

www.roversstayandplay.com

8175 West 48th Avenue Wheat Ridge, CO 80033

Phone: 303-432-8860 Fax: 303-432-8909

Daycare & Boarding Policies

Our mission is to provide a clean, healthy, safe, positive and fun environment for dogs. To ensure the safety and health of your dog(s) and the other dogs under our care, we require all of our clients to comply with the following:

1. All dogs must be 4 months or older. They must be spayed or neutered by 7 months.
2. All dogs must have up-to-date vaccinations. Owners must submit written proof that their dog(s) have received Rabies, Distemper, and Bordetella (kennel cough).
3. All dogs must be in good health. Clients need to certify that their dog(s) are in good health and have not been ill with a communicable condition in the last 30 days. On admission all dogs must be free from any condition that could potentially jeopardize other dogs. Dogs who have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted.
4. All dogs must be non-aggressive towards people or other dogs. Clients will need to certify that their dog(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other dogs. Please remember that your dog will be spending a lot of time with other dogs and that their safety and health is our main concern.
5. A trial day of daycare is suggested for all dogs. We do not do trial days on the weekends.
6. All dogs must not be able to jump a 6-foot privacy fence.
7. All dogs must have a collar with a quick release snap. No choke chains allowed.
8. All clients must fill out a complete, up-to-date application.
9. Fees for new clients are due and payable at drop off. Established customers can pay at pickup. We accept Cash, Check, MasterCard, Discover and Visa.
10. **Reservations are required.** A cancellation fee may be charged if your reservation is not cancelled 12 hours in advance for daycare or 24 hours for overnight boarding.
11. A late charge may be assessed if an employee has to stay late to accommodate you.

Hours of Operation:

Monday - Friday 7AM to 12PM and 2PM to 7PM, CLOSED for nap time 12PM to 2PM

Weekends and Holidays 7AM to 10AM and 4PM to 7PM, CLOSED for nap time 10AM to 4PM

**DOGS MUST BE DROPPED OFF** **ONE HOUR** **PRIOR TO CLOSING TIME! (NAP TIME OR BEDTIME)**

|  |  |  |  |
| --- | --- | --- | --- |
| Client Information | | | |
| Name |  |  |  |
| Address |  |  |  |
| City/State/Zip |  |  |  |
| Email Address |  |  |  |
| Phone Number (s) | | | |
| Home |  | Work |  |
| Cell |  | Other Phone |  |
|  |  |  |  |
| **How did you hear about us?** | | | |
| Drove By | Yellow Pages | General Search  (Google, Yahoo, etc.) | Social Media (Facebook,  yelp, twitter) |
| Rover Retreat Client | Colorado Association of  Dog Daycares | Better Business Bureau | Pet Care Services Association |
| Word of Mouth | Veterinarian | Rescue group/shelter | Other |
| If you were referred to us, who can we thank for your visit today? | | | |

Are you police, fire, or military?

|  |  |  |  |
| --- | --- | --- | --- |
| **Emergency Contact(s)** | | | |
| Please provide someone **THAT WILL NOT BE TRAVELING WITH YOU** we can reach if we cannot reach you.  This is in case SOMETHING HAPPENS TO YOU while your dog is with us –  they should know where we should take your dog if you can't get back! | | | |
| Name(s) |  |  |  |
| Phone Number(s) |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Pet Information | | | | | | | | | | | |
| Dog Name(s) | |  | |  | | |  | |  | |  |
| Breed(s)/Color | |  | |  | | |  | |  | |  |
| Sex | | M/F | |  | | | M/F | |  | | M/F |
| Birth Date | |  | |  | | |  | |  | |  |
| Spayed/Neutered | | Yes/No | |  | | | Yes/No | |  | | Yes/No |
| Weight | |  | |  | | |  | |  | |  |
| Health Conditions? Is your dog taking any medications we should know about? | | | | | | | | | | | |
| Fears (thunder, vacuum cleaners, etc.) | | |  | | |  | |  | | |  |
|  | |  |  | | |  | |  | | |  |
| Other Concerns | |  |  | | |  | |  | | |  |
| Veterinarian |  | | | |  | | | | |  | |
| Phone/Address |  | | | |  | | | | |  | |
|  | |  |  | | |  | |  | | |  |
| Health and Temperament Certification | | | | | | | | | | | |
| I certify that my dog(s) are in good health and have not been ill with any communicable disease in the last 30 days. | | | | | | | | | | | |
|  | |  |  | | |  | |  | | |  |
| I certify that my dog(s) have not harmed or shown aggressive or threatening behavior towards any person or dog. | | | | | | | | | | | |
|  | |  |  | | |  | |  | | |  |
| I certify that the attached copies of vaccination records have not been altered in any way. | | | | | | | | | | | |
|  | |  |  | | |  | |  | | |  |
| Client Signature | | | | | | | | Date | | | |

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Client Agreement

I understand and agree that I am solely responsible for the behavior and acts of my dog. I am financially responsible for any damage or injury caused by my dog(s) while my dog(s) is attending Rover’s Stay and Play Daycare and/or Boarding programs. I agree to indemnify Rover’s Stay and Play against any and all claims for injuries or illness arising out of the boarding and keeping of my dog(s).

I understand and agree that during my dog(s) stay at Rover’s Stay and Play, he/she will be in direct contact with other dogs in the common area. We have runs of various sizes including crates. Therefore your dog may be crated at times. Dogs from separate households are not kenneled together.

I understand and agree that Rover’s Stay and Play shall not be liable for any costs, injuries, or damage, including, but not limited to, the loss of my dog(s), relating to or resulting from its escape from the fenced area of the facility except in the case of gross negligence by Rover’s Stay and Play.

I understand and agree that if I request my dog to be bathed that he or she will be tethered during the bathing process to keep them from jumping out of the tub. At no time will my dog be left unattended while tethered.

I understand and agree that due to the inherent nature of dogs, my dog(s) may injure itself or be injured by another dog despite the exercise of reasonable and diligent care by Rover’s Stay and Play, and hereby voluntarily assume the risk of any such damage or injury.

I understand and agree that any problem that develops with my dog(s) will be treated as deemed best by the staff at Rover’s Stay and Play at their sole discretion, and that I assume full financial responsibility for any and all expenses incurred due to the actions of my dog(s).

I understand and agree that if my dog dies while in the care of Rover’s Stay and Play, the staff will deliver my dog to my veterinarian or to a veterinarian within a reasonable distance of Rover’s Stay and Play to be held.

I understand and agree that if my dog is not picked up within 3 days of the expected pickup date and the staff has not been notified of a new pickup date, or you are not able to reach me or my emergency contact, Rover’s Stay and Play has the right to consider my dog(s) abandoned, and deliver my dog(s) to the nearest animal shelter.

I understand and agree that the rules and regulations shall be incorporated herein by this reference and become a binding part of this agreement.

*I understand that in any group environment dogs may be exposed to communicable diseases, just like kids in school. This includes (but is not limited to) illnesses like kennel cough. You are encouraged to discuss any questions or concerns you may have about this with a Rover’s Stay and Play employee. As hard as we work to prevent illness through vaccinations, thorough cleaning and sanitizing, WE CAN NOT GUARANTEE YOUR DOG WILL NOT BECOME SICK!! If you have any questions about this please ask a Rover’s Stay and Play employee!*

I certify that I have read and understand the rules and regulations set forth on this page and that I have read and understand the agreement. I agree to abide by the rules and regulations and accept the terms, conditions and statements of this agreement.

Client Signature

Date

Last modified 9/2015