



Policy Agreement and Release of Liability

I, _____, agree to abide by all stated policies for any service(s) my dog(s) receives at Uptown Pup LLC ("UP").

Leash Policies

I understand and agree my dog must be leashed and collared when in/around UP. I am solely responsible for the safety of my dog and others, unless UP staff has control of my dog. I understand UP does not permit the use of prong, choke, and shock collars, or retractable leashes, due to risk of injury to my dog or others.

Vaccine Requirements

I agree to keep my dog updated for rabies, distemper/parvo, canine influenza virus (CIV), and bordetella (canine cough) vaccines and provide proof of said vaccines from a licensed veterinarian. I understand UP may refuse services if I have not provided current vaccine records.

Health & Behavior Requirements

I agree to inform UP of any concerns with or changes to my dog's health/behavior status and agree 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 fully inform UP if my dog has ever bitten/attacked a human or another dog or has tendencies to display any other concerning behaviors. I understand UP may refuse service and/or charge cleaning/handling fees if my dog visits the facility with symptoms of contagious illness or displays reactive behavior toward UP staff. I will inform UP in advance if my pet has fleas/ticks/parasites, as they can lead to health concerns for dogs & humans. If my dog requires flea/tick treatment from UP, I agree to arrive at the facility upon opening (to minimize risk of affecting other dogs) and agree to pay any/all charges for flea/tick removal.

Payment for Services

I understand UP requires a deposit for boarding and first-time groom appointments. I agree to pay in full for services provided prior to my dog's release from boarding, grooming, and/or daycare. I understand UP may require payment on a weekly basis for long-term (>3 weeks) boarding. I understand advance payment in full is required for day school, private training, and group training classes.

Veterinary Care Release

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 available) or the nearest 24-hour animal hospital. I understand UP will make every attempt to contact me if my dog requires urgent veterinary attention, and I agree to provide information for an emergency contact to act in my stead if needed. I understand all treatment costs are my sole responsibility.

Spay/Neuter Policy

UP accepts intact dogs for boarding, grooming, and training services. Dogs older than 6 months who wish to attend daycare must be spayed/neutered. I understand UP will not accept female dogs in heat for grooming services and may charge additional cleaning fees for boarding services.

Grooming at Uptown Pup

I understand grooming services are by appointment and late arrivals will be cancelled & rescheduled. I understand UP will charge a cancellation fee, based on a sliding scale, for appointments not cancelled 24+ hours in advance.

De-Matting/Shaving Release

I understand matted coats can grow tight and suffocate, irritate, infect, and tear the skin. I understand dematting is \$120/hour and can be painful for my dog, and if matting is extensive, my dog will be shaved for comfort. I understand the risks of shaving/dematting, including but not limited to: nicks, cuts, abrasions, itchy skin, redness, self-inflicted irritations or abrasions, failure of hair to regrow, skin sensitivity, and behavioral changes such as anxiety, reactivity, lethargy, discomfort.

Grooming senior and other special animals

I understand if my dog struggles with grooming services due to age, pain, or anxiety, he/she will be groomed for cleanliness and comfort. I understand UP reserves the right to refuse/stop services if my dog displays behaviors that present a danger to themselves or the groomer, and charge a handling fee in addition to the regular grooming charge.

Customer Satisfaction

I understand UP strives to provide the highest quality grooming services. I agree to inform UP if I'm not satisfied with my dog's haircut **within 3 days** of original service for my groomer to fix the haircut free of charge.

Illness, Accident & Injury Release

I acknowledge vaccines aren't guaranteed to be effective and it's possible for my dog to contract a variety of illnesses while sharing space with other dogs, and I assume all risk and financial responsibility related to contagious illness.

I understand boarding, daycare and grooming environments can be stressful, especially for senior and sick dogs and young puppies. 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 above signs and symptoms occur while my dog is at the facility. 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. I 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.

Dog Abandonment Clause

I understand that if I abandon my dog at UP **for more than 7 days after my provided pick-up date**, UP will, by default, become legal owner and guardian of the dog. I understand I am responsible for all boarding charges incurred during this process. I understand UP will have sole discretion to determine whether to rehome, adopt, or relinquish the dog to a shelter of their choice. I understand if I abandon my dog at UP, I may be unable to retrieve possession of my dog and will have no recourse against UP.

Media Release

I grant UP and its employees/representatives the right to photograph my dog and copyright/use/publish said photos for print or electronic media, including (but not limited to) social media and website use. I agree to inform UP in writing if I do not consent to public use of my dog's images.

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

Signature _____

Date _____