



Stella Ruffington's Doggy Playcare
7003 California Ave SW
Seattle, WA 98136
206.932.RUFF (7833)

Owner Last Name: _____

Pets name: _____

Stella Ruffington's Pet Owners Policies & Procedures

In order to ensure the safety of your pet(s) and our other clients, we require that all Owners adhere to the following Policies and Procedures. Important definitions: Stella Ruffington/staff/we means any employee or staff member or volunteer working at Stella Ruffington's. Owner/Owners/you/your means just that: you the owner or owners. Pet/Pets and client/clients mean the animal or animals from your household that Stella Ruffington's is providing services for: your dog or dogs, cat, and on occasion your caged bird, ferret, hamster, bowled goldfish, etc. Services means: grooming, play care, daycare, boarding, etc.

Stella Ruffington Application for Client Services, Waiver of Liability, Medical Power of Attorney: Owners must have a complete, up-to-date and approved Stella Ruffington Application for Client Services, (or before 09/2010 a Stella Ruffington's Doggy Playcare Customer Information Sheet), Waiver of Liability and Medical Power of Attorney on file. **Note:** only one Stella Ruffington Application for Client Services and waiver is required per household; however each pet must be specifically identified, questions answered and documented. Waiver of Liability and Medical Power of Attorney must be in signed prior to any pet receiving services.

Behavior: All pet(s) must be non-aggressive towards pets and humans. Owners will certify their pet(s) have not harmed or shown any aggressive or threatening behavior towards any person or any other pet(s). Please remember that your pet(s) will be spending time with other pet(s) and the safety and health of the pack is our main concern.

Drop-Off/Pick-Up: Owners must provide written authorization to allow anyone else to pick up their pet(s), and people who are authorized by the owner(s) will be required to present valid picture identification to ensure the safety of your pet(s). Drop-off & pick-up of your pet(s) must occur during our business hours or as arranged. Pet(s) not picked up will be boarded overnight, and overnight fees will apply.

Feeding: If you would like your pet(s) to be fed during their stay, we request that you bring their regular food to avoid causing possible digestive issues (diarrhea, etc). We ask that your pet's food be labeled with your pet's name and any special feeding instructions (feeding time, amounts, adding water, elevating food, etc.). If you forget to bring your dog's food or you don't bring enough for their stay, we will gladly provide our premium house dog food or purchase your pet's food. Please let us know your preference. (Please note that changing your pet's regular food will most likely result in stomach distress). Also, we may provide our clients with chicken strips as treats throughout the day - please let us know on the Stella Ruffington Application for Client Services if you do not want your pet(s) to have any treats, or if your pet has allergies.

Stella Ruffington does not currently stock food for non-canine pets. If needed Owners agree to pay for any food purchased for their pet. Owners will be provided receipts and any remaining food purchased on their pet's behalf.

Health: All pet(s) must be in good health, and must not have fleas (we strongly recommend that your pet(s) receive some form of monthly topical flea treatment plan - please consult your veterinarian for more information about flea treatment options). If your dog has fleas upon arrival, we will give a flea bath. Owners agree to pay appropriate charges. Owners certify that their pet(s) are in good health and have not been ill with a communicable condition in the last 30 days. Pet(s) that have been ill with a communicable condition in the last 30 days will require a veterinary certificate of health to be admitted or re-admitted. Any pet(s) with signs of illness will be removed from daycare and will not be able to socialize with the other pets until this problem has been resolved. Owners will be notified as soon as possible if their pet is ill to make arrangements.

Interview/Evaluation: Your daycare, playcare, and boarding pet(s) must complete a one-time screening/ temperament test with a Stella Ruffington staff member to ensure that your pet's temperament is a good fit with our other furry clients (safety is our top priority, and aggressive or unfriendly behavior can be dangerous for both pets and staff members alike). Temperament tests MUST be scheduled with us in advance - please call ahead for availability (206.932.RUFF(7833)). The test will take about 20 minutes. Please note that we MUST have proof of current vaccinations in order to allow your pet(s) into any of the programs or services offered at Stella Ruffington. See Vaccination Policy Below.

Legal Stuff: Our Policies, Procedures, Services and Rates may change from time to time. While we will attempt to notify you of these changes, it is ultimately your responsibility to check back regularly so that you are aware of our most current Policies, Procedures, Services and Rates. We reserve the right to refuse service to anyone at our sole discretion.

Medication and Treatments: We are happy to give oral or topical medication to your pet(s), but require the following: all medications must be in their original container and must include your pet's name, the name and strength of the medication, and directions including dosage, number of times per day, how it is to be given, illness to be treated, areas to be treated, etc. Please let us know if your Vet has made changes to the original dosage as written. Any pet(s) with special needs may incur additional charges.

Grooming, Nail Trims, and Baths: While we will make every effort to groom, trim your pet's nails and/or bathe your pet(s) at your request, the health, safety and well-being of your pet(s) is our first priority. Some pets become anxious and overly agitated during grooming, nail trims & baths, and we will not perform these services if we feel that the pet's health and/or our staff's safety may be jeopardized. You will not be charged for services not performed.

Nametags & Collars: All dogs **must** be wearing a quick-release collar with a name tag and should be on a leash upon entry. No metal, pinch, choke, beaded or studded collars will be allowed in the grooming, daycare, playcare and boarding areas. House collars are available on a first come first serve basis. Other pets must be in a carrier, caged or bowled upon entry.

Reservations & Cancellation Policy: Reservations are encouraged, esp. for holiday stays. A fee equal to the one missed service will be assessed if cancellation notice is less than 24 hours. Stella Ruffingtons reserves the right to waive this fee at the business owner's discretion.

Payments and Fees: Payment is expected in full at time of services rendered. We accept Cash, Check, Visa, MasterCard, American Express and Discover. Any returned and/or unpaid item is subject to a \$35.00 fee.

Packages: Daycare and Boarding Packages are non-refundable. Stella Ruffingtons reserves the right to waive this fee at the business owner's discretion.

Risks: Owners understand that off-leash socialization and interaction between our canine clients is encouraged. Owners also acknowledge that all pet(s) are unpredictable in behavior, and are aware of the risks involved, and assume all risks.

Safety Issues: In order to maintain a safe play environment for all clients, any pet that misbehaves will be given a time-out from the grooming, daycare, boarding areas. Owners may not let their pets into any gated area. All pets must have prior authorization to be with our other clients.

Barking/Noise: Because excessive barking and other behaviors can escalate the intensity of the pack dynamic, we reserve the right to use any of the commonly used humane training tools if we feel it is necessary. In rare cases your pet may not be suitable for our environment. We will gladly refer you to other service providers.

Spay/Neuter: All dogs over 6 months of age must be spayed or neutered in order to socialize with the other dogs. Puppies younger than 6 months may be intact. Dogs older than 6 months of age that are intact will be kept in a separate area and will receive lots of staff love and attention and several walks throughout the day. Exceptions to this policy are at the business owner's discretion.

Vaccination Policy: All canine clients are now required by King County Health Department to have proof of current vaccinations and must have up-to-date vaccinations in order to be a Stella Ruffington client. Owners must submit written proof of current Distemper, Hepatitis, Parainfluenza and Parvovirus (DA2PP, DA2PP-C, DHLPP, DHPP), Bordetella (kennel cough) and Rabies vaccinations, or a current letter from treating veterinarian. For new clients, we **MUST** have proof of current vaccinations in order to allow your pet(s) into any of the programs or services offered at Stella Ruffington. You can either bring us a copy of your pet's vaccination, or simply have your Vet **fax** the records directly to us at **206.932.7843**. Please note: this is new for grooming clients.

Puppies under 6 months of age are required to have their second set of DHPP and Bordetella vaccinations, and are required to have their Rabies vaccination at 16 weeks of age. It is the ongoing responsibility of the owner to provide verification that vaccinations are current - we will make every effort to remind you before your pet's vaccinations expire.

What to Bring: Please bring a leash, a quick-release collar, any food or treats (no rawhides or greenies, please) and medication that you would like your pet to be fed/given throughout their stay. We supply beds and dishes. Please do not bring dishes, beds, toys, or anything that you would be sad to have lost, destroyed, or peed on.



Waiver of Liability, Medical Power of Attorney, Authorization and Acknowledgements

I, the undersigned owner of the pet(s) listed in the Stella Ruffington Application for Client Services (or before 09/2010 a Stella Ruffington’s Doggy Playcare Customer Information Sheet), do hereby release, indemnify and forever hold harmless Stella Ruffington’s Doggy Playcare, LLC., a Washington company (“Stella Ruffington’s”), its employees, officers, investors, agents, subcontractors, volunteers, customers, visitors and clients from any and all liabilities (including attorney’s fees) arising out of or connected with injuries, illness, loss, damage or other harm to myself, my pet(s), my property, and my clients and invitees which arise in any way out of services and/or products provided by or as a consequence of my association with.

I acknowledge that pet(s) are unpredictable in behavior, and I understand that injuries to my pet(s), myself, and my clients might reasonably be foreseen to result from my pet’s attendance and participation with Stella Ruffington’s. I am fully aware that Stella Ruffington’s encourages off-leash socialization and interaction of pets in its custody and care and accordingly I assume any and all risks related to Stella Ruffington’s performance of its services, including but not limited to bites, bodily injury, illness and disease, theft, falls, collisions with vehicles, natural disasters and death. I also agree to assume all liabilities, costs, damages, claims and expenses that may occur as a result of my or my pet’s actions.

If, in my absence, my pet(s) should be injured, become ill or suffer an ailment or is otherwise deemed by Stella Ruffington’s to require immediate medical attention, Stella Ruffington’s, in its sole discretion, is authorized to transport my pet to a veterinarian and in the unlikely event that I am unavailable for consult may make all veterinarian required emergency health care decisions, excluding any life ending or extending decisions on my behalf, and may utilize the services of a licensed veterinarian to administer medicine or give other requisite attention to the pet(s) at my sole expense. I hereby indemnify Stella Ruffington’s from any action, claim, demand or lawsuit (including attorney’s fees) arising out of or connected with any health care decision and charges made by any veterinarian caring for my pet(s). Owners must make payment arrangements directly with the treating veterinarian. Owner agrees to reimburse Stella Ruffington’s for any expense incurred and paid for on Owners behalf.

I hereby certify and represent that my pet(s) is in good health and has not been ill with any communicable condition in the last 30 days. I also represent that my pet(s) is current on its vaccinations as defined in the Vaccination Policy. I further certify that my pet(s) has not harmed or shown aggressive or threatening behavior towards any person or any other pet or animal. I further certify that I have not been contacted by Animal Control or other law enforcement agency in regard to my pet’s behavior in any jurisdiction. I further understand the Stella Ruffington’s must report any skin breaking dog bite to human or animal to the proper authority. For example in Washington State, Dogs, Dangerous Dogs and Potentially Dangerous Dogs are governed by Title 16 of the Revised Code of Washington.

I understand that Stella Ruffington’s reserves the right to refuse use of Stella Ruffington’s facilities or to rescind program and services rights for pets who, in Stella Ruffington’s sole determination, act aggressively, are undisciplined, evidence inappropriate behavior or who might otherwise be a danger to themselves, other animals or people. I certify and represent that all of the information provided to Stella Ruffington’s in writing or otherwise relating to myself and my pet(s) is true and correct. I further agree that if my pet in Stella Ruffington’s sole determination acts aggressively or is evidencing unsafe behavior to immediately remove my pet from the premises upon request. In the event I or my designee is unavailable I understand that Stella Ruffington’s reserves the right to contact Animal control or other law enforcement agency for the removal of my pet and hold Stella Ruffington’s harmless and do hereby indemnify Stella Ruffington’s from any action, claim, demand or lawsuit (including attorney’s fees) arising out of or connected to the removal of my pet.

I agree that my name and the likenesses of my family members and my pet(s) may appear on Stella Ruffington’s website, advertising, printed materials, promotional videotapes, news programs and/or other press, magazine, radio, television and/or internet coverage from time to time.

I specifically represent that I am the sole owner or agent of the owner of my pet(s), and that I am authorized to authorize services for the pet(s) and sign this contract. I will immediately notify Stella Ruffington’s of any changes to what I have represented above. I further agree to adhere to Stella Ruffington’s Policies and Procedures, and any and all verbal or written instructions pertaining to my pet. I hereby understand that all charges for services are due at the time the service is rendered and that I am financially responsible for all costs and fees incurred for services to include costs associated with the collection of monies owed.

*By signing below, I acknowledge that I have read, understand and accept the terms outlined in **Waiver of Liability, Medical Power of Attorney, Authorization and Acknowledgements**, in the **Stella Ruffington Application for Client Services** (or before 09/2010 a Stella Ruffington’s Doggy Playcare Customer Information Sheet) and in the **Stella Ruffington’s Pet Owners Policies & Procedures**, and I accept exclusive and sole responsibility for these and all other risks and release Stella Ruffington’s of all liability, no matter the cause. I also acknowledge that all services, rates, policies and procedures are subject to change without notice.*

Pet owner
Signature: _____
Printed Name: _____
Date: _____

Stella Ruffington’s
Representative: _____
Printed Name: _____
Date: _____

