

# The Crate Escape/ The Crate Escape, Too

## Annual Client Contract

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

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Daytime Phone: \_\_\_\_\_ Emergency Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Vet: \_\_\_\_\_ Vet Phone: \_\_\_\_\_

1.	PET NAME	DOB	COLOR	BREED	SEX	NEUTERED/SPAYED
----	----------	-----	-------	-------	-----	-----------------

Medical, Behavioral Problems, Allergies, Special Instructions: \_\_\_\_\_

2.	PET NAME	DOB	COLOR	BREED	SEX	NEUTERED/SPAYED
----	----------	-----	-------	-------	-----	-----------------

Medical, Behavioral Problems, Allergies, Special Instructions: \_\_\_\_\_

3.	PET NAME	DOB	COLOR	BREED	SEX	NEUTERED/SPAYED
----	----------	-----	-------	-------	-----	-----------------

Medical, Behavioral Problems, Allergies, Special Instructions: \_\_\_\_\_

Person(s) authorized to pick-up the dog(s) if owner is unable to do so: \_\_\_\_\_

*The Owner agrees to notify The Crate Escape as soon as possible if any of the above information changes at any time.*

### **Vaccinations:**

*Vaccines required at The Crate Escape are as follows:*

- Up to date Rabies Vaccination (1 year or 3 year)
- Up to date DHLPP (Distemper) (1 year or 3 year)
- Up to date *negative* Fecal Test (Every 6 months for Daycare, every 1 year for Boarding)

### **General Agreements:**

The Crate Escape agrees to exercise due and reasonable care, and to keep the premises sanitary and properly enclosed. The dog(s) is/are to be fed properly and regularly as instructed by the owner, with the owner's provided food and to be housed in clean, safe quarters. If the owner fails to provide food, the dog(s) will be fed food provided by The Crate Escape and the owner agrees to pay \$1.00 per cup for said food.

All dogs are boarded or otherwise handled or cared for by The Crate Escape's staff without liability on The Crate Escape's part for loss or damage from disease, theft, fire, death, escape, injury or harm to persons, other dogs or property, or for other unavoidable causes, due diligence and care having been exercised.

The Owner certifies to The Crate Escape that his/her dog(s) is/are up-to-date on the required vaccinations and that his/her dog(s) most recent fecal exam was performed (within the last year for boarding, and within the last 6 months for daycare) and owner confirms that no parasites were detected. Owner agrees to update his/her dog(s)' vaccinations as needed and agrees to have a fecal exam performed every year and to disclose results as soon as they are received.

The Owner also certifies that his/her dog(s) is/are in good health and have not been ill with any contagious diseases or conditions in the last 30 days. Owner agrees not to board or attend daycare with his/her dog(s) if they come down with any symptoms of sickness including but not limited to coughing of any kind.

The Owner certifies that to the best of his/her knowledge, his/her dog(s) do not have an aggressive behavior problem and represent that his/her dog(s) has/have never bitten a person or another animal. Owner agrees to disclose all such incidents to which he/she is aware.

The Owner understands that The Crate Escape reserves the right to refuse admittance of his/her dog(s) at any time without recourse if issues arise such as aggression, property damage, or other unacceptable behavior.

The Owner agrees that there are certain risks when dogs are allowed to socialize with other dogs and/or are in the proximity of dogs, including injury or illness.

The Owner understands and agrees that The Crate Escape's staff reserves the right to administer treatment and/or use any available veterinarian for his/her dog(s) should the need arise whether or not The Crate Escape can reach him/her or any other emergency contact provided by the Owner. Owner agrees that all expenses for any veterinary care provided to the dog(s) shall be paid by the Owner at the time of pick-up of the dog(s).

The Owner agrees that his/her dog(s) may be photographed, videotaped, and/or recorded, and that The Crate Escape shall have exclusive rights to use these images and their proceeds, to copyright, to use in any and all media, advertising, promotions, and to license to others in any manner.

The Owner agrees to pay for any damages to the facility that is caused by his/her dog(s).

The Owner is aware of the hours of operation of The Crate Escape. The Owner is aware that a late fee of \$5.00 for up to each 15 minutes after closing will be added to the fee when applicable. The length of time staff will wait for an owner before boarding the dog(s) an additional night is up to the discretion of The Crate Escape staff.

The Owner understands that if they do not pick-up their boarding or daycare dog(s) by closing time on their scheduled pick-up date or time, their dog(s) may be boarded overnight and they agree to pay an additional overnight charge per dog which will be determined The Crate Escape staff considering availability of space. The owner also agrees to make arrangements to pick-up their dog(s) the following day.

Owner agrees that his/her dog(s) shall not leave the facility until all charges are paid to The Crate Escape by the owner. The Crate Escape shall have and is hereby granted a lien on the dog(s) for any and all unpaid charges resulting from boarding and daycare dog(s) at The Crate Escape.

#### **Boarding Agreements and Policies:**

The Owner agrees that the lodging fee will be that which is posted at The Crate Escape at the time of drop-off and that this fee is subject to change at any time, without notice. Owner agrees to pay the posted lodging fee that applies to the choice they've made for overnight accommodations provided that the dog(s) is/are picked-up by Noon. An additional day's charge will be due on pick-up day if the dog(s) is/are picked-up after Noon (12:00pm).

Owner is aware that a Seasonal Rate is applied per dog per day during Holiday and vacation seasons.

New clients agree to pay 50% of the total charge incurred by the owner at the time the dog(s) is dropped off. The remaining balance shall be paid upon pick-up of the client's dog(s). Return clients agree to pay 100% of the total charge upon pick-up of the client's dog(s). Owner understands that the deposit put down to reserve the spot for the dog(s) may be forfeited in the event of a cancellation within 48 hours of the scheduled reservation date (within 5 days during holiday and vacation seasons).

#### **Daycare Agreements and Policies:**

The Owner is aware that the daycare fee will be that which is posted at The Crate Escape at the time of drop-off and that this fee is subject to change at any time, without notice.

The Owner is aware that The Crate Escape reserves the right to charge them for daycare they have scheduled and missed unless they provide 24-hour notice.

The Owner agrees to give notice of a minimum of 24 hours prior to daycare arrival. Owner understands that space is not guaranteed if this notice is not given, and The Crate Escape reserves the right to turn down daycare services without notice.

The Owner understands that this waiver and hold harmless provision is subject to the Warranty provided by The Crate Escape set forth in the Veterinary Care Warranty Program Agreement for Daycare Dogs.

#### **Waiver, Hold Harmless and Indemnification:**

I hereby waive and release The Crate Escape, its agents and employees for any injury or damage my dog(s) may suffer, including specifically, but without limitation, any injury or damage resulting from the action of any dog also being housed or attending daycare or any other function by The Crate Escape, while on the premises of The Crate Escape.

I hereby waive and release The Crate Escape and its employee and agents, from any liability or damages arising out of any claims made against myself on account of the behavior of my dog(s) while the dog(s) was/were housed or attending daycare or any other function at The Crate Escape.

I agree to indemnify and save harmless The Crate Escape, its employees and agents for any and all damages and liability arising out of any claim against The Crate Escape by any third party as a result of any action by my dog(s) while my dog(s) is /are on the premises of The Crate Escape.

I fully understand and agree to the above conditions of the contract and acknowledge that this agreement shall be binding there unto for this visit and all subsequent visits.

**Veterinary Care Warranty Program for Daycare Dogs**

***(Boarding dogs are NOT included in this program unless they purchase the Vet Care Warranty for an additional \$5.00 per dog per day, via accepting this option on the Policy Reminder Form at the beginning of each scheduled boarding stay.)***

*Please inform The Crate Escape, Inc. as soon as possible if any of the above information changes at any time.*

MAXIMUM COVERAGE: \$250.00

FEE PER DAY PER PET: \$0.00

I understand that the injury MUST be noticed the same day the dog is picked-up and The Crate Escape's staff be notified by closing time of that day.

In Consideration for the payment of the daycare fee and subject to the exceptions, conditions, and limitations listed below, The Crate Escape, Inc. will pay for any veterinary care provided by a licensed veterinarian for the care or treatment of the dog listed above for any injury the dog may sustain while the dog is attending daycare at The Crate Escape, up to the maximum listed above.

As with most warranty programs, there are exceptions to this coverage. Please be advised that this warranty program only covers injuries that require veterinary attention as deemed necessary by The Crate Escape. In the event that a minor injury has been noted that does not require veterinary attention, and the owner wishes to seek veterinary attention that veterinary visit would be at the owner's expense. Other complications that the program does not cover:

- Sickness
- Injury, illness or death when dogs kept together but separate from others at the owner's request take action against one another.
- Injury, illness, death resulting from your dog's own destructive behavior toward kennel property
- Injury, illness or death resulting from your dog's attempts to escape or actual escape the premises
- Pre-existing conditions
- Fleas, ticks, or other parasite transmission
- Any expenses on the veterinary bill that are not directly related to direct treatment of the injury (i.e. Elizabethan collars, crates, etc.)

If the dog requires on-going treatment after its owner has taken possession of the dog, the owner hereby agrees to authorize his Veterinarian to forward a legible copy of the diagnosis and treatment history to The Crate Escape (such records may be required before any claim is paid). Reimbursement under this certificate shall be The Crate Escape's maximum liability and any monies paid by The Crate Escape to Veterinarians and hospitals may be deducted from such reimbursement amount and shall not be in addition to such other reimbursements.

The Crate Escape, at its own expense, shall have the right and opportunity to examine any covered dog whose injury is the basis of any claim when and as often as it may reasonably be required while such claim is pending.

If any provision of this certificate conflicts with Vermont statutes, this agreement is hereby amended to conform to the minimum requirement of such statutes.

To make a claim, the owner must have his or her dog examined by a licensed Veterinarian within 24 hours after the dog is picked up from The Crate Escape. Any and all original claims under this warranty must be submitted within (4) days after The Crate Escape relinquishes care, custody or control of the dog to the owner or dog owner's representative together with documentation satisfactory to The Crate Escape. This coverage is the Dog Owner's exclusive remedy in the event of any claim for illness, injury or medical care for a covered Dog. Dog Owner shall remain responsible for all charges exceeding the maximum coverage amount.

Any controversy or claim arising out or relating to this certificate shall be settled by arbitration in accordance with the rules of the American Arbitration Association.

***By signing below, the Owner confirms that they have read, understand and agree to all of the aforementioned terms outlined in this contract.***

Owner's Printed Name: \_\_\_\_\_  
FIRST MIDDLE INITIAL LAST

Owner's Signature: \_\_\_\_\_

Date of Signature: \_\_\_\_\_  
MONTH DAY YEAR

Kennel Representative: \_\_\_\_\_ Date: \_\_\_\_\_