

POLICIES, PROCEDURES AND DOG RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK AND INDEMNIFICATION AGREEMENT: All guests must comply with the following policies to ensure the safety and health of your dog(s), other dogs, and staff.

- CANCELLATION: To cancel a reservation, notify Hattie's Doggie Day Care & Boarding at least 24 hours prior to your reservation. Missed reservations or late cancellations will automatically be charged \$25.
- A Client Information Packet and vaccination records must be received 48 hours in advance of attending Hattie's Doggie Day Care & Boarding. It is the owner's responsibility to notify staff of any changes or updates to your dog's information.
- AGGRESSIVE DOGS: Although we love all dogs, due to the nature of our open play facility, aggressive dogs are not permitted to attend day care or to be boarded at our facilities. For the safety of our staff and dogs, Hattie's Doggie Day Care & Boarding reserves the right to separate or refuse to accommodate your dog if aggressive behaviors or tendencies are displayed.
- SPAY/NEUTER: All adult dogs are required to be spayed/neutered before attending day care and boarding. Puppies attending day care should be spayed/neutered by 7 months of age. Puppies who are not altered within this time frame will be asked to pause day care and boarding attendance until spay/neuter has occurred.
- TEMPERAMENT TEST: All dogs must schedule a temperament test with Hattie's Doggie Day Care & Boarding prior to their first day care and/or boarding stay. This test is free of charge to the owner and is used to determine each dog's social disposition and the best approach to their care.
- NON-SOCIAL GUESTS: Hattie's Doggie Day Care & Boarding reserves the right to determine if your dog holds the proper temperament and social disposition to be socialized in playgroups. The owner will be informed of any behavior or incident that indicates their dog may not be appropriate for socialization with other dogs. Hattie's Doggie Day Care & Boarding does not provide services to non-social dogs. Do not mix services are not provided.
- All dogs must be free from stitches and/or any condition that could potentially jeopardize themselves or other dogs.
- Should staff deem your dog as needing medical attention; reasonable attempts will be made to contact you prior to contacting a veterinarian. In the event of an emergency, Hattie's Doggie Day Care & Boarding typically utilizes Stark County Veterinary Emergency Clinic, which is open 24-hours a day. As the owner, you will be responsible for any charges incurred in providing care for your dog.
- Staff arrive on-site 30 minutes prior to opening each day to care for boarding dogs. Prior to staff leaving the facility for the night, boarding dogs are taken for a potty break and then escorted to their private room. Boarding dogs remain in their private room when staff are not on-site to provide supervision.
- Owner must understand that our leash-free environment gives the dogs the opportunity to play in close physical contact (including nose-to-nose) with each other. Being pack animals, dogs play with their teeth and paws and can be unpredictable in nature. As a result, no amount of supervision, sanitation, or personalized care from Hattie's Doggie Day Care & Boarding can be 100% certain to prevent a dog from being injured or contracting an airborne virus or communicable disease. The owner understands these risks are inherent to the services and hereby releases Hattie's Doggie Day Care & Boarding, its employees, or other agents, from any and all losses, damages, costs, and expenses arising out of or in connection with any injury, communicable disease, and/or damages related to such medical care or transport. Furthermore, the owner agrees to be held solely responsible for any and all acts and behavior of said dog while in the care of Hattie's Doggie Day Care & Boarding, including payment of costs for injury to staff or other dogs or damage to facilities caused by the dog.
- Hattie's Doggie Day Care & Boarding does not use video monitoring.
- Hattie's Doggie Day Care & Boarding staff will inform owners of any coughing or sneezing observed in their dog with the acknowledgment of the owner that Hattie Larlham employees are not veterinarians and do not have backgrounds in animal medicine, but do care to ensure the health and safety of your dog.
- The owner should cancel their reservation if their dog is showing signs or symptoms of illness leading up to their reservation. The owner should inform staff of signs or symptoms observed in their dog after attending Hattie's Doggie Day Care & Boarding. If put on antibiotics for a contagious illness, the dog must wait five days before returning or follow vet recommendations if the suggestion is longer. A dog must be symptom-free before returning.
- To maintain a sanitary and clean environment for your dog, Hattie's Doggie Day Care & Boarding does use some potentially harmful chemicals during the cleaning process. Chemicals are securely stored and are not used in direct contact with dogs. Chemicals are always measured and diluted to guidelines provided by the manufacturer or veterinarian recommendations.
- Non-injectable medications/vitamins may be administered by Hattie's Doggie Day Care & Boarding staff as needed for an additional fee of \$2 per day, per dog. Medications requiring injections are not permitted.
- Although not preferred, house dog food can be provided for an additional fee of \$2 per day, per dog, if requested. The owner should understand that sudden changes to food disrupts the digestive process in most dogs and this can lead to a variety of symptoms and discomfort for your dog.
- All fees must be paid at the time of pick-up.
- The Owner and his/her other representatives or agents (the "Releasers") hereby release and hold harmless Hattie Larlham Care Group, Hattie Larlham Community Services, and Hattie Larlham Community Services dba Hattie's Doggie Day Care & Boarding ("Releasees") and their employees, representatives, agents or officers from and against ANY AND ALL INJURY, LIABILITY, CLAIMS, LITIGATION, ACTIONS, SUITS, COSTS, LOSSES, DAMAGES, EXPENSES OR DEMANDS (including reasonable attorney's fees) OF EVERY CHARACTER WHATSOEVER ON account of, arising out of, resulting from or relating in any way to (i) any act or omission of the Releasees, including negligence, and (ii) my or my dog's participation in activities at Hattie Larlham Doggie Day Care & Boarding, or otherwise. I FURTHER AGREE TO INDEMNIFY, SAVE AND HOLD HARMLESS the Releasees from any claims, litigation, actions, suits, damages, costs, attorney's fees, losses or injuries as the result of any such claim. I AGREE THAT THIS RELEASE SHALL BE BINDING ON ME AND MY SUCCESSORS, HEIRS, LEGAL REPRESENTATIVES, AND ASSIGNS. I ALSO EXPRESSLY AND FOREVER RELEASE HLDDC FROM ANY DUTY TO PROTECT ME OR MY DOG(S) FROM INJURY OF ANY KIND AND AGREE THAT EVEN IF HLDDC CHOOSES TO IMPLEMENT SAFETY PRECAUTIONS, SUCH ACTIONS SHALL NOT ALTER THE FACT THAT I HAVE RELEASED HLDDC FROM ANY DUTY TO PROTECT ME OR MY DOG(S). I ALSO RELEASE RELEASEES FROM ANY LIABILITY OR RESPONSIBILITY FOR ANY VETERINARY RESPONSIBILITY OR CARE OF MY PET FOR ANY REASON. I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THESE POLICIES, PROCEDURES AND DOG RELEASE, WAIVER OF LIABILITY, ASSUMPTION OF RISK, AND INDEMNITY AGREEMENT (THE "AGREEMENT") AND UNDERSTAND THAT I HAVE GIVEN UP SUBSTANTIAL RIGHTS BY SIGNING IT AND HAVE SIGNED IT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO THE GREATEST EXTENT PERMITTED BY LAW AND AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE, THAT THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.
- By signing below, I certify that I have read and understand the Hattie Larlham Doggie Day Care & Boarding policies as written and accept all terms, conditions, and statements of this agreement.

Owner's Signature: _____

Owner's Name Printed: _____

Date: _____

Dog Name(s): _____

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