



## CLIENT INFORMATION

PRIMARY OWNER'S NAME: \_\_\_\_\_

PRIMARY'S CELL: \_\_\_\_\_ PRIMARY'S EMAIL: \_\_\_\_\_

SECONDARY OWNER'S NAME: \_\_\_\_\_

SECONDARY'S CELL: \_\_\_\_\_ SECONDARY'S EMAIL: \_\_\_\_\_

HOME ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_

EMERGENCY CONTACT (OUTSIDE OF HOME): \_\_\_\_\_ PHONE: \_\_\_\_\_

---

**1<sup>st</sup> PETS NAME:** \_\_\_\_\_ **D.O.B:** \_\_\_\_\_ **BREED/MIX:** \_\_\_\_\_

COLOR: \_\_\_\_\_ WEIGHT: \_\_\_\_\_  Male  Female

Spayed / Neutered

Yes  No

On Medications?

Yes  No

Micro-chipped?

Yes  No

---

**2<sup>nd</sup> PETS NAME:** \_\_\_\_\_ **D.O.B:** \_\_\_\_\_ **BREED/MIX:** \_\_\_\_\_

COLOR: \_\_\_\_\_ WEIGHT: \_\_\_\_\_  Male  Female

Spayed / Neutered

Yes  No

On Medications?

Yes  No

Micro-chipped?

Yes  No

---

**3<sup>rd</sup> PETS NAME:** \_\_\_\_\_ **D.O.B:** \_\_\_\_\_ **BREED/MIX:** \_\_\_\_\_

COLOR: \_\_\_\_\_ WEIGHT: \_\_\_\_\_  Male  Female

Spayed / Neutered

Yes  No

On Medications?

Yes  No

Micro-chipped?

Yes  No

---

PET'S VETERINARIAN: \_\_\_\_\_ PHONE: \_\_\_\_\_

---

**Does your pet have any illnesses or injuries or anything else we should know?**

---

## CARE OF PETS

I, the undersigned, have asked Animal Oasis, to provide care services for my pet on an ongoing basis. I understand that, depending upon the arrangements I make with Animal Oasis, such care may include: (a) providing sanitary and safe quarters for my pet at Animal Oasis's facility on a day care or overnight basis; (b) providing transportation for my pet between my home and Animal Oasis's facility; (c) providing care for my pet in my home; (d) exercising and playing with my pet; and/or (e) properly and regularly feeding my pet. I understand that Animal Oasis, and its employees will exercise due and reasonable care in all matters pertaining to my pet. In consideration of these services, and as an express condition thereof, I hereby expressly waive and relinquish any and all claims, which I may have against Animal Oasis relating to the care of my pet, with the exception of claims arising from the negligence or willful misconduct of Animal Oasis or its employees.

I understand that the fee per visit to Animal Oasis's facility, as well as the fee for any transportation, home care, or other services, will be agreed upon prior to commencement of such services, and will be in compliance with the current prices for such services published on a separate price sheet. I agree to immediately pay for all services rendered. I understand that extended stays at Animal Oasis's facility (3 days or longer) will require a 50% credit card or cash deposit. I agree that if I fail to pay for Animal Oasis's, services as agreed, and Animal Oasis, is required to initiate a court action against me, the prevailing party in such action will be entitled to recover attorneys' fees.

In the event of inclement weather or natural disaster, including but not limited to acts of war, terrorism or gross negligence, Animal Oasis is entrusted to use its best judgment in caring for my pet and /or my home (in the case of private delivery or pickup of pets). I hereby expressly waive and relinquish any and all claims which I may have against Animal Oasis or its employees relating to decisions made in this regard.

## VETERINARY

By my signature below, I authorize Animal Oasis to obtain necessary emergency veterinary care for my pet at the veterinarian of its choice. If I cannot be reached in a timely manner, I authorize Animal Oasis to approve veterinary treatment (excluding euthanasia) as recommended by a veterinarian. I hereby expressly waive and relinquish any and all claims which I may have against Animal Oasis, its employees, or affiliates relating to such treatment, including claims related to transportation of my pet to a veterinarian or other necessary location. I agree to reimburse Animal Oasis for all expenses incurred in connection with such treatment, including food, medication and other supplies, and I agree to pay an additional fee to Animal Oasis for attending to such matters. I also understand that some pets, including my own, may be predisposed to certain injuries/and or ailments (e.g. thin skin that tears easily), and I agree not to hold Animal Oasis responsible for any related injuries.

I specifically represent to Animal Oasis that my pet is current on all vaccinations and that, to my knowledge, has not been exposed to rabies, distemper, or other disease within a period of thirty days prior to admission. I also agree to provide Animal Oasis access to all information on the health of my pet. I understand that having my pets in the company and environment of other pets may involve risks regarding the contraction of illness. I understand that even regular vaccinations cannot completely guard against illness or disease. While every effort is made to ensure that pets remain healthy, Animal Oasis is not responsible for any pets becoming ill. I understand that any misrepresentation regarding the sterilization of my pets may result in injury when they are placed in a cage free environment.

## INJURIES AND ILLNESSES

I understand that there are risks inherent in having my pet in an environment where the pets are not kept in cages. I also understand the special risks of having my pet around other pets including injuries and the possible contraction of illnesses. I understand that even regular vaccinations cannot completely guard against illness or disease, and that Animal Oasis cannot in anyway prevent, nor are they responsible for, any illness that my pet may contract. Every effort is made to prevent injuries and illnesses, but accidents do happen. I understand that it is not always possible for Animal Oasis to prevent injuries that may occur during off-leash activities or while grooming. Animal Oasis is not responsible for any injuries or expenses resulting from socialization or grooming. Pets participating in physical exercise may be injured by running, jumping, chasing, etc. I understand that I am legally and financially responsible if my pet causes injury to another animal, person, or property while in the care of Animal Oasis.

## AGGRESSIVE BEHAVIOR

Animal Oasis is committed to the safety of clients, personnel, and pets. I understand that it is my sole responsibility to notify Animal Oasis if my pet has ever displayed aggressive tendencies towards humans and/or pets at anytime. Failure to notify Animal Oasis in writing, prior to signing this contract, will automatically terminate this agreement. I further understand that Animal Oasis will use any means available to control a dangerously aggressive pet. I hereby expressly waive and relinquish any and all claims which I may have against Animal Oasis or its employees relating to actions taken to control my pet under such circumstances.

## EQUIPMENT & PROPERTY

I agree that I (or my homeowners' insurance provider, if applicable) will be financially responsible for any property damage caused by my pet (e.g., chewing fence, destroying a walls, etc.). **I understand that for my pet's safety, and the safety of others, my pet must be accompanied by a staff member and kept on a leash to and from my car when being dropped off or picked up at Animal Oasis's facility.** I understand that Animal Oasis is not responsible for any lost, damaged, or broken items such as leashes, collars, purses, vehicles, etc.

## PAYMENT

I agree that my pet shall not leave the premises until all charges have been settled by me. In the event of a check being returned for any reason, I understand that a \$30 fee will be assessed, and cash payment will be required to clear the balance. For extended stays at Animal Oasis estimated to exceed \$100 in cost, I understand that a prepayment of 50% is required, and that my credit card information must be on file at Animal Oasis. I authorize Animal Oasis to charge my credit card for additional payment as boarding and/or grooming progresses, per prior agreement between Animal Oasis and myself, as stated in this contract. Animal Oasis agrees to maintain the privacy and security of the credit card information it holds on file.

## CANCELLATION POLICY

Our general cancellation policy is as follows:

48 hour notice or more:	<b>100% refund less \$5.00 processing fee</b>
24 hour cancellation:	<b>50% refund</b>
No-show:	<b>No Refund</b>

Animal Oasis understands that unforeseen events and circumstances outside your control may arise, which may necessitate last minute changes in plans. Animal Oasis may, at its discretion, allow you to apply the cost of the canceled or missed reservations to Animal Oasis grooming, daycare, or boarding costs.

## MEDIA OWNERSHIP

Occasionally photographs or video is taken of pets under the care of Animal Oasis and/or enrolled in any of Animal Oasis's programs. I hereby release such media as the sole property of Animal Oasis and give Animal Oasis permission to use any such material for advertising or other promotional purposes.

## DAYCARE AND BOARDING POLICES

I understand that daycare and boarding hours are as follows:

**6:00 AM to 7:00 PM Seven Days a Week**

I understand that I must pick up my pet within 15 minutes of Animal Oasis's closing time for that day. Late pickups can be arranged for a designated fee of an additional \$15.00 per pet, and I understand that no pet may be picked up one hour past closing time on any given day, provided I have made previous arrangements with an Animal Oasis Manager. I understand that if I leave my pet past the designated one-hour that my pet will be boarded at Animal Oasis at my expense. I understand that under these circumstances that I will not be able to pick up my pet until the next day during normal operating hours, and that I will be charged according to currently published prices if my pet requires an unscheduled

overnight stay. I understand that I am responsible for informing Animal Oasis of my expected arrival time, and that I may incur additional daycare fees for services rendered.

### ABANDONED PET POLICY

I understand that I am responsible for retrieving my pet from Animal Oasis on a timely basis during normally scheduled business hours or by special appointment trainer following the completion of training and/or boarding. If circumstances arise which require me to leave my pet in Animal Oasis's care past the expected retrieval date, I understand that **I MUST CONTACT ANIMAL OASIS TO INFORM ANIMAL OASIS OF THE CONTINUED HANDLING OF MY PET.** It is understood that any pet left at Animal Oasis for more than 10 days after the expected pick up date, without appropriate payment arrangements, made will be turned over to a local animal rescue group or animal shelter at Animal Oasis's discretion, and Animal Oasis assumes no liability for the welfare of the pet after such point.

### RELEASE OF LIABILITY/ACKNOWLEDGEMENT

As the legal owner / agent of the above mentioned pet(s), having carefully read and fully understanding this agreement, do hereby waive and release Animal Oasis and its affiliates from any and all liability of any nature. This includes any injury, death, sickness or damage my pet may suffer during or resulting from any daycare, boarding or grooming. I also agree to indemnify and hold harmless Animal Oasis from any and all claims due to damage the pet may cause.

Any legal expenses incurred in defense or enforcement of this contract shall be my total responsibility.

I have read the entire contract, reviewed it for accuracy and understand its contents.

I have reviewed the attached **ANIMAL OASIS SERVICE CONTRACT** for accuracy, and I understand its contents.

---

**Clients Name (PRINT)**

---

**Client Signature**

---

**Date**