



Helping Paws BOARDING POLICIES AND CONSENT

Please request your boarding reservation then complete this Boarding Policies and Consent form. You need only complete this form ONE TIME.

Please note that completion of these forms does not guarantee a boarding reservation. Reservations must be requested and confirmed separately. Submission of your signature signifies your agreement with Helping Paws Boarding policies.

PETS ARE PROTECTED WITH VACCINATIONS

So that every pet boarding at Helping Paws is protected, we require that pets be vaccinated by a licensed veterinarian and current on baseline vaccinations. Proof of vaccination must be presented prior to admittance.

FLEA/TICK FREE FACILITY

Helping Paws is a flea and tick-free facility. Upon arrival, your pet will be checked for external parasites. If any are found, you will not be able to board until the problem is resolved.

FRESH FOOD AND WATER

Every boarding pet is provided with fresh water throughout the day and fresh food twice daily unless you request otherwise. Upon admittance we will ask you to tell us the quantity of food your pet eats and any other special instructions. If insufficient quantities of food are provided for the duration of your pet's stay, we will purchase the same food you have provided. The cost of the purchased diet provided by Helping Paws will be at your expense.

Emergency Services

Helping Paws does not provide veterinarian services. In case of an emergency, pets will be brought to their veterinarian listed on their profile during business hours by a Helping Paws employee. After hours, pets will be brought to the local on call emergency services veterinarian. All charges incurred are the responsibility of the pet owner.

MEDICATIONS

There is no additional charge to administer oral medication to boarding pets. Ample quantities of the medication, along with clear and concise, written instructions must be provided. If medications need to be refilled while a pet is boarding, they will be filled at your expense.

Pets requiring injectable medications (insulin, etc.) or pets experiencing an uncontrolled medical condition (uncontrolled seizures, etc.) will be charged a Med-Care fee in addition to normal boarding rates. Please call if you have any questions and for current Med-Care fees.

PERSONAL BELONGINGS

Every boarding pet is provided with clean, soft bedding daily, or more often as needed. When you provide personal items for your pet, every effort will be made to return them to you in the same condition, but we can make no guarantee against loss or damage.

We encourage clients to bring toys, treats and blankets to help their cat feel more at home. We do our best to label all belongings, but in some cases this is not possible. Also consider whether or not your cat is a good kennel keeper. Toys are often knocked out of the kennel, and blankets often end up in litter boxes. If you are concerned about belongings being lost or soiled, we will be happy to provide our own blankets, beds, and toys for your cat during their stay. Although we make every effort to keep track of your cat's personal belongings, occasionally items do get lost in the shuffle. Helping Paws is not responsible for replacing lost personal items.

BATHS AND OTHER REQUESTED SERVICES

Pets boarding 3 nights or more will receive a complimentary "freshen up" bath. You may request a paid bath in addition to the complimentary bath or with visits of less than 3 nights. A paid bath differs from a freshen-up bath in that paid baths are with a specially formulated shampoo, your pet spends more time in the tub being washed, and it includes a brush-out. Additional professional services may be requested while your pet is boarding with us. Frequently requested services include nail trims, and professional teeth cleaning. At every boarding visit, you will have the opportunity to request services, and let us know how/when you prefer to get your results.

AFTER-HOURS PICK UP AND DROP OFF

If you prefer to drop off or pick up your pet outside normal hours, you may do so by making those arrangements when you schedule boarding.

WHAT TO EXPECT DURING AND AFTER BOARDING

Every pet boarding at Helping Paws is provided with attentive care, clean bedding, fresh food and water every day. As time allows, our staff gives special individualized attention, hugs, and cuddles. Strange noises, smells, and the presence of other pets may produce anxiety in your pet which may result in an interruption to their normal eating, drinking, sleeping and bathroom habits. Sometimes diarrhea occurs; sometimes their appetite is off when they're with us. When your pet returns home he/she may have a temporary increase in eating or drinking, may immediately want to use the bathroom, and may sleep more their first day home. These behaviors are all normal and should not cause alarm. If any symptoms persist that worry you, please give us a call.

Boarding Your Cat Boarding can be a stressful event for cats and owners alike, but it does not have to be. At Helping Paws, we want you to be able to focus on your plans and leave the worrying to us. The following is a list of things you can expect during your cat's stay with us. What to expect of your cat: Cats react to being away from home in many different ways. For some, being in a new environment around other cats does not seem to faze them one bit. In fact, they may even enjoy their new adventure. Commonly, however, cats react to the situation by exhibiting temporary changes in their behavior. These changes are perfectly normal and easily managed by our staff.

Appetite Decreased appetite is common in many cats who board. Each boarder's food intake is monitored daily. If there is any concern about a boarder's appetite, we immediately offer more appealing foods. If that is not successful, one of the doctor's is consulted.

Attitude Changes in attitude toward staff and other cats are also common. When cats are away from home they become agitated easily until they adjust to new surroundings. Cats that seem to be friends at home may not appreciate each other's company during their stay. Our staff's goal is to make each cat's boarding experience as stress-free as possible. In extreme cases, this may mean separating cats or limiting their contact with strangers and each other.

Appearance Just as some people are better housekeepers than others, some cats are better kennel keepers than others. Each cat begins their day in a fresh, clean cage which is checked during the day to see if additional cleanings are necessary. In the meantime, however, some cats prefer to have their blankets in the litter box and their food scattered across the floor. Cats also tend to take their own little vacation from grooming themselves. It is not uncommon for a cat to have a slightly oily appearance or musky odor after an extended stay. Baths are an option, but, in most cases, once the cat is settled back in at home, they will begin grooming and have themselves back to normal within a day or two. What to expect of us: As mentioned before, our goal is to provide the most stress-free environment possible for your cat. This means

something different for each cat. Our boarders' health and well-being is our utmost concern, and, while our procedures are molded to suit individual cats' needs, here are some standard rules we follow.

Daily Monitoring For the duration of each cat's stay, a record is kept detailing weight, appetite, urine and stool. When abnormalities arise or persist, appropriate measures are taken to correct the problem.

Exercise Time Each cat is allowed time outside their kennel to play, stretch their legs and exercise each morning. As discussed, some cats become very stressed when handled or feel very vulnerable when exposed to the other boarders and tend to fare better when allowed to relax in their cage. Whether or not a cat is allowed to roam the boarding area is determined on an individual basis that is reassessed daily.

Evacuation Protocol

In case of emergency, Helping Paws is equipped with state of the art security and fire alarm systems. Should an evacuation be necessary, all owners will be notified to pick up their pets as soon as reasonably possible. For pets that are not able to be picked up, Helping Paws will provide reasonable services depending on the situation. Helping Paws is not responsible for injury or death that occurs as a result of natural weather occurrences for pets that remain in our care.

CLEANING PROCEDURES

OUTSIDE CLEANING AND MAINTENANCE

Outside play yards and walking areas are constantly monitored during use for feces. All feces should be immediately picked up and disposed of.

INSIDE CLEANING AND MAINTENANCE

Kennels are cleaned on an as needed basis during the day, with a deep cleaning occurring once a day to ensure health and well-being of the pets

GENERAL CLEANING

General cleaning occurs as needed. Every employee is responsible for ensuring a clean, safe and healthy environment for the pets in our care.

INTAKE PROCEDURES

Check-in/Check-Out:

Proper ID is required to check-in and check-out your cat. Dogs will only be released to the owner or to persons identified prior to pick up by the owner via written and signed documentation.

Travel Carrier: For the safety of our staff, customers, clients, and visitors, all cats are required to enter and exit the facility in a travel carrier.

ILLNESSES, INJURIES, ABANDONMENT

At each boarding visit, you will be given the opportunity to leave directions for the care of your pet should he/she become ill while boarding with us. All treatments/diagnostics performed on boarding pets are at your expense. Every effort is made to safeguard boarding pets, but Helping Paws will not be held liable for injuries, escape, or death that result from situations in which we took every reasonable precaution, including fire or weather-related emergencies. In the event a pet is unclaimed 10 days after the scheduled time of departure, despite reasonable attempts to contact the owner and/or agent of record, the pet will be considered abandoned and Helping Paws will have full discretion over the subsequent disposition of the surrendered pet. Abandonment does not relieve the pet's owner of all charges incurred while at Helping Paws.

Veterinary Care and Release

I understand and agree that if the need arises, emergency medical care for my pet will be sought from the Helping Paws, and I agree to pay all reasonable costs for such treatment. I understand that one of our team members will attempt to call me as soon as the situation is stable, at which time authorization for further care will be transferred to me.

I allow Helping Paws's staff to contact my veterinarian should any injuries or illness require medical attention. I agree that I am solely responsible for any medical expenses acquired for my cat(s).

Contagious Disease Option Though every effort is made to ensure boarding cats are free from contagious diseases, some contagious diseases have no vaccine, and cats are not fully protected against the viral respiratory pathogens due to the inherent limitations of these vaccines, even if their vaccinations are current.

MEDICAL RELEASE FORM This is a required form for all Every Doggie Has Its DayCare participants receiving services. First and foremost, the safety and well-being of your pet(s) is of the highest importance. Insuring that your pet remains safe and well cared for is our first responsibility and as such we take it very seriously. We do our best to have our pet parents screen for pre-existing health conditions but some factors may be beyond our control. In the event that a medical emergency arises while a pet is at our facility or participating in a service

that we provide it is imperative that we are immediately able to get them medical treatment at the closest available facility. We will call ahead to the veterinary offices in closest proximity geographically to us to insure they can handle the emergency present. Your pet will be rushed to the closest available facility for treatment and you will be notified. We notify the owner after we have secured a medical treatment center for the animal to avoid delays that may be caused by emotion on the part of the owner. Our goal is to get your pet medical attention as quickly as humanly possible, and any distractions may interfere with that process. For that reason, it is a requirement to have our pet parents sign this form. I understand that in the event of a medical emergency that Every Doggie Has Its DayCare, at its sole discretion, deems to need the immediate attention of a licensed veterinarian, I authorize Every Doggie Has Its DayCare to seek medical attention at the closest available veterinary facility. I further agree that I am financially responsible for any medical treatment my pet(s) receives as a result of a medical emergency while attending services provided by Every Doggie Has Its DayCare.

Changes

Helping Paws reserves the right to change policies, procedures, and services, and adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

Guarantee

We strive to be the best we can be, for both you and your cat. If you are ever dissatisfied with any service, please tell us. We will gladly work with you to ensure you are getting the service you deserve.

Photos and Videos

I give my permission for Helping Paws, to take photographs, and/or videos, and to use the images or videos of my cat in printed matter, internet sites, or other promotional or advertising capacities. Photographs and videos are the property of Helping Paws.

Reservation Cancellation Policy

Our boarding facility has limited kennels, and especially during high season time we are frequently at 90 - 100% occupancy. When we are at capacity, the lack of space may force us to turn away some clients for boarding. When clients pick up their cats early, cancel reservations, or change reservations without an appropriate amount of notice (at minimum 24 hours), it is frequently too late for us to fill the kennel space that we reserved for them because the clients that we turned away have already made other arrangements. This causes us to lose a tremendous amount of income because that kennel is then left vacant.

To avoid the loss of revenue as a result of no shows, untimely cancellations, schedule changes, and early pickups, we have implemented the following cancellation policies.

General Cancellation Policy

ALL CANCELED RESERVATIONS MUST BE PAID OVER THE PHONE, ONLINE, IN PERSON, OR A MAILED RECEIPT TO HOME

We require at the latest a 24 hour notice for cancellations or reservation schedule changes. When we are unable to re-book the space that is reserved for your cat due to lack of notice we will charge a \$20.00 cancellation fee for each kennel reserved. Clients that fail to provide us with at least a 24 hour notice for early pickups will be charged for the entirety of the scheduled reservation. We refund 100% of the cost of add-on services you've scheduled and prepaid. The remaining scheduled reservation is put on the client's **Helping Paws account** for future use at our facility.

Holiday/Summer Cancellation Policy

ALL CANCELED RESERVATIONS MUST BE PAID OVER THE PHONE, ONLINE, OR A MAILED RECEIPT TO HOME

If the client fails to follow through with the reservation made for any holiday or holiday weekend stay with at least a 48 HOURS NOTICE, the client will be charged 50% of the boarding fee. We refund 100% of the cost of add-on services you've scheduled and prepaid. The other 50% is put on the client's **Helping Paws account** for future use at our facility.

Holiday/Summer Early Pickups or Reservation Changes

Clients who reserve a kennel for holidays that do not provide us with a 48 hour notice for early pickups will be charged for the entire scheduled stay. Also, clients who have to change their reservation times without providing us with a 48 hour notice will be charged for the entire reserved time. THERE ARE NO EXCEPTIONS. The remaining scheduled reservation is put on the client's **Helping Paws account** for future use at our facility.

Boarding Reservation Changes

You may change your reservation and/or cancel it without penalty up to 72 hours in advance of the stay. Within the 72 hours, shortened stays are charged for the full reservation originally booked and overstays are charged an additional \$10 per night above the standard rate of the reservation.

Any cancellation/early departure request done outside business hours will be considered as being received the next day.

CONSENT TO BOARD

I do hereby consent to board my pet at Helping Paws. Submission of this form confirms that I understand and agree to the policies set forth in this brochure. I understand that with each boarding visit I will be asked to complete a Boarding check-in document which gives direction for my pet(s) care while boarding. I will not hold Helping Paws liable for consequences resulting from my directives. I further understand that Helping Paws will take the utmost care to follow my directives but that the safety of Helping Paws personnel, other boarding guests, and my own pet's safety will supersede my directives. I understand that I am financially responsible for all fees for boarding, products, and services for which I have given consent either in writing or verbally. I understand that in the event that I or my agent is unable to be reached, that Helping Paws has permission to do whatever is reasonable to safeguard the life of my pet and that I am financially responsible for those decisions.

SUBMISSION OF THIS FORM SIGNIFIES YOUR UNDERSTANDING OF, AND AGREEMENT WITH Helping Paws BOARDING POLICIES.

Print Name: _____ Signature: _____ Date: _____

Representative of Helping Paws: _____