



## **GENERAL INFORMATION & POLICIES / OWNER AGREEMENT**

*DogWood Kennel (DWK) strives to provide a healthful, enjoyable, stimulating place for all its guests. The following provides information about our policies. Our staff are happy to answer any additional questions you might have!*

### **GENERAL INFORMATION & POLICIES**

Please remember your pet will be spending time with other pets, and the health and safety of ALL guests is our main concern. DWK reserves the right, in its sole discretion, to prohibit admittance of pets lacking proof of current veterinary administered vaccinations required by DWK. Pets displaying signs of untreated or potentially contagious conditions, and/or pets displaying or having a history of aggressive behavior toward people or animals will not be admitted. In addition to vaccination records, all pets must have a complete set of signed documents including the DWK Owner Agreement, the Vaccination Certification & Medical Release, the Contagion Indemnity, and the Client Registration & Pet Profile.

### **STANDARD FEES**

Fees are posted in the DWK Rates sheet, available from staff or at [DWKennel.com](http://DWKennel.com). Sleepover rates are nightly and based on selection of accommodation. DayPlay rates are daily. Exceptions to morning and afternoon lobby hours for check-in and check-out during normal business hours may be arranged in advance. Fees may apply, especially on weekends. Our fees reflect the outstanding care and the extra effort of DWK staff to provide as safe, clean, and comfortable environment to guests as we can. All pets are assessed for individual need and preference, and their accommodations include our meeting those as well as going above and beyond Brambell's "Five Basic Freedoms for Animals under Human Control" (page 3). Payment is due in full at the time services are rendered and includes all lodging charges as well as any additional selected activities and services and any charges incurred due to necessary medical treatment, treatment of flea or tick infestation, or other fees as specified in the Owner Agreement.

### **RESERVATIONS, DEPOSITS & CANCELLATIONS**

Advanced reservations are required for all visits. During the holiday season, early reservations are especially important. If a cancellation is necessary, DWK would appreciate as much advanced notice as possible to have room for another guest. Clients who do not cancel and fail to appear for scheduled appointments may be required to pay in full in advance for future reservations. DWK reserves the right to decline services for any unacceptable behavior from a dog or its owner.

### **EXTENDED STAYS & SUSPECTED ABANDONMENT**

DWK cannot promise an extended stay for a pet it does not know. If such a need arises, the pet would need to be boarded at DWK in advance to demonstrate it is compatible and comfortable with our practices. DWK is glad to help in an emergency, but pets must still meet vaccination and temperament requirements. In the event of suspected abandonment, the standard nightly rate will be doubled each subsequent day after the arranged pick-up day. DWK will attempt to contact the owner, their emergency contacts, and the pet's veterinarian. After three days with no notification, DWK may place the pet in foster care. If the pet is not claimed after one week, DWK may attempt to re-home it. Failing that, DWK has the right to surrender the pet to a local rescue and will no longer hold responsibility for that pet. In no case can DWK be expected to assume perpetual housing and care of a pet that has been abandoned.

### **CHECK-IN & CHECK-OUT**

Our lobby is open for drop-off and pick-up on weekdays from 7:00-9:00am and 4:30-6:30pm. On weekends it is open only on Saturday morning (7:00-9:00am) and Sunday evening (4:30-6:30pm). At other times our staff are caring for our guests and facility. We ask that owners drop their pets off or pick them up during these times. Alternative times may be arranged, but fees apply. Similar to a hotel, our extensive cleaning protocol requires a room to be vacant for a period of time before a new guest arrives. Especially on weekends, late check-outs or early check-ins may incur the expense of reserving a room in place of another arriving guest, which cost will be assumed by the client requesting the alternative hours.

## **VACCINATION, AGE & REQUIREMENTS**

For any DWK services, dogs must have the basic core vaccinations (Rabies, the Distemper combo, and Leptospirosis) plus Bordetella and Canine Influenza. The canine influenza vaccination requires a booster the first year it is given. Vaccination protection can be confusing. The nasal Bordetella vaccination can spread the live virus to other dogs for a few days, and it doesn't protect against several other strains of CIRDC (Canine Upper Respiratory Disease). The Canine Influenza vaccination does not provide optimal immunity until 7-10 days following the booster. Additionally, an annual vaccination load can actually weaken a dog's overall immunity for a few days. For these reasons DWK asks that dogs have their vaccinations updated at least 10 days in advance of their arrival at the kennel. To have met all of the above requirements, young dogs would normally reach about 20 weeks of age before they would qualify for DWK services. Because DWK is a wellness facility rather than a hospital with veterinary care, dogs who are immune compromised or elderly dogs whose health is precarious are not good candidates for stays at DogWood.

## **MEDICAL CONCERNS**

Prescription medication must be in the original prescription container and will be administered only as prescribed by your veterinarian. Our staff can administer simple, safe, non-invasive medications. Pets who require invasive or complex medications or interventions should board at a veterinary clinic rather than a "pet resort." In the event of a health concern that develops after check-in, we will attempt to contact you or your contacts as quickly as possible. We will administer aid. If in our sole judgement we believe veterinarian attention is advisable, we will attempt to contact your veterinarian. If time, situation, or distance precludes that, we will consult Purdue College of Veterinary Medicine Animal Emergency Service. Any expenses incurred for outside treatment in the event of an accidental injury, illness, or symptoms arising during or after a pet's stay with us, including transportation to and from a clinic are the responsibility of the pet's owner. DWK is committed to the highest standards for pet care and supervision as well as healthful facility design and cleaning protocols, but accidental injury and illness may occur and are an unavoidable aspect of pet ownership and custody.

## **FOOD, TOYS & BEDDING**

It is always best for the pet not to change his diet suddenly. DWK recommends owners provide a pet's regular food for the duration of its stay with us. Or staff can refrigerate meals and accommodate special meal preparation. DWK can provide raised beds and/ or blankets. Owners are welcome to bring their own washable bedding, toys (not rope or rawhide), and healthy treats, which may help a pet feel more "at home." Due to size of bedding or timing of laundry services, DWK cannot promise to send freshly laundered bedding home. The pet's owner assumes responsibility for the pet's safety due to any items brought from home, including bedding, toys, collars, etc., but DWK reserves the right to withhold any items its staff deem unsafe for the pet. Additionally DWK cannot guarantee toys and bedding will go home in the same condition they arrived.

## **PERMISSION TO USE PHOTOGRAPHS & VIDEO**

Pictures, recorded video, and live-stream video are used at DWK for education and promotion. By leaving a pet at DogWood, the owner consents to the recording and dissemination of the pet's image.

## **TVs, WEBCAMS & MUSIC**

Some suites include TVs and webcams. Other rooms have light background music. DWK adheres to Copyright and Fair Use Guidelines in all use of audio and video programming.

## **DAMAGES**

DWK reserves the right to determine which room houses a pet. In the event a pet is destructive in one of the suites, DWK will move it to a more destruction-proof run. Owners agree to compensate DWK for replacement cost of any furniture, housing, or facility material destroyed by their pet.

## **BRAMBELL'S FIVE FREEDOMS**

### **A Compact of Rights for Animals under Human Control**

*It is the philosophy and belief of the owners and staff of DogWood Kennel that animals have inherent value as sentient beings who have the right to be recognized, respected, and treated as individuals. Persons assuming "ownership" or control of any animal thereby assume an obligation to ensure the following animal freedoms as advocated by British medical scientist William Rogers Brambell. DogWood promises the following for all animals in our care.*

- 1. Freedom from hunger or thirst** ...by ready access to fresh water and a diet to maintain full health and vigor.
- 2. Freedom from discomfort** ...by providing an appropriate environment including shelter and a comfortable resting area.
- 3. Freedom from pain, injury or disease** ...by prevention or rapid diagnosis and treatment.
- 4. Freedom to express normal behavior** ...by providing sufficient space, proper facilities and company of the animal's own kind.
- 5. Freedom from fear and distress** ...by ensuring conditions and treatment which avoid mental suffering.

### **Contact DOGWOOD KENNEL**

*Address...4050 E. 300 N. Lafayette IN 47905*

*Email...info@dwkennel.com*

*Website...dwkennel.com*

*Facebook...dwkennelLLC*

*Fax...(765) 420-9612*

*Phone...(765)429-4050*



## OWNER AGREEMENT

1. I certify that I have read, understand, and agree to abide by the conditions and statements of the General Information & Policies and the Owner Agreement of DogWood Kennel, also referred to as DWK, and that I am leaving my pet or pets in their care, custody, and control. Furthermore, I certify that I am the owner or appointed guardian of the pet in question and that I have the right to make these decisions and commitments regarding my pet.
2. Additionally, I certify and provide proof that my pet is in good health, is currently fully vaccinated as required by DWK, and has not been ill with any communicable condition in the past 30 days. Furthermore, my pet is free of external parasites. I understand and agree that any existing physical condition that could put another guest or staff member at risk will be treated at my expense.
3. I understand and agree that DWK will exercise guardianship of my pet. I also understand and agree that pets can and often do receive minor cuts, scratches, or sprains as well as communicable illnesses while engaging in play with other pets or being housed in a facility with other dogs. Any problems that develop with my pet will be treated as deemed best by DWK staff at their sole discretion, including the determination to consult or procure veterinary care or to rehouse the pet to a clinical facility, and I assume full financial responsibility for all expenses incurred. I hereby waive and release DWK, its employees, officers, volunteers, and agents from liability of any nature for injury or damage, and I expressly assume the risk of such injury or damage while my pet is in the care, custody, and control of DWK. I hereby waive all incidental, consequential, and exemplary damages and agree that the limit of liability of DWK for damages of all kinds shall be \$100. I hereby waive any rights to trial by jury.
4. I understand and agree that in admitting my pet to DWK sleepovers, DayPlay, Grooming, or other services, the staff of DWK have relied on my representation that my pet has not harmed or shown aggression or threatening behavior toward any person or other animal except any behavior specified and explained in writing in the DWK Pet Profile. I further understand and agree that I am solely responsible for any harm, damage, or injury to another person or animal caused by my pet while my pet is a guest at DWK. I agree to pay all attorney fees, legal expenses, and associated costs incurred by DWK if my pet harms another pet or human while at DWK.
5. I understand and agree that if my pet is not picked up on time or by a date specified in a boarding or daycare agreement, I hereby authorize the cost of any resulting continued care at the same rate as contracted plus a daily fee equal to the contracted rate. I understand if I do not pick up my pet, DWK will proceed according to the guidelines specified in the General Information & Policies document and I will pay any and all associated costs incurred by suspected abandonment.
6. I understand that payment is due at the time services are rendered, and I will pay all agreed-upon charges in full as well as any additional incurred expense due to medical treatment, treatment of flea or tick infestation or other fees or charges as provided in this Owner Agreement.
7. I understand DWK has specific drop-off and pick up times when the lobby is open and staffed, and I will abide by those for the convenience of the staff, but for an additional fee I may arrange in advance to pick up or drop off my pet within the operating hours of the business.
8. I understand if my pet has special dietary or medical needs, I will provide the food or over-the-counter medicine in labeled packages and I will bring prescribed medication in the prescription container.
9. I understand DWK uses cameras for security, promotional purposes, and distance viewing by staff and pets' families, and my pet's image may appear in any of these. I give DWK permission to use and disseminate my pet's image.
10. I certify I have read and understood this agreement, and it remains in effect for this and all past and future visits for all of my pets that leave DogWood Kennel's custody, care, and control until I revoke it in writing, deliver the written revocation to DWK, and take possession of my pet, which revocation shall not effect liability for any visit prior to the effective time of revocation.

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

Printed Name \_\_\_\_\_