



Policy Agreement and Release of Liability

General Policies

For safety reasons, I understand my dog must be leashed and collared when in/around the facility at Uptown Pup LLC (“UP”), and daycare dogs must wear a nylon or leather collar. Prong collars and choke chains aren’t permitted in daycare or while boarding, due to the risk of injury to my dog or others.

Hours of operation: 7am-7pm Mon- Fri, and 8am-5pm Sat. Sunday hours for hotel guest check-in and check-out are by appointment. Hotel check-in/check-out must be completed 30 minutes prior to closing, or an additional fee may be charged. Full payment is required at check-out prior to releasing my dog to me.

I grant UP, its employees, and representatives, the right to take photos of my dog and copyright/use/publish for print or electronic media, including but not limited to social media and website use.

Vaccine Requirements

I agree to keep my dog updated for rabies, distemper/parvo, and bordetella (canine cough) vaccines and provide proof of said vaccines. I acknowledge the bordetella vaccine only boosts immunity to common strains, and there are 20+ strains of the virus, therefore it is possible for my dog to contract bordetella when in close contact with other dogs, even if properly vaccinated.

Health Requirements

I agree to inform UP of my dog’s health/behavior status and acknowledge my dog shouldn’t visit UP with conditions such as, but not limited to, torn ligaments, broken bones, wounds, limps, movement impairments, vomiting and/or diarrhea in the last 24 hours, or persistent cough within the last 7 days.

I agree to inform UP in advance if my pet has fleas, ticks, or any type of parasite, as they can lead to health concerns for dogs and humans. If my dog requires flea/tick treatment from UP, I understand I must arrive at the facility upon opening (to minimize the risk of affecting other dogs) and agree to pay any/all additional charges for flea/tick removal.

Emergency Veterinary Care

Should my dog(s) require veterinary or medical treatment while at UP, I authorize UP, its agents and/or employees to seek immediate vet care, using either my preferred vet on file (if open/available) or the nearest 24-hour animal hospital. I understand all vet care, medical, or other treatment costs are my sole responsibility.

Daycare Requirements

Potential daycare guests must undergo a temperament evaluation prior to admittance, at no charge. Any dog engaging in daycare must be spayed/neutered and may be corrected and/or given a time-out if they display harmful or nuisance behaviors. UP staff will place my dog in the play group most appropriate for him/her based on age, size, energy level, etc. UP reserves the right to remove or refuse admittance to any dog if they do not meet the health and temperament requirements laid out in this contract.

Grooming at Uptown Pup

Grooming services are by appointment; drop-off is between 7-9am M-F and 8-10am Sat. Late arrivals will be rescheduled. A \$25 no-call/no-show fee will be charged for appointments not cancelled 24+ hours in advance.

De-Matting/Shaving Release

Matted coats grow tight and can suffocate, irritate, infect, and tear the skin. Dematting is painful and strenuous for the dog and groomer and will be charged an additional \$65/hour. Shaving out matts is easier on the dog, but also has side effects. I understand the risks associated with shaving/dematting procedures, including but not limited to: nicks, cuts, abrasions, itchy skin, redness, self-inflicted irritations or abrasions, failure of hair to regrow, skin sensitivity to sun/cold weather, and behavioral changes such as anxiety, aggression, lethargy, discomfort.

Grooming senior and other special animals

Being away from its owners can be stressful for any animal, but especially senior, sick or shy/fearful dogs. Because these dogs have a greater chance of injury, they will be groomed for cleanliness and comfort, and UP reserves the right to refuse/stop services for anxious, aggressive, or unmanageable dog(s), and charge a handling fee, in addition to the regular grooming charge.

Customer Satisfaction

A groomer will speak to you about you and your dog's specific needs before each service. If for some reason you are not satisfied with your service; we will fix your originally requested service at no additional cost, **within 3 days** of the original service.

Accidents & Injuries

I understand the boarding, daycare and grooming environment can be stressful, especially for senior and sick dogs and young puppies, and I acknowledge my dog may exhibit symptoms such as, but not limited to, anxiety, fatigue, licking/chewing, reduced food intake, weight loss, and/or loose stool during or following his/her stay. UP staff will notify me if the above signs and symptoms occur while my dog is at the facility. The UP staff is trained to provide the highest quality of care to guests, but I acknowledge accidents and anxiety can still occur.

I acknowledge the risks involved in dog boarding, daycare and grooming (including but not limited to: the above conditions as well as cuts, scratches, illnesses, nips) and hereby release and agree to hold harmless UP, its owners, members, employees and agents from any and all liability, claims, suits, actions, loss, injury or damage of any nature, which I or my dog may sustain or cause.

I understand that this form will automatically apply to any and all additional pets acquired by myself, in perpetuity, unless otherwise notified in writing by UP.

Printed Name _____

Signature _____

Date _____