

## Boarding life at PPK: Recommendations and Requirements

While we understand that you know your pet(s) and their behaviors at home, many are surprised that they may act completely differently in a boarding type of environment. Examples are frequent potty accidents, marking by male dogs whether neutered or not, fear, aggression, chewing bedding, blankets, fencing, or general anxiety. We are very honest to you about their experience and behavior here while in our care and do our due diligence to see that they are cared for above anything else. We get to know them differently than you, in our environment. Honesty on your part, in all aspects, goes a long way in helping us get to know them even if an issue never arises. It's helping us build a long-term relationship with them, as well as with you.

**REQUIREMENTS:** ALL VACCINES MUST BE GIVEN BY A VETERINARIAN, NOT A BREEDER, TO BE VALID, AND REMAIN CURRENT DURING THEIR ENTIRE STAY AT OUR FACILITY.

### DOGS

- **UNDER 4 MONTHS-** DHLPP/BORDATELLA
- **OVER 4 MONTHS-** RABIES/ DHLPP/BORDATELLA
- YEAR-ROUND, EFFECTIVE FLEA AND TICK MEDICATION EVEN FOR INDOOR ONLY PETS

### CATS

- **UNDER 4 MONTHS-** FELINE DISTEMPER
- **OVER 4 MONTHS-** RABIES/FELINE DISTEMPER
- YEAR ROUND, EFFECTIVE FLEA AND TICK MEDICATION

Vaccinations that are 30 days or more past due must be given at least 2 weeks prior to entering our facility for any service. **THERE ARE NO EXCEPTION TO THIS RULE**, as the health and safety of all our guests depend on this. Many veterinarian offices will not release this information to us due to privacy issues, so ultimately it will be your responsibility to provide vaccination records to us in a timely manner (not on day of visit to our facility) to assure your boarding reservation, grooming appointment or training class can be kept. Based on our records, if you have an upcoming appointment or reservation, we will text or call you to inform you that shots are not current in your pet's records we have on file, and you will need to contact your vet to have them send us updated vaccinations.

You may email [ppkvaxrecords@gmail.com](mailto:ppkvaxrecords@gmail.com), fax 636-224-7520, or deliver in person PRIOR to apt day.

**\*WE RESERVE THE RIGHT TO REFUSE OR CANCEL ANY SERVICE FOR NON-COMPLIANCE TO THESE POLICIES.**

**\*SUNDAY 5PM PICK UPS MUST BE PRE-ARRANGED AND PRE-PAID DURING BUSINESS HOURS**

- 1) Consider scheduling to drop off your pet for boarding a day early before you start packing. This can be very beneficial to them. We are all very busy already, and then to add in the excitement and preparations of an upcoming trip. We as humans tend to internally and externally get chaotic with everything that needs to be done to leave. If it was only as easy and pack and go. Our pets feel this energy. Ask yourself a few questions. Does my pet hide when I get their crate out? Does my pet know when my routine is off and act out or stress? Do they stress when you're prepping for holidays when the decorations start coming up from the basement or begin going up? What about the suitcases and packing?
- 2) Chewing is a great stress reliever for dogs. We only allow certain types while at our facility due to choking, or accidental ingestion. We provide Nylabones and Kongs for them while here. This means we do not allow rawhides, stuffed plush toys or toys with squeakers, rope or string toys. Please leave theirs at home.
- 3) Pack extra food. If your pet spills their food or doesn't eat, we will always give them a fresh meal at every feeding. Also, what if your trip were to run longer due to an unforeseen issue? (Flight, car trouble, weather)
- 4) Please allow extra time at the drop off. We verify feeding instructions, medications and phone numbers of yourself and emergency contacts for every reservation.
- 5) If your pet takes medication for anxiety or is prone to stress diarrhea, PLEASE PRE-MED them at home at least a few hours prior to drop off and send the medication with your pet for us to continue with their dosing schedule while here. Please speak to your veterinarian to discuss options for their well-being while in a boarding environment.
- 6) Kennel activity is very busy most days here. Many pets when they are home sleeping the day away while their owners are at work. We have an opposite schedule. There is always something happening here. They are often worn out when we close. This becomes their bedtime. They are mentally and physically stimulated to exhaustion of the other dogs and the staff's routine. The dogs are leash walked 5-6 times a day or allowed to exercise in a covered gated run to play side by side with other dogs through a fence if they are not dog aggressive. We do not allow any off-leash playtime with other pets. You can add extra TLC to their boarding for an additional fee, for some 1 on 1 playtime with staff 2 times a day for 15 minutes at a time, in our training room with toys and balls a plenty.

- 7) It is not uncommon for pets to be a little different when they arrive back home for a few days. They may sleep more/less, eat more/less or have a potty accident.
- 8) Finally, if you are making a reservation for boarding and your travel plans include arriving home the same day you pick up, we must know that information. Our check out times are Monday – Saturday 8:30-11AM. In the event you will not be here by that time we can discuss options for picking up with you, which may include an after 11 fees added to your stay Monday-Friday or a Sunday 5 PM pick up. There are no pick-ups after 11AM available on Saturdays.

PLEASE FEEL FREE TO CALL US! WE'RE HERE FOR YOUR PET'S COMFORT AS WELL AS YOUR CONCERNS. 636-224-7505

Ruff Joint, LLC D/B/A Collectively Referred to as PAWJAMA PARTY

1194 Mason Circle North Pevely, MO. 63070

Phone: 636-224-7505

Fax: 636-224-7520

Email: ppkvaxrecords@gmail.com

**BOARDING, GROOMING AND TRAINING AGREEMENT BETWEEN OWNER AND PAWJAMA PARTY**

\*ALL INFORMATION IS USEFUL TO US TO BETTER CARE FOR YOUR PET. PLEASE COMPLETE ALL SECTIONS

**OWNER INFORMATION:**

Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Primary phone # \_\_\_\_\_ Alternate phone # \_\_\_\_\_

Email: \_\_\_\_\_ \*will only be used for possible reminders of appointments or vaccination information

**EMERGENCY CONTACT INFORMATION OTHER THAN YOURSELF:**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Veterinarian \_\_\_\_\_ Phone \_\_\_\_\_

Person(s) other than yourself who may pick up your pet- **Please list at least one person**

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Name \_\_\_\_\_ Phone # \_\_\_\_\_

**ANIMAL INFORMATION:**

Name \_\_\_\_\_ Age or DOB \_\_\_\_\_ Dog \_\_\_\_\_ Cat \_\_\_\_\_

Neutered Male \_\_\_\_\_ Spayed Female \_\_\_\_\_ Unaltered \_\_\_\_\_ \*(additional boarding fees may apply)

Breed \_\_\_\_\_ Color \_\_\_\_\_ Flea/Tick preventative \_\_\_\_\_ This is required for all services. Additional fees will apply to treat pet for fleas if no preventative is used or current one is not effective \_\_\_\_\_

Health conditions that require routine medication or treatment Y N

Please list condition and medications \_\_\_\_\_

Has your pet been boarded elsewhere Y N Have they done well Y N (If NO, were you given an explanation by previous facility)?

Do your pets need to be separated for feedings Y N If YES, they will not be allowed to board together in same Run/Suite \_\_\_\_\_ Separate boarding fees will apply for separate boarding \_\_\_\_\_

Do they dig or climb/jump fences Y N Has your pet ever bitten or attacked a person or animal Y N

Are there ANY physical or behavioral issues or concerns such as food allergies, fear of storms, guarding food, hand shy, territorial, chewing items, dog aggression, skittish, frequent potty accidents, marking by male dogs PLEASE CIRCLE ANY AND EXPLAIN BELOW

We will guide you in what vaccinations are required and remind you of the 2-week rule prior to appointment, but ultimately it is your responsibility to provide us with UPDATED and CURRENT vaccinations PRIOR to boarding, grooming or training services. A loss of your reservation for all services may be lost if not obtained in a timely manner and could result in forfeit of deposits \_\_\_\_\_

SHOT VERIFICATION BY STAFF \_\_\_\_\_ R \_\_\_\_\_ D \_\_\_\_\_ B \_\_\_\_\_

updated 9/2020

## TERMS OF AGREEMENT WITH PAWJAMA PARTY

Please READ and INITIAL next to each statement and SIGN below. All items must be initialed and have your signature to accept you as our client

Phones are not answered, or messages monitored before or after business hours posted. This includes Sunday's pick-up times.

All animals must be checked out BEFORE 11:00 AM on the last day of your boarding to avoid being charged an additional days boarding fee Monday- Saturday. The only after-hours pick up time is Sunday at 5:00 PM, which you will pay a boarding day for Sunday if you choose this pick-up option. This must be pre-arranged and pre-paid. There will be NO holiday pick up allowed or early/late drop off/pick-ups, outside of business hours. After stating this to you, and accepting your reservations now and in the future, we may or may not remind you of the times and fees. Having read and initialed it will be agreed upon that you understand this statement and policy upon signature today and in the future. \_\_\_\_\_

Pet owner agrees that this is an animal boarding, grooming and training facility. PAWJAMA PARTY will provide supervision and take necessary precautions to prevent the spread of diseases however, injuries may occur, animals may escape, fleas or other serious contagious diseases are possible. It is expressly acknowledged that PAWJAMA PARTY is NOT responsible for any such damages that may be incurred or caused by the pet or, pet's owner as a result. \_\_\_\_\_

In the sole judgement of PAWJAMA PARTY, if it is deemed necessary for your pet to receive immediate care or medical attention, such care will be given immediately. If time permits, PAWJAMA PARTY will first try to contact you regarding the care and condition of your pet. If you are not reached or under circumstances, time does not permit you to be contacted, you the pet owner accept sole responsibility for the payment and medical care incurred on your pet's behalf. You hereby agree to release and indemnify PAWJAMA PARTY, its owners, members, agents, officers, directors, employees and volunteers from any and all responsibility for any medical procedures performed, injuries or illness caused by or to his or her pet and releases PAWJAMA PARTY, its owners, members, agents, officers, directors, employees and volunteers from responsibility or any claim damages, demands or litigation made by you or any third party and for any related medical costs you or your pet should incur while at or after your stay with PAWJAMA PARTY. \_\_\_\_\_

Pet owner attest that their pet is friendly and has never shown aggression or destruction to another animal, person or property. Pet owner hereby agrees to be solely responsible for any injuries or damages caused by his or her pet whether to pet's owners their family or representative of the family another person or pet and agree to be responsible for ANY medical care needed to any pet or person including the owner as a result of their pet or tangible facility property they cause harm to. PAWJAMA PARTY specifically relies on your representation as to the nature and temperament of your pet and therefore cannot and will not be held responsible for aggressive or destructive behavior or medical costs for your pet that may arise due to their behavior. This includes for reasons such as anxiety, stress, emotional or physical issues. \_\_\_\_\_

Pet owner agrees to hold harmless PAWJAMA PARTY its owners, members, agents, officers, directors, employees and volunteers indemnify and release PAWJAMA PARTY against all claims, debts, damages, demands and litigation by you or any third parties resulting from your pet stay at PAWJAMA PARTY regardless whether such claims arise by reason of negligence or human error of any person at PAWJAMA PARTY. Such indemnification includes pet owner agreeing to reimbursement of PAWJAMA PARTY'S legal expenses, fees, personal and business losses resulting from any such indemnification. \_\_\_\_\_

We cannot/will not be responsible for lost or destroyed items. All items must be labeled in a permanent manner to assist their safe return to you. All food must be labeled in an airtight container and medications in their original containers. \_\_\_\_\_

If your pet exhibits any unprovoked aggressive behavior towards any animal or staff, they will not be allowed to return to our facility for any services. \_\_\_\_\_

Should it be necessary for PAWJAMA PARTY to enforce any terms of this agreement or pursue collections of any amounts due and owing to PAWJAMA PARTY you hereby agree to reimburse and pay for PAWJAMA PARTY'S reasonable attorney fees, court costs, service fees and other reasonable expenses incurred with such pursuit and or collections. \_\_\_\_\_

Any destruction of our property will be billed accordingly to your boarding invoice and must be paid in full at the time of pickup of your pet(s). If your pet is staying in one of our suites or runs this includes fees for mattresses \$50.00, sheet \$10, waterproof covers \$15, kennel cots \$40 SMALL \$60 LARGE. Facility damage to building or other tangible property will be billed and paid by you after repairs or replacement are/is made. \_\_\_\_\_

I acknowledge that I have read and agree to this agreement and I agree to abide by all terms and conditions there under. As PAWJAMA PARTY has specifically relied upon my answers regarding boarding, grooming or training your signature below indicates that you have:

\*Been accurate and truthful in all your answers

\*Read, understand and accept the terms of this agreement

\*Acknowledgement of the risks of an animal boarding, grooming and training facility, whether stated above, spoken, implied, common or uncommon knowledge. We are not animal experts or medical professionals and cannot be held liable for human errors

\*This agreement is effective and binding upon the parties. Each time you bring in your pet to PAWJAMA PARTY whether for boarding, grooming or training you affirm to the terms of this agreement upon signing this form today.

\*We reserve the right to refuse service to you/your pet due to pet's manners, temperament or level of care required

PET OWNER SIGNATURE \_\_\_\_\_ Date \_\_\_\_\_

RUFF JOINT LLC, D/B/A PAWJAMAPARTY, BY : \_\_\_\_\_

# PAWJAMA PARTY TRAINING RULES

## AMMENDMENT

PLEASE INITIAL AFTER EACH LINE

- ANY NON-COMPLIANCE TO THESE RULES WILL/MAY RESULT IN A FORFEIT OF CLASS FEES PAID AND/OR UNUSED CLASS TIME OR PERMANENT RESTRICTION FROM PREMISES FOR ANY AND ALL SERVICES. \_\_\_\_\_
- You are NOT allowed to hit, kick, tap, swat or bite ANY dog, including your own pet in our class or facility. THERE ARE NO EXCEPTIONS TO THIS RULE. \_\_\_\_\_
- If your dog is aggressive, we will help you as long as it is safe and you follow our directions. If you do not follow our directions or the aggression continues, you may be asked to leave the class. No refund or credit will be given of unused class fees or lessons. We may require private sessions for you to continue in a classroom setting. Private sessions are arranged here at the cost of \$90 per hour. This is at our discretion as it is for the staff and training class participant's safety. \_\_\_\_\_
- If your dog has fleas, ticks, female heat cycle, \*contagious disease, or \*physical limitations (\*Veterinarian release will be required for readmission to class), you will be asked to leave the class immediately until they are free of all evidence of any of these issues. If any class time instruction is lost due to any of these conditions, you may or may not be allowed to be caught up on the lesson missed with/without a fee. \_\_\_\_\_
- If you are unable to attend the class which you have enrolled in because of your scheduling, surgery or another unforeseen event. You will not receive a pro-rated refund nor a refund in full if you should decide to not continue class or become behind in the lessons due to missing class. All manuals and any materials received will be returned upon exit from the class. Make-up sessions may be available at the trainer's discretion and convenience for an additional fee of \$30 per half hour. \_\_\_\_\_
- There are no children allowed under age 8 during class times unless a person over the age of 18 will supervise and/or the child is not a distraction to the integrity of the class. Children of any age will NOT be allowed to be outside unless accompanied by an adult. We will not be responsible for accidents due to non-compliance to this and all rules. \_\_\_\_\_
- Any physical or verbal aggression to any of our trainers, training assistants or other class participants before, during or after class will not be tolerated in any form. We are here to assist you and intend to do so to the best of our abilities. We are firm but fair and require the same respect showed to us as you would expect for yourself. \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

RUFF JOINT LLC, D/B/A/ PAWJAMA PARTY KENNEL REPRESENTATIVE \_\_\_\_\_ DATE \_\_\_\_\_