_ Date \_\_\_\_\_

Manager Signature: \_\_\_\_\_