



GUEST APPLICATION & CARE AGREEMENT FORM

UPDATED JUNE 2023

OWNER/GUARDIAN INFORMATION

LAST NAME _____ FIRST NAME _____

ADDRESS/CITY/STATE/ZIP _____

PRIMARY # _____ SECONDARY # _____

EMERGENCY CONTACT NAME/NUMBER _____

EMAIL ADDRESS _____ HOW DID YOU HEAR ABOUT US? _____

PET INFORMATION

NAME _____ BREED _____

COLOR _____ WEIGHT (lbs) _____ SEX _____

BIRTHDATE _____ AGE _____ SPAYED*/NEUTERED? (y/n) _____

*please note we do not allow female pets over 7 months of age that have not been spayed

VET & VACCINE INFORMATION

VACCINES* CURRENT? _____ VETERINARY CLINIC/HOSPITAL _____

VETERINARIAN NAME _____ PHONE NUMBER _____

ADDRESS _____

*vaccination records/proof of vaccinations must be received BEFORE your pet's arrival for daycare, boarding, or grooming

Please note the following mandatory vaccinations include:

-for dogs: DHLPP, Rabies, & Bordetella(every six months) Even with up-to-date Bordetella, there are some strains that are not covered & pets are at risk of contracting a virus at any time)

-for cats: FVRCP, Rabies

ADDITIONAL PET INFORMATION

HAS YOUR PET ATTENDED DAYCARE? _____ HAVE THEY BOARDED OVERNIGHT? _____

ANY ALLERGIES? IF SO, PLEASE LIST _____

ANY KNOWN DISABILITIES/INJURIES? IF SO, PLEASE EXPLAIN _____

ANY CURRENT MEDICATIONS? IF SO, PLEASE LIST THE NAME, DOSEAGE, & FREQUENCY FOR EACH MEDICATION _____

HAS YOUR PET BEEN SICK/INJURED IN THE LAST 60 DAYS? IF SO, PLEASE EXPLAIN _____

IS YOUR PET HOUSEBROKEN? _____

DOES YOUR PET EAT HARMFUL ITEMS (TOYS, ROCKS, POOP, ETC)? _____

DOES YOUR PET JUMP, CLIMB, OR ESCAPE FROM FENCES/BARRIERS? _____

HAS YOUR PET EVER EXHIBITED AGGRESSIVE BEHAVIOR? IF YES, PLEASE EXPLAIN _____

HAS YOUR PET EVER GROWLED AT/BITTEN ANOTHER ANIMAL OR PERSON? IF YES, PLEASE EXPLAIN _____

HOW LONG HAVE YOU HAD YOUR PET? _____ WHERE DID YOU OBTAIN YOUR PET? _____

DOES YOUR PET HAVE CERTAIN PLACES THAT THEY PREFER NOT TO BE TOUCHED? IF YES, PLEASE EXPLAIN _____

ARE THERE RESTRICTIONS TO BE PLACED ON YOUR PET'S LENGTH OF ACTIVITY? _____

DOES YOUR PET SHARE TOYS WITH OTHER PETS? _____

PLEASE LIST ANY ADDITIONAL NOTES/INFORMATION YOU WOULD LIKE US TO KNOW ABOUT YOUR PET HERE

FEEDING INFORMATION

TIMES PER DAY? _____ AMOUNT? _____ BRAND/TYPE? _____

ARE YOU ABLE TO REMOVE FOOD FROM YOUR PET WITHOUT THEM GROWLING? _____



GUEST CONTRACT TERMS

UPDATED JUNE 2023

This Application and Agreement constitutes a binding contract between Paws & Claws, LLC, A Tennessee Limited Liability Corporation (Paws & Claws), and the Pet Owner or Guardian (“Owner/Guardian”), whose signature(s) appear below:

Owner/Guardian agrees to pay the rate(s) for daycare, grooming, and/or overnight boarding at the rates in effect on the date the pet services are rendered. The Owner/Guardian agrees that all charges incurred shall be due and payable upon the departure of the pet(s) and that the pet(s) will not leave the Paws & Claws premise of 102 Taylor Industrial Blvd., Hendersonville, TN 37075, until all charges have been paid in full. In the event sums are owed to Paws & Claws, Owner/guardian agrees that all costs of collection, including court costs and attorney fees shall be the responsibility of the owner/guardian of the pet.

No pet may be abandoned at Paws & Claws. If a pet is left without any contact, instruction, or notification from the owner or guardian, and without any indication of the ability, willingness, or plans to retrieve the pet then, after seven days after the scheduled end of a boarding stay or daycare visit, Paws & Claws becomes the legal owner and guardian of the pet and will rehome or surrender the pet.

By signing this application/agreement, the Owner/Guardian agrees to and acknowledges the accuracy of all information provided to Paws & Claws, from the Owner/Guardian.

In the event that the pet should have an emergency or need any medical/veterinary attention for injury or illness during his or her stay, Paws & Claws is expressly authorized to engage the services of a veterinarian, and/or administer medicine, CPR, or any other requisite attention to the pet. All expenses related to said pet(s) medical attention, treatment, or cost of medications, will be paid in full by the Owner/Guardian.

Paws & Claws, is not responsible for any injury or death of the Owner’s/Guardian’s pet while on the Paws & Claws premise or in route to and from the facility.

FULL RELEASE & INDEMNITY: Owner/Guardian does hereby release and forever discharge Paws & Claws, LLC, and its officers, directors and employees (Paws & Claws) from any and all claims, actions, causes of action, demands, rights, damages, costs, expenses, loss of income and compensation whatsoever which the undersigned may hereafter accrue on account of, or in any way grow out of any injury or death of the Owner/Guardian's pet while on the Paws & Claws premise or in route to and from the facility or during the provision of care. Moreover, should a cause of action accrue to any other pet owner/guardian for any reason whatsoever against Paws & Claws LLC, by reason of the Owner/Guardian's pet while on the Paws & Claws’ premise, Owner/Guardian shall completely and absolutely indemnify and hold harmless Paws & Claws, its officers, directors and employees for any loss or damage, financial or otherwise, including costs and attorney’s fees, related to any cause of action which may be asserted against Paws & Claws, its officers, directors and employees by anyone on behalf of any other pet owner/guardian. Owner/Guardian does hereby release and forever discharge Paws & Claws, LLC, and its officers, directors and employees (Paws & Claws) from any liability if Owner/Guardian’s pet(s) escapes or departs the building or property in any manner including, but not

limited to jumping, digging out, climbing, running away, theft, or unauthorized removal. Owner/Guardian agrees to be solely responsible for any and all acts or behavior of the Owner's/Guardian's pet(s) while said pet(s) are in the care of Paws & Claws. Any damage to another client's pet from said pet, will be the sole responsibility of the Owner/Guardian.

Video/Audio or Any Electronic Device Recording: The Owner/Guardian agrees and consents to the video/Audio recording, photographing/ tapping and/or reproduction of any other manner of the likeness and/or activities of the Pet(s) and authorizes and allows Paws & Claws to make unlimited use of said reproductions: i.e. website, advertising, photography, social media, brochures, marketing manuals or materials, etc. It is fully understood and acknowledged that there will be no compensation in any form, including monetary, of said use, now or in the future.

I, the undersigned, hereby agree to and acknowledge that all the information I provided in this Application is accurate and complete, to the absolute best of my knowledge and I acknowledge that I have read, understand and accepted the terms stated above. I further understand that by signing this form, I am acknowledging ownership of or accepting guardianship and thereby consenting to financial responsibility for the pet named on this application.



Paws & Claws

GUEST POLICY MANUAL UPDATED JUNE 2023

Thank you for choosing Paws & Claws LLC (Paws & Claws) for your pet(s)' boarding, daycare, and grooming needs. It's our honor to take care of your pets! These Boarding and Day Care rules, which are subject to change, are part of the agreement you have with Paws & Claws for pet care.

Hours of Operation & Drop off and Pick up Times:

Monday-Friday 6:30am-6:30pm - All pets must be picked up and dropped off by 6:30 pm for daycare. After 6:30pm, a charge of \$1.50 per minute will be assessed. Any pets not picked up by 6:45 pm will automatically be considered boarding and be charged the respective boarding rate. Early Daycare Drop off prior to 7:30am is an additional \$5.00 charge per day with the earliest drop off being 6:30am.

Saturday – 7:30am-5:30 pm – All daycare and boarding pets must be picked up by 5:30 pm. There is no late pick-up after 5:30pm. In case of an emergency and with manager approval, a charge of \$1.50 per minute will be assessed for any pickup after 5:30pm, up until 6:00pm. Any pets not picked up by 6:00pm. will automatically be considered boarding and be charged the respective boarding rate.

Sunday – NO DAYCARE – Playtime and daycare on Sunday is offered to boarding dogs only. Drop off and pick up on Sunday is from 7:30am-9:30am and from 3:30pm-5:30pm. All Boarding pets MUST be picked up by 5:30pm. In case of an emergency and with manager approval, a charge of \$1.50 per minute will be assessed for any pickup after 5:30pm, up until 6:00pm. Any pets not picked up by 6:00pm will automatically be considered boarding and be charged the respective boarding rate.

Early Check In	6:30am - 7:30 am	\$10.00
Standard Check In	7:30am - 5:30 pm	No charge
Late Check In	5:30pm - 6:30 pm	\$10.00
Standard Check Out	7:30am - 12:00 pm	No charge
Late Check Out Monday-Friday	12:00pm - 6:30 pm	\$24.00
Late Check Out Saturday	12:00pm- 5:30 pm	\$24.00
Sunday Drop Off and Pick up	7:30am – 9:30am	No charge
	3:30pm -5:30 pm	\$18 charge if not picked up by 9:30 AM

Early and Late Pick-ups:

Please note that our staff is busy taking care of a high volume of pet needs, so we have to keep our doors locked and closed to the public during these times. We kindly request that you drop off and pick up only during our hours of operation; however, when there is an emergency the above rules apply. Like any hotel, we have check out times for boarding dogs. This is to ensure there are enough kennels available when new boarders arrive and that the kennels are thoroughly cleaned/sanitized for their new occupant.

Holiday Hours & Rates:

New Year's Eve	Closing early at 5:30 pm
New Year's Day	CLOSED
Easter	CLOSED
Memorial Day	CLOSED
July 4th	CLOSED
Labor Day	CLOSED
Thanksgiving Eve	Closing early at 5:30 pm
Thanksgiving	CLOSED
Christmas Eve	Closing Early at 5:30 pm
Christmas Day	CLOSED

During closed days, our staff is here tending to boarding dogs, but will not answer the door or phone

***An additional \$25 holiday fee will be charged for one night only of the following holidays and their adjacent weekends or school breaks, per kennel: (*This charge is only for one individual night – not for the entire stay*) - New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve & Christmas Day, Sumner County's Fall and Spring Breaks (for both public and private schools and college).**

If the holiday is not listed, then we are open regular hours.

Due to the volume of pets during holidays, we ask that new pets are brought to the resort prior to the week of the holiday. This will allow us to ensure your pet is as comfortable as possible and know how they interact in groups.

Deposits – Holidays, Spring, & Fall Break

Reservations encompassing these time periods require a **\$50 non-refundable deposit**, due at time of reservation. We cannot make a holiday reservation without a deposit. No refunds for deposits will be given except upon the death of a pet.

Items to bring when boarding: we accept only the following items for boarding pets—

Collars: Please note that we do not allow choke collars of any type. If you bring your dog in with any type of choke collar, you will be asked to remove it prior to us checking-in your dog. All dogs must have a collar with their first and last name on it, or on an adjacent name tag. We do not require other pets such as cats to have collars.

Food: We prefer that you supply your dog or cat with his/her regular food. Sometimes changing a pet's diet can disrupt their system. If you forget to bring their food or your pet runs out while in our care, we will provide food for an extra \$5 per day. All dry food must be either in a sealed container, or pre-packaged in individual zip lock bags. Please no huge containers if your pet is only staying a few nights.

PLEASE DO NOT BRING A LARGE CONTAINER OR BAG IF YOUR DOG IS ONLY STAYING A FEW NIGHTS—our storage is limited

Medicine: Please be sure to bring any of your pet's current medicine with clear instructions on how it should be given. If you would like to fill out this information on our Boarding Check-In Sheet prior to arriving, you can print this form off of our website pawsandclawstn.com under the tab "Requirements", then clicking on "Boarding Check-In Sheet". **Please do not put medicine in food.** We consider all vitamins, supplements, CBD chews, powders, creams, eye/ear drops, as medications and will treat them as such.

Treats: We will gladly give your pet any treats you would like to bring. Please let us know how many per day and what type if you have. **No raw hides, hard bones, or antlers.** These can break teeth and can also get stuck in a pet's throat.

Items that we DO NOT accept:

Beds and/or Blankets: We have an abundance of beds/blankets on hand at our facility for your pet's overnight stay and comfort throughout the night. We do not want to risk losing or damaging your pet's personal items.

Water and Feeding Bowls: Unless your pet requires a specialty feeding bowl like "slow-feeders," we will provide our own bowls. We have numerous bowls of all sizes for your pets' water and food needs throughout the day and night.

Toys, Hard Bones, Antlers, Raw Hides: In order to avoid a pet chewing or ingesting something during the night that potentially could be harmful or get lodged in their throat/intestines, we will not accept these items for boarding or daycare pets. Your pet's safety is always our top concern.

Crates: Due to limited storage at our facility, we are unable to accommodate crates or cat carriers.

Again, we do not accept beds, blankets, and crates.

Grooming:

If you want your fur baby smelling and looking good, we provide select services upon request including baths, nails, ear cleaning, tooth brushing, anal gland expression, trims and cuts. Full grooms need to be scheduled in advance (usually 2-4 weeks).

Lunch:

We have lunchtime during the day from 11am to 1pm. All small dogs go up for a rest during this time. We also provide lunch to any dogs (at the owner's request) for an administration cost of \$2.50 per pet. Please make sure your dog's lunch is labeled in either a zip-lock bag or container.

Special Needs (Extra Care) Dogs:

We believe that every dog that stays with us deserves immense love and attention. It's important that they also have a change of scenery and exercise. We will not leave any dog in its kennel all day. Even if they cannot be in the regular playgroups due to age, injury, size, or temperament, our facility has individual play yards and playrooms where the dogs can run, play, sniff, and hang out away from their kennel. Since this requires additional staff and time, we do charge an extra \$5 fee per dog for our Extra Care pets.

Most dogs under 6lbs, because of their fragile nature, are automatically considered an "Extra Care" dog and will get individual playtime in one of the unoccupied playrooms or play yards. This is for their own safety due to their smaller size. Our staff makes sure to give them individual attention, playtime, and affection!

Rotating Dogs:

For safety purposes, we limit the number of dogs at a time in our playroom, rotating groups every ~1-2 hours, so each pet receives sufficient playtime and well-needed rest in between. Please note that if we have a larger than normal boarding or daycare (typically during the holidays), rotation times may vary.

Small Dog Playroom:

Dogs that play in our Small Playroom (under 25 lbs) go up for naptime between 11am-1pm to ensure that they receive the necessary rest after playing for several hours. This is also a lunch break for daycare dogs that brought their lunch and boarding dogs that eat a mid-day meal.

Refusal of Service:

Although we carefully screen all applicants, occasionally we discover that this is not an appropriate environment for all pets. Paws & Claws reserves the right to permanently remove a dog from daycare or refuse boarding due to various behavior or health issues. Some of these include, but are not limited to rough play, aggressive behavior, humping, biting, excessive barking, digging, chewing, excessive hyper-activity, or nervousness while being boarding/ attending daycare.

Pricing and Rates:

Please check our front desk and/or website for current daycare and boarding rates, and any special offers on grooming. Prices are subject to change from time to time. Please also note that current rates are applied to the date of service, not the date of a reservation was made.

We base boarding prices on the dog's size--

Small- 1-25 lbs. Medium- 26-39 lbs. Large -40 lbs.-over

Daycare Packages:

Select daycare packages are offered at a discounted price. All packages are non-refundable and expire after **one year** from the purchase date.

I, the owner/guardian, hereby agree to and acknowledge that I have read, understand, and agree to all of the above terms, conditions, policies, and procedures of the customer policy manual.

Owner/Guardian Signature: _____

Owner/Guardian Name: _____

Owner/Guardian E-mail: _____

Pet Name(s): _____

Date: _____