



**CLIENT
SERVICE
AGREEMENT**

2103 Hwy 42
Louisville, CO 80027
p: (303) 464-1380
f: (303) 495-3548
www.divinecanine.com

Today's Date _____

	Guardian #1	Guardian #2
Name		
Cell Phone		
Work Phone		
Email Address		
Home Address		
City, State, Zip		

	Emergency Contact	Veterinarian
Name		
Address		
City, State, Zip		
Phone Number		

	First Dog		Second Dog		Third Dog	
Dog Name						
Gender	Male / Female		Male / Female		Male / Female	
Neutered?	Y / N		Y / N		Y / N	
Breed/Color						
Birthdate						
Proof of Vaccination?	DHPP	Y / N	DHPP	Y / N	DHPP	Y / N
	Rabies	Y / N	Rabies	Y / N	Rabies	Y / N
	Bordetella	Y / N	Bordetella	Y / N	Bordetella	Y / N

Dog's Health & History

1. Has your dog ever been in a daycare or kennel situation before? When?

2. Has your dog ever been groomed professionally?

3. How much formal training does your dog have? What commands does your dog know?

4. What brand of food do you feed your dog? How much?

5. When and where did you get your dog?

6. What is your main reason for bringing your dog to The Divine Canine?

7. Has your dog ever socialized with a group of 10 or more dogs before? How many "friends" does your dog have?

8. What does your dog do when you try to take bones or food away? Does your dog share toys and food well with other dogs?

9. Has your dog ever growled at or bitten another dog or human? Details please.

10. Has your dog ever been attacked by or been in a fight with another dog?

11. Is there any person, type of dog, or situation your dog seems uncomfortable with?

12. Is there any place on your dog's body where s/he does not like to be touched?

13. Has your dog ever jumped a fence or gotten out of a crate? Please describe.

14. Does your dog have special needs or allergies? If so, to what?

15. Has your dog ever had a seizure? When? How often?

16. Is your dog on any medication? For what?

17. What is your dog's favorite activity?

18. Where did you hear about us?

Policies & Procedures

For everyone's safety, dogs must be **ON LEASH** in the Divine Canine parking lot and in the store area. If you forget your leash, we'll be happy to loan you one. We have dogs who are protective of their guardians and we also have a cat in the store, so this rule is very important!

Vaccinations

All dogs staying with us for grooming, daycare or boarding must be current on rabies, distemper, parvo and bordatella vaccinations. Puppies under 6 months of age are exempt from rabies. Please let us know when your dog's vaccines get updated.

Spay/Neuter

Dogs over the age of 6 months are required to be spayed or neutered.

Accepted Breeds & Dogs

We accept only friendly, healthy dogs in daycare and boarding. We accept all breeds except purebred pit bulls, per the City of Louisville regulations.

Collars

Please bring your dog on a regular clip collar labeled with your dog's name. We remove collars during play time for safety, and clip collars are much easier to put back on at pickup time.

Harnesses and buckle collars make departure time take a little bit longer as we wrestle with your excited pooch!

Daycare

Daycare Reservations & Cancellations

Due to high demand for our services, reservations are required for daycare and boarding. We do not typically accept drop-ins. Please call 303-464-1380 or email frontdesk@divinecanine.com to make a reservation. Feel free to leave a message with your request, but please do not bring your dog in without receiving written or verbal confirmation.

For the safety and happiness of your dogs it is important that we do not exceed our maximum capacity each day. To avoid cancellation and no show charges, please bring your dog in on their reserved days and cancel on days you cannot attend. We ask that you give a minimum 24 hours notice (7 days during holiday weeks) if your dog will not be attending day care on a scheduled day. If you must give less than 24 hours notice (7 days during holiday weeks), you may be responsible for a Cancellation Fee equivalent to the regular daily rate of the reserved service. We appreciate your understanding in this matter.

Boarding

Boarding rates are from 7am the first day to 12pm the following day. Dogs picked up after 12pm will be charged for a 1/2 day of daycare.

Possessions & What to Bring

- Please bring enough food for your dogs' stay in an air tight container. Zip seal bags work well. Please **DO NOT** bring food or water dishes.
- If you'd like to bring a small blanket or sheet, you are welcome to. Please leave beds at home if they don't fit easily in a standard washing machine.
- You are welcome to bring 1-2 toys and treats from home. Please no rawhides - they are a choking hazard.

We will do our best to keep possessions clean and in one piece for you, but there is no guarantee.

Non-Holiday Times

The Divine Canine requires 24 hour advance notice of cancellation for a non-holiday boarding reservation. We understand that plans can change unexpectedly, however we reserve the right to apply a cancellation fee equal to one day's boarding for "No Shows" or habitual cancellation of boarding reservations.

Holiday Times

The Divine Canine requires additional notice of cancellation during holiday periods. A deposit of 50% of the scheduled stay is required at the time of booking a holiday reservation. This deposit will be non-refundable if we do not receive 30 days advance notice of cancellation for Thanksgiving, Christmas and New Year's and Spring Break reservations. We are closed for drop off and pick up on all major holidays.

SERVICE AGREEMENT

Thank you for choosing the services of Divine Canine Pet Hotel, LLC. The following is a binding Agreement between (guardian full name) _____, hereinafter "**Guardian**" and **Divine Canine Pet Hotel, LLC** located at 2301 North 96th Street, Louisville, Colorado, 80027.

This Agreement is made this day by and between Guardian and The Divine Canine LLC, hereinafter "Divine Canine", both of whom are sometimes collectively referred to herein as "the parties".

Now therefore, in consideration of the mutual promises, covenants, conditions, and payments of money set forth herein, Divine Canine and the Guardian hereby agree as follows:

1. Responsibilities

- 1.1. Divine Canine agrees to maintain its license to provide pet animal care with the Colorado Department of Agriculture during the term of this Agreement.
- 1.2. Guardian agrees to notify Divine Canine of any unwelcome, aggressive, procreative, or dangerous behavior of the dog that has potential to cause harm to any other pet or individual.
- 1.3. Guardian agrees to spay or neuter dogs above the age of 8 months before bringing them to daycare or boarding at Divine Canine, unless otherwise agreed in writing.
- 1.4. Guardian agrees to notify Divine Canine of any infection, contagious, or pre-existing diseases or conditions. Guardian is responsible for the mental and physical wellbeing of the dog(s). Such illnesses and conditions include Distemper, Hepatitis, Leptospirosis, Canine Cough, Parvovirus, Coronavirus, Heart-worm, Lyme Disease, Rabies, fleas, ticks, pregnancy, infectious skin diseases, intestinal parasites, or cancer.
- 1.5. Divine Canine will, to the best of its ability, provide a premises free of man-made hazards other than those arising out of the required fencing, gates, water bowls, toys, and other structures necessary for the care of the pets; or naturally occurring hazards such as sticks, stones, and insects.
- 1.6. Guardian is responsible for any injury, loss, or death to the dogs by fire, theft, escape, or natural phenomenon including, but not limited to injuries from other animals suffered while interacting with other dogs.
- 1.7. Guardian understands and agrees that any dog(s) that are unclaimed for (7) seven or more days after scheduled term of care has ended will be considered abandoned. Abandoned dogs will be re-homed or surrendered to a local humane shelter or rescue group.
- 1.8. Guardian agrees and understands that Divine Canine may correct dog behavior. Corrective measures may include, but are not limited to spraying with a water bottle, using shake cans or time outs. Guardian understands and agrees that dogs will interact and co-mingle with other dogs during their stay at Divine Canine.
- 1.9. Divine Canine is not responsible for any lost, stolen, or destroyed toys, leashes, collars, beds, tags, clothing or any other item left with the dog.
- 1.10. Divine canine reserves the right to refuse service to any dog or client at any time.

2. Pet Health and Protection

- 2.1. Dog must be current on all vaccinations for Distemper, Parvovirus, Rabies, and Canine Cough, also known as bordetella
- 2.2. Guardian must continue any necessary efforts to insure that his/her dogs are free of contagious, infectious, or otherwise communicable diseases. Regardless of scheduled

days, Guardian must report to Divine Canine before arriving any contagious diseases and will not be allowed to bring the dogs to Divine Canine until the condition is resolved. Resolution is determined by Divine Canine.

- 2.3. In the case of injury or illness, Divine Canine will contact Guardian and/or Guardian's designated emergency contact. Guardian understands and agrees that regardless of designated veterinarian, Divine Canine may transport dog to its choice of veterinarian if Divine Canine sees fit. Guardian or his/her agent will be responsible for all veterinary care bills. This Agreement represents permission from Guardian for any licensed veterinarian to carry out any procedure deemed necessary with or without the presence of Guardian or his/her agent.
- 2.4. In the case of death of a dog on the premises, Divine Canine will contact Guardian, and if necessary, the dog will be brought to either a designated veterinarian or a veterinarian at the choice of Divine Canine to await further instructions from guardian.
- 2.5. Guardian understands and agrees that their dogs will be kenneled on or off of the premises for rest and overnight stays.

3. Waiver of Liabilities

- 3.2. Guardian, hereby for him/herself, his/her heirs, administrators and assigns, releases and discharges the owners, operators, and sponsors of Divine Canine and their respective servants, and agents for all actions and causes of action for any and all injuries and damages.
- 3.3. By signing this Agreement, Guardian agrees to assume all risks and responsibilities for him/herself, guests, and property including their dogs while at Divine Canine or any activities sponsored by Divine Canine. Guardian will be responsible for any damages incurred.
- 3.4. Guardian, family, friends, and guests understand and accept the inherent risks in encumbering themselves in this Agreement.
- 3.5. Guardian understands and agrees that Guardian is responsible for bodily injury or property damage that he/she or his/her dog(s) should sustain or cause while in the care of Divine Canine and for medical expenses incurred because of such bodily injury or property damage.

4. Miscellaneous

- 4.3. Guardian shall comply with all rules, laws, ordinances, and governmental regulations applicable. Failure by Guardian to comply with applicable rules, laws, ordinances, and regulations will be grounds for termination of this Agreement at the discretion of Divine Canine.
- 4.4. If Divine Canine shall bring suit to collect any fees or costs for services or enforcing any provision of the Agreement, Divine Canine shall be entitled to an award of reasonable attorney's fees in addition to other damages.
- 4.5. No assent, express or implied, to any breach of any one or more of the agreements hereof shall be deemed or taken to be a waiver of any succeeding or other breach.
- 4.6. This agreement shall be binding on the parties, their agents, the owner, successors, or other assigns.
- 4.7. Guardian agrees that photos of his/her dog(s) and/or likenesses may be used in publications or advertisements without any compensation.
- 4.8. Guardian agrees that returned checks are subject to a \$35 fee.

Signature _____ **Name** _____ **Date** _____