



Owner information: PLEASE FILL OUT COMPLETELY.

Last name: \_\_\_\_\_

First name: \_\_\_\_\_

Cell phone number: \_\_\_\_\_

Home phone number: \_\_\_\_\_

Work phone number: \_\_\_\_\_


Complete Address w/ City, State, and Zip: \_\_\_\_\_

Email address: \_\_\_\_\_

Emergency Contact Name & Number: \_\_\_\_\_

**How did you hear about us?**

 Google search \_\_\_\_\_  Facebook \_\_\_\_\_  Other specify \_\_\_\_\_

 Referral (source) \_\_\_\_\_

**Pet information:**

Pet name: \_\_\_\_\_

Pet Name: \_\_\_\_\_

Breed: \_\_\_\_\_

Breed: \_\_\_\_\_

Type: Dog: \_\_\_\_\_ Cat: \_\_\_\_\_

Type: Dog: \_\_\_\_\_ Cat: \_\_\_\_\_

Gender: Male: \_\_\_\_\_ Female: \_\_\_\_\_

Gender: Male: \_\_\_\_\_ Female: \_\_\_\_\_

Veterinarian: \_\_\_\_\_

**ANIMAL SERVICES AGREEMENT (INCLUDING RELEASE AND  
LIMITATION OF LIABILITY)**

This Animal Services Agreement (“Agreement”) is made effective on the date indicated below by and between \_\_\_\_\_ (“Customer”) and At Your Bark-N-Call, Inc., an Indiana corporation (“AYBNC”).

WHEREAS, Customer is the owner of one or more animals and will deliver same to AYBNC for grooming, boarding and/or any other service to be requested by Customer (“animal services”); and

WHEREAS, Customer acknowledges that when said animal(s) is in the care and custody of AYBNC, it may be necessary for AYBNC to contact a veterinarian to provide emergency service to said animal(s); and

WHEREAS, Customer and AYBNC intend by this Agreement to provide AYBNC with authority to engage in all animal services, including seeking emergency veterinarian services, in accordance with the terms of this Agreement and to further provide terms of payment for animal services rendered and limit the liability of AYBNC for services provided.

NOW THEREFORE, for and in consideration of the mutual promises contained herein, the performance thereof, and other good and valuable consideration, including but not limited to AYBNC’s provision of animal services and Customer’s payment for same, the parties agree as follows:

1. In the event that the animal(s) becomes ill or requires handling or control techniques, AYBNC will attempt to notify Customer at the phone number provided by Customer. If Customer does not immediately inform AYBNC or its officers, employees or agents regarding measures to be taken or if, in the sole discretion of AYBNC, its officers, employees or agents, it is determined that the animal(s)’ condition, health or temperament requires immediate action, AYBNC is authorized, but is not required, to take all necessary and reasonable action in response thereto.

2. In the event that an emergency should occur, or in the event that other handling or control techniques are deemed necessary by AYBNC in the sole discretion of its officers, employees and agents, for the care and/or control of said animal(s), Customer shall agree to pay for all services rendered by AYBNC or its agents, including any and all veterinary medical costs or transportation costs that may be incurred for the care or treatment of said animal(s).

3. AYBNC shall not be liable for any damages to the animal arising out of or from the animal services rendered to the animal(s) or that may accrue from any cause whatsoever in connection with such animal services, including but not limited to loss by fire, theft, running away, death or injury, whether the animal(s) is/are on the premises of AYBNC or not.

4. Customer shall be solely responsible for all acts and behavior of the animal(s) at all times, and in no case shall AYBNC be liable for the acts and behavior of said animal(s).

Customer represents that he/she is the sole owner of the animal(s) or authorized agent for the owner(s) and that he/she has all necessary authority to enter into this Agreement.

5. Customer acknowledges that a variety of skin and hair coat problems, including but not limited to loss of hair growth, growth of hair or coat in a different texture or color, bald patches, hyper pigmentation of the skin, sunburn, and loss of the guard coat or top coat, may occur following a complete shave down of an animal.

6. Customer shall indemnify and hold AYNBC, and its shareholders, directors, officers, employees, and agents harmless from and against any and all damages sustained or suffered: (a) as a result of or arising from any pre-existing condition of the animal(s), whether known or unknown, including but not limited to advanced age, extreme nervousness, neurosis, illness, malformation, or previous injury; (b) for any and all claims or injuries whatsoever arising in the course and scope of providing animal services, including but not limited to rendering any action in accordance with paragraph one above, or (c) as a result of or arising from a complete shave down of an animal. Customer agrees that AYBNC's liability, and the liability of any shareholder, director, employee or agent of AYBNC, for any losses, injuries, damages to persons or property arising out of or in connection with the animal services provided pursuant to this Agreement and for any other claim shall be limited to the amount of the payment received by AYBNC from the Customer for the particular animal service provided giving rise to such claim. Notwithstanding any other contrary provision of this Agreement, AYBNC shall not be liable for any special, indirect, consequential, lost profits or punitive damages.

7. This Agreement constitutes the entire agreement of the parties and supersedes any and all prior oral or written agreements or understandings among the parties, pertaining or in any way relating to the animal services contemplated herein.

8. This Agreement shall be construed and enforced in accordance with, and governed by, the laws of the State of Indiana. In the event that AYBNC, or its successors or assigns, files any action in relation to this Agreement and recovers any judgment in its favor, whether for monetary damages or otherwise, Employee shall pay a reasonable sum for the attorney's fees incurred by AYBNC for such action, including costs.

9. This Agreement may be executed in counterparts, each of which shall be deemed an original, but which together shall constitute one and the same instrument.

10. Customer hereby acknowledges receipt of a copy of this Agreement before signing the same. It is understood that the provisions of this Agreement are contractual and are not merely recitals, and that the undersigned has read the foregoing Agreement, understands it, and signs the same as his/her voluntary act and deed. **PLEASE READ CAREFULLY BEFORE SIGNING.**

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## TERMS

**QUALIFICATIONS:** For safety reasons, Owner understands that Day Care Services are a privilege extended only to well-behaved, socialized dogs who have been deemed “acceptable” for such services, and is at the sole discretion of AYBNC.

AYBNC RESERVES THE RIGHT TO REFUSE SERVICE OF ANY PET FOR ANY REASON, AT ANY TIME, INCLUDING, BUT NOT LIMITED TO: PETS LACKING PROOF OF VACCINATIONS, PETS DISPLAYING SIGNS OF UNTREATED OR POTENTIALLY CONTAGIOUS CONDITIONS AND/OR PETS EXHIBITING AGGRESSIVE OR UNACCEPTABLE BEHAVIOR. IN ADDITION, OWNER AGREES THAT IF ANY FLEAS OR TICKS ARE DISCOVERED ON THE PET DURING CHECK IN OR AT ANY TIME DURING THE PET’S SERVICES, AYBNC WILL ADMINISTER A FLEA BATH TO THE PET AT OWNER’S EXPENSE.

**ASSUMPTION OF RISKS:** Owner acknowledges and is aware that the employees of AYBNC are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the pets utilizing services at AYBNC. Owner understands that the service’s leash-free environment allows dogs the opportunity to play in close physical contact (including nose-to-nose) with each other. Owner further understands that dogs are pack animals, play with their teeth and paws, and are unpredictable in nature. As a result, no amount of supervision, sanitation or personalized care from AYBNC can be 100% certain to prevent a dog from being injured or contacting an airborne virus or communicable disease. Despite these precautions, Owner understands these risks are inherent to the services and hereby releases AYBNC, its employees or members or other agents, from all losses, damages, costs and expenses arising out of or in connection with any injury, communicable disease airborne virus, or any other medical condition contracted by Owner’s Pet at AYBNC. This also applies to any claims for injuries or damages related to such medical care or transport. Furthermore, Owner agrees to be held solely responsible for all acts and behavior of said Pet while in the care of AYBNC, including payment of costs for injury to staff or other animals or damage to facilities caused directly by the pet. **PLEASE READ CAREFULLY BEFORE SIGNING.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Changing Your Confirmed Drop-Off and/or Pick-Up Date Reservation**

Customer acknowledges that if he or she changes a confirmed drop-off and/or pick-up reservation date that is not within the 72-hour timeframe, the Customer is responsible for \$25 per day of the original reservation

Initial: \_\_\_\_\_

## **Non-Holiday and Holiday Boarding Cancellation Policy**

All pet hotel reservations require a valid credit card number to be on file with our office at the time of reservation in order to reserve a suite. **All cancellations of reservations for a hotel stay during NON-HOLIDAY periods must be made at least seventy-two (72) hours prior to the first day of the hotel stay. If a cancellation is made less then seventy-two (72) hours prior to the first day of the hotel stay, Customer shall be charged a cancellation fee of \$75.**

1. The period beginning December 18 through and including January 8;
2. The period beginning the Sunday before Thanksgiving through and including the Monday following Thanksgiving;
3. The period beginning July 1 through and including July 8;
4. The period beginning the Thursday immediately before Memorial Day through and including the first Tuesday following Memorial Day;
5. The period beginning the Thursday immediately before Easter Sunday through and including the first Monday following Easter Sunday; and
6. The period beginning the Thursday immediately before Labor Day through and including the first Tuesday following Labor Day;
7. Any weeks during the Spring Break school holiday.

**Customer further acknowledges that if he or she must cancel a reservation made for a hotel stay during any HOLIDAY period, for ANY reason, Cancellation must be done no later than two weeks prior to original reservation. Otherwise, Customer shall be required to pay and shall be charged the FULL COST of the cancelled boarding reservation.**

Initial: \_\_\_\_\_

## Vaccination Requirements

I have had my pet vaccinated with the Bordetella, Current Flu Vaccine, DHPP (Distemper/Parvo) and Rabies vaccinations. I understand that if my pet(s) require any of the above vaccinations, they need to be in my pet(s) system at least one week (7 days) prior to **ALL** services provided by AYBNC or we **CAN NOT** render services.

Signature \_\_\_\_\_ Date \_\_\_\_\_