

DOG RANCH BED & BISCUIT

(Doggie Day Care & Doggie Night Care programs)

APPLICATION

PARENT'S INFORMATION

NAME: _____
(parent one) (parent two)

DOG(S) NAME: _____

ADDRESS: _____
Street City Zip Code

HOME PHONE: _____

WORK PHONE: _____ WORK PHONE: _____
(parent one) (parent two)

MOBILE PHONE: _____ MOBILE PHONE: _____
(parent one) (parent two)

MOBILE PHONE PROVIDER: _____ MOBILE PHONE PROVIDER: _____
(parent one) (parent two)

EMAIL ADDRESS: _____
(parent one)

EMAIL ADDRESS: _____
(parent two)

EMERGENCY CONTACT (other than owner): _____
(name) (phone number)

How did you hear about Dog Ranch? _____

Preferred Social Media: Facebook _____ Instagram _____ Other _____

CREDIT CARD INFORMATION (master card & visa only) - required for emergencies and nonpayment

ALL CREDIT CARD CHARGES ARE SUBJECTED TO A TRANSACTION FEE OF 3%

CARD HOLDER NAME: _____ CVC CODE: _____

CARD NUMBER: _____ EXPIRATION DATE: _____

BILLING ADDRESS: _____

DOG RANCH BED & BISCUIT – SERVICE CONTRACT

This agreement is by and between _____ "Client" and Chubbs Inc., a California corporation, dba Dog Ranch Bed & Biscuit ("Dog Ranch") in regard to the Doggie Day Care and/or Doggie Night Care program(s) doing business at 20401 Sun Valley Drive, Laguna Beach, California, 92651.

1. "Dog Ranch" has different prices for the Doggie Day Care and Doggie Night Care programs. The prepaid packages apply to Doggie Day Care only. If a Doggie Day Care package is purchased, any Doggie Night Care charges are additional. The 10 and 20 day Doggie Day Care packages expire after 6 months of nonuse. Packages are non-refundable and non-transferable. Doggie Night Care is charged on a calendar day basis and Doggie Day Care charges may apply depending on departure time the last day of the stay. Additional Holiday charges also apply on Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day, and New Years Day. _____ (initials)
2. "Dog Ranch" requires written confirmation of immunization against the following vaccinations: Rabies, Bordetella, Distemper, Hepatitis, Parvovirus, Parainfluenza and Canine Flu. I agree that my dog(s) is immunized against these diseases, and that I will keep the vaccines current while my dog(s) is in the care of "Dog Ranch". Proof of immunization is required every 12 months for all vaccines except Bordetella, which is required every 6 months. I further understand that even if my dog is vaccinated for Bordetella (Kennel Cough) there is a chance that my dog(s) can still contract Kennel Cough or any other communicable disease. I agree that I will not hold "Dog Ranch" responsible if my dog(s) contracts any communicable disease. In addition, Dog Ranch requires all dogs to have an annual intestinal parasite (roundworms, whipworms, tapeworms, & hookworms) & giardia test. I agree to have an annual fecal/giardia test for my dog(s). _____ (initials)
3. I also understand that it is required that my dog(s) be spayed/neutered (after the age of 6 months for males and 8 months, or before the first heat, whichever comes first, for females) to participate in "Dog Ranch" programs. _____ (initials)
4. If Client's dog(s) becomes ill or injured during a visit to "Dog Ranch", I authorize "Dog Ranch" to arrange **EMERGENCY** veterinary care, releasing "Dog Ranch" from all liabilities relating to transportation, treatment, and expense related to such veterinary care. I understand that "Dog Ranch" utilizes local veterinary facilities for veterinary care and I authorize "Dog Ranch" to engage the services of said veterinary facilities. If I cannot be reached in a timely manner, I authorize "Dog Ranch" to approve medical and/or emergency treatment as recommended by the attending veterinarian. I will reimburse "Dog Ranch" for any expenses incurred. I authorize "Dog Ranch" to use my credit card for any veterinary care/vaccines deemed necessary. _____ (initials)
5. I understand that it is required that my dog(s) is on a flea control program. If any fleas/ticks are found on my dog(s) I authorize "Dog Ranch" to utilize and & all corrective measures (flea bath, topical or oral medications - charges will apply) necessary. _____ (initials)
6. I (or my homeowners insurance) will be responsible for any injury (i.e. dog bites, scratches requiring medical attention) to "Dog Ranch" principals, employees, agents, or representatives, due to my dog(s) actions or the condition of my house/premises. _____ (initials)
7. I agree that if the wrongful misconduct of my dog is the cause of any injury or death to another animal or the cause of damage to the property at 20401 Sun Valley Drive, Laguna Beach, I shall be fully legally responsible for the cost of any such injury, death, or damage. I agree to fully defend, hold harmless and indemnify "Dog Ranch", its principals, employees, agents, representatives, successors and assigns for any costs, losses or legal expenses incurred in the defense of any personal injury or any other claims, including claims for negligence, brought by myself or a third party arising from or related to my actions or the wrongful actions of my dog while on the premises or in the custody of "Dog Ranch". _____ (initials)
8. I understand that Dog Ranch" is located in a residential neighborhood. I further understand that if my dog(s) creates a disturbance with constant/continuous barking and/or out of control play/running, the "Dog Ranch" reserves the right to take corrective action (i.e. separation, shaker, walk on a leash, Halti and in extreme cases a bark control device/training collar). _____ (initials)

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9. I understand that all dogs participating in the "Doggie Night Care" program are crated/enclosed during sleeping hours. I understand this action is taken by "Dog Ranch" to ensure that all dogs have an enjoyable stay. I understand that if my dog(s) tries to escape from the crate injury or death may occur and I agree to defend, indemnify and hold harmless "Dog Ranch" from any and all claims, causes of action and losses as a result of such injury or death. I also understand that during sleeping hours staff are not on the premises.

_____ (initials)

10. I am responsible for leaving an adequate supply of food (if the dog(s) is on a special/prescription diet) and/or medications for my dog adequate to feed/medicate it during the entire time my dog is provided care by "Dog Ranch". Should the food/medication supply need replacement, I authorize "Dog Ranch" to purchase replacement food/medication. I authorize Dog Ranch to use my card on file or I agree to reimburse "Dog Ranch" for the cost of the food/medication as well as a \$15.00 replacement fee.

_____ (initials)

11. Client understands and agrees that they assume all risk of illness, punctures, cuts, tears, death, disease, injury, nicks, scratches, sprains, sore paw pads from play on solid surfaces, problems related to ingesting and stepping/laying on materials (organic and inorganic) found outdoors, escape from the facility/shuttle vehicles, canine cough or other viruses/bacteria/parasites, harm or otherwise to their pets during "activities" their dog may participate in, including but not limited to daycare, boarding, grooming, shuttle service, and all other activities provided by "Dog Ranch", plus movement within and outside the facility and transportation, if applicable, to and from 20401 Sun Valley Drive, Laguna Beach. Client further understands that not each and every potential risk can be listed above, therefore Client hereby voluntarily releases, forever discharges and agrees to defend, indemnify and hold harmless "Dog Ranch" and its agents, successors, heirs, Dog Ranch clients and assigns from any and all liability claims, demands, actions, or causes of action, which are related to, arise out of, or are in any way connected with the wrongful misconduct the client's dog(s) participation in activities (Doggie Day Care/Doggie Night Care, etc.) at 20401 Sun Valley Drive, Laguna Beach, CA.

_____ (initials)

12. If my dog(s) is not picked up by the end of the business day (6:00 pm Monday through Friday and 5:00pm Saturday) or scheduled pick-up time, I hereby authorize "Dog Ranch" to take whatever action it deems appropriate for the continuing care of my dog(s). I also understand that my dog(s) must be dropped off by 12:00pm for an overnight stay to avoid incurring a late arrival fee. I also understand that my dog must be picked up by 10am to avoid day care charges on the last day of boarding.

_____ (initials)

13. I will take responsibility for **PROMPT** payment of fees due to "Dog Ranch". All fees are due when services are rendered. I authorize "Dog Ranch" to charge the credit card I have provided if payment is not paid when due. This authorization includes payment to Dog Ranch or any payments for veterinary/medical services covered under items #4, #6, and #7. A 3% transaction charge (minimum \$1.00 and rounded up) is added to all credit card transactions as an "alternative payment channel convenience charge". A late charge of \$15.00 will be incurred after an account is past due for 10 days. A \$30.00 handling fee will be charged on all returned checks. I understand that any amounts still owing to the "Dog Ranch" after 30 days will be submitted for collection. Interest will be charged on any unpaid balance due after 30 days at the rate of 1.5% per month (18% per annum) with a minimum of \$1 and rounded up. I also authorize my credit card information to be saved for future use. I also agree to keep the credit card information updated.

_____ (initials)

14. I authorize my veterinarian to release all information regarding the status of the immunization/vaccinations/tests and medical conditions for my dog(s). The vaccinations/tests that are required by "Dog Ranch" are Rabies, Bordetella, Distemper, Hepatitis, Parvovirus, Parainfluenza, Fecal and Giardia. I also authorize "Dog Ranch" have any expired vaccines/tests updated at a vet of their choice.

_____ (initials)

15. I certify that my dog(s) has never harassed or harmed any person. If such an event occurs after the date on the application, "Dog Ranch" personnel must be notified the next time your dog participates in Dog Ranch programs.

_____ (initials)

16. I have disclosed any & all medical conditions and certify that my dog(s) does not have a medical condition that would preclude him from Activities at "Dog Ranch". "Dog Ranch" is not liable if my dog is injured or death occurs due to any undisclosed medical condition.

_____ (initials)

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17. I agree that my dog(s) may be videotaped, photographed, and/or recorded and I understand that "Dog Ranch" shall be the exclusive owner of the results of said actions.

_____ (initials)

18. I agree that my dog(s) must complete a minimum of three days of day care before being permitted to participate in the overnight program. Additionally, to maintain this qualification all dogs must participate in day care at least once a month to stay eligible for the overnight program. I agree that I will make up any missed day care up to a maximum of three days. If all the missing day care is not completed prior to boarding then I understand that I will pay for any missed day care at the full day rate.

_____ (initials)

19. I agree that I, nor anyone acting on my behalf, will not disparage or denigrate "Dog Ranch" (the company and employees) orally or in writing. This includes, but is not limited to, publish, post, or otherwise release any material in written or electronic format, make speeches, gain interviews, or make public statements that mentioned the company, its operations, clients, employees, products or services. For purposes of this agreement, the term disparage includes without limitation comments or statements made in any matter or medium in the press and/or the media about the company which would adversely affect any manner of the conduct of the business of the company, without limitations to the company's business plans or prospects or the business reputation of the company.

_____ (initials)

20. I acknowledge that the existence and the terms of this Agreement/Service Contract and any oral or written information exchanged between the Client and "Dog Ranch" in connection with the preparation and performance of this Agreement/Service Contract are regarded as confidential information. Each party shall maintain confidentiality of all such confidential information, and without obtaining the written consent of the other party, they shall not disclose any relevant confidential information to any third parties (i.e., social media, marketing, internet). This Section shall survive the termination of this Agreement. The parties to this Agreement/Service Contract agree that each shall treat as confidential all information provided by a party to the other party regarding the "Dog Ranch" business and operations.

_____ (initials)

21. I understand that the terms of this service contract will be periodically updated. I am responsible for checking online or with management regarding any changes to the service contract. I also understand that I am required to abide by any future updates/changes to the service contract.

_____ (initials)

I have reviewed this service contract for accuracy and understand the contents and requirements set forth in the Dog Ranch Bed & Biscuit ("Dog Ranch") Service Contract. I agree to abide by all the terms set forth in this contract. I understand that this is a legally binding contract between Client and "Dog Ranch" and covers all dogs in owner's possession. If a dispute arises between "Dog Ranch" and client, then, upon request of either party, it will be resolved by arbitration by the American Arbitration Association in Orange County, CA. Judgement upon any reward rendered by the arbitrator may be entered in any court of competent jurisdiction. It is agreed between the parties that there are no other agreements or understandings between them relating to the subject matter of this service contract. This service contract supersedes all prior agreements, oral or written, between the parties and is intended as a complete and exclusive statement of the agreement between the parties. No change or modification of this service contract shall be valid unless the same is in writing and signed by both parties. This service contract shall be construed in accordance with and governed by the laws of the State of California.

DATE: _____ CLIENT'S SIGNATURE: _____

Revised 08/12/2024

(electronic signatures not accepted)

Welcome to Dog Ranch!!!

We look forward to having your dog join us in our Doggie Day Care & Doggie Night Care programs. The following requirements are often overlooked by dog parents excited to get their dog enrolled for their first day of play, so we just want to make sure that the following requirements/policies are understood.

1. **MONTHLY DAY CARE REQUIREMENT** - All new dogs must complete **three** days of day care prior to an overnight stay. Additionally, to maintain this qualification all dogs must participate in day care at least once a month to stay eligible for the overnight program. This requirement is to ensure your pups comfort and safety by staying acclimated with the staff and your pup's friends here at Dog Ranch.
2. **OVERNIGHT CHECK-IN TIME** - All dogs must be here by **NOON** for an overnight stay. A late charge applies for dogs arriving after NOON. Additionally, on the last day of stay dogs may be picked up **AFTER 8:00am** only (8:30am on Saturdays).
3. **VACCINES** - all required vaccines and tests need to be kept updated and when updated it is your responsibility to have your vet email/call us with the current information.
4. **PAYMENT** - Payment is due the same day services are rendered. A 3% transaction charge (minimum \$1.00 and rounded up) is added to all credit card transactions as an "alternative payment channel convenience". Please pay by check or cash each visit to avoid this charge.

I have read and understood the above requirements. I understand that a copy of my signed application is available upon request.

Client Signature
(electronic signatures not accepted)

Dog Ranch Night Care Policy

At Dog Ranch Bed & Biscuit, what make us different from all of the other day care/boarding facilities is our monthly day care requirement to stay eligible for boarding. Most facilities will take in a dog for boarding without knowing them (they don't require day care prior to boarding). No other facility invests as much effort as we do in getting to know the dogs that come here. For instance, if a dog is panting are they hot or excited? If they are not eating their food is it because that is normal for them or because they are developing pancreatitis? Do they usually drink a lot of water or are they getting bloat? These are all issues that are easier to diagnose when we are familiar with the dogs who are in our care. We want to be knowledgeable of the dogs that are participating in our day care and night care programs. This means getting to know their personalities, likes, dislikes, favorites dogs to play with, temperament, feeding/drinking habits, etc. This cannot be accomplished if your dog is only here sporadically.

In addition, it is important for dogs to attend day care so that they develop good exercise tolerance and immunity. This way they are less likely to get digestive issues or come down with an illness during or after their boarding. Based on our experience, the dogs who are here daily or weekly do not get sick or have digestive issues when staying overnight.

In order to stay qualified for the *Doggie Night Care* program all pups must participate in day care (or night care) at least **once a month**. More often is preferable.

This requirement also helps to ensure that your dog remembers the staff and his/her doggie friends so that when they do come to stay the night they are happy and comfortable.

Dogs are pack animals and from their perspective they like to stay familiar with their "pack" or in this case, their Dog Ranch family. The reason we have this requirement is because your dogs wellbeing and happiness is always our top priority.

Client Signature
(electronic signatures not accepted)

DOG'S INFORMATION

NAME: _____ GENDER: _____
BREED: _____ COLOR: _____
AGE: _____ DATE OF BIRTH _____
SPAYED/NEUTERED: YES _____ NO _____ APPROXIMATE WEIGHT: _____

VETERINARIAN'S INFORMATION

HOSPITAL NAME: _____
ADDRESS: _____
PHONE NUMBER: _____

SOCIALIZATION INFORMATION

Is your dog friendly with other dogs? Yes _____ No _____

If no, please explain: _____

Is your dog friendly with strangers? Yes _____ No _____

If no, please explain: _____

Has your dog visited other dog day care facilities, dog parks or beaches? Yes _____ No _____

If yes, please explain: _____

Do you currently use another dog service provider? Yes _____ No _____

If yes, please list: _____

Has your dog ever bitten or been bitten by another dog? Yes _____ No _____

If yes, please explain: _____

Does your dog react negatively to big or small dogs? Yes _____ No _____

If yes, please explain: _____

Is your dog food/leash/toy aggressive? Yes _____ No _____

If yes, please explain: _____

Can you dog jump/climb over 4'6" high fences? Yes _____ No _____

If "yes" then an open play facility will not be the right fit for your dog

Has your dog had a negative experience at another dog facility, vet, groomer, etc.?

Yes _____ No _____

If yes, please explain: _____

HEALTH INFORMATION

Does your dog have any health issues? Yes _____ No _____

If yes, please explain: _____

Please list all allergies (food, medication, vaccines, environmental, bees, etc.):

Please list all medications & supplements: _____

For grooming or bathing does your dogs have any skin conditions, ear conditions or special needs?

Yes _____ No _____

If yes, please explain: _____

BOARDING INFORMATION

We always recommend that you provide your dog's own food for any boarding stay to avoid any gastrointestinal upset. We can also provide Solid Gold Lamb & Rice if you do not want to provide your own dogs food. We charge \$2-3 per meal.

Desired Feeding Schedule: Breakfast _____ Lunch _____ Dinner _____

Your dog's regular diet:

Dry: _____

Canned: _____

Frozen/Lightly cooked/home prepared: _____

Treats: _____

Is it okay to add Dog Ranch provided canned food if your dog is not eating? Yes _____ No _____

Is it okay to give your dog **Rx Vitamins Clay** if your dogs stool is irregular? Yes _____ No _____

Is it okay to feed your dog **Solid Gold** if they run out of food during their stay? Yes _____ No _____

SHUTTLE INFORMATION *(if you plan to use Dog Ranch shuttle services)*

Will someone be home? Yes _____ No _____

Where would you like us to drop off your dog (in house, yard, etc.) _____

Will you be providing a key? Yes _____ No _____

Will you be providing code? Yes _____ No _____

Any special instructions for us when we deliver your dog home? _____

If you live in a gated community, please add **Dog Ranch** to the permanent entry list with no Monday to Friday restrictions.

We recommend that you are home the first time we drop off your pup so you can go over any special instructions.

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Client Copy

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DOG RANCH BED & BISCUIT

When you bring your dog in for the first day of play, please bring in the following

- Bordetella vaccine every 6 months
- Canine Flu Vaccine (H3N2) - may come after first dose
- DHPP (vaccine or titer) given on your vet's schedule (1 or 3 years)
- Rabies (vaccine or titer) given on your vet's schedule (1 or 3 years)
- Test RESULTS of a fecal/GIARDIA test done in the last 6 months
- Proof of spay for females over 9 months or neuter for males over 6 months (dogs may still attend dare care if they are intact and under the age limit for spay/neuter)
- Completed application

PLEASE NOTE: FOR THE 1ST DAY OF PLAY YOU MUST BRING IN PAPERWORK REFLECTING WHEN THE VACCINES WERE ADMINISTERED AND THE RESULTS OF THE FECAL & GIARDIA TEST.