



**URBAN WOOF NYC**  
**APPLICATION FORM**

Pet's Owner Information				
Primary Owner's Name:			Date:	
Email:				
Home Phone:		Mobile Phone		
Address:				
City:		State:		Zip:
People Authorized to Pick-up your Pet				
Name			Mobile Phone:	
Name			Mobile Phone:	
Pet Information				
Name			Birth Date:	
Breed:			Gender:	
Weight:			Color:	
Spayed / Neutered:      YES   /   NO				
Allergies or Medical Conditions? If so, please describe.      YES   /   NO				
Veterinarian Information				
Hospital Name:				
Doctor's Name:				
Phone Number:				
Email:				
Address:				
PAYMENT INFORMATION				
Type of Card:	VISA	Master card	AMEX	Discover
Name (as it appears on Credit Card):				
Card Number:				
<b>SECURITY CODE:</b>			Expiration Date	
Billing Address:				
City:		State:		Zip Code:

**Payment Authorization:** By signing below,

1. (1) I acknowledge that the information I provided on this application is true and correct.
2. (2) I hereby authorize urban Woof NYC LLC. to charge any balance for any services on my account prior to the services being provided or to any "Past Due" balance. I acknowledge that all payments are due prior to the services being provided.

3. (3) I also acknowledge with my signature that this is a valid authorization for Urban Woof NYC LLC. to charge the above listed credit card or any other card submitted to Urban Woof NYC LLC. for services or products that are provided or sold according to the policies of Urban Woof NYC LLC.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Urban Woof NYC Client Agreement and Release from Liability

#### Client terms

The term of this agreement begins on: (today's date) \_\_\_\_\_ and **ends 30 days after written notice of cancellation is given by the client.**

By signing this agreement and placing my pet in the care of Urban Woof NYC for any service, I certify the accuracy of all the information I have provided to Urban Woof NYC related to my pet.

#### Health and Behavior

I certify that my dog is in good health and has not had any communicable disease for the past 12 months and has no history of harming humans or other dogs. staying at Urban Woof NYC, UWNyc reserves the right to place my dog inside a cage, throughout the I understand that **if my dog is aggressive** while entire time that he's under UWNyc care, for the safety of other dogs and staff.

The client understands that **all pets must be** treated with flea, tick, and heart-worm preventative. Dogs cannot wear flea collars while attending the daycare. Client understands the dog's nails must be clipped/filed regularly for the safety of all our dogs and employees, if the dog's nails are found to be too long, Urban Woof has the right to cut or file if needed.

Clients understand that Urban Woof NYC LLC is not responsible for some health conditions that dogs might be exposed to while attending boarding or dog daycare. Urban Woof NYC LLC keeps our environment and surroundings clean and disinfected all the time. We also require that all dogs must be fully vaccinated and in good health conditions prior to attending our facility. Therefore, we are not responsible for some illnesses such as Canine Cough (Bordetella), Giardia, Canine Papilloma Virus (CPV), Canine Influenza, and more. Clients acknowledge that Urban Woof NYC LLC does not hold any responsibility, nor is liable for any illness and is not responsible for any medical bills.

#### Vaccinations Requirements

I understand that my dog is required to be fully vaccinated (**Rabies, Distemper, Parvo, and Bordetella**) and I will provide Urban Woof NYC with proof from my veterinarian. **I acknowledge that it is my responsibility to ensure that my dog continues to be fully vaccinated** and that Urban Woof NYC reserves the right to remove my dog from or deny entrance to the facility if he's not fully vaccinated. **Proof of vaccination for Bordetella, Distemper / Parvo and Rabies must be on file.** NYS law requires all dogs in facilities to have Bordetella vaccinations current within 12 months. Canine influenza (H3N8) is not required, but highly recommended. I understand that all dogs **must be** Spayed / Neutered by the age of 7 months.

#### Release from Liability

I understand that the leash / cage free environment at Urban Woof NYC provides dogs with the opportunity to play in close physical contact, including here their teeth and paws. I acknowledge that no amount supervision or personalized care by Urban Woof NYC Team, its agents or employees, can prevent the of possibility of injury or illness to my dog. ***I acknowledge that Client is solely responsible for any harm caused by their own dog while attending Urban Woof NYC activities or facility use. Client shall assume all financial responsibilities of such medical care, including but not limited to initial veterinary costs and additional follow up costs related to such injury. I acknowledge that Urban Woof NYC shall not be responsible, and I agree to hold harmless Urban Woof NYC, its agents, officers, employees, subcontractors, pet owners, customers, and potential customers from any and all liabilities, financial or otherwise, for any injury, illness, or ailment that my pet may incur while in the care of, as a result of services provided by, or as a consequence of my association with, Urban Woof NYC (including, but not limited to, those which may arise in the course of play, walking, training, grooming, or caused by the presence of other pets, or for any other reason or circumstance), except to the extent caused by gross negligence, bad faith, or intentional misconduct of the above named parties.***

***I acknowledge that Manager shall not be liable for personal injuries or property damage to any animal, person, or property, nor shall Manager be liable for any loss caused by theft, disappearances, vandalism, wrongful action, fire, water, natural disasters, any other cause whatsoever, unless any such loss or damage is due to Manager's willful wrongdoing or gross negligence.***

#### Injuries and Veterinary Care

**I agree to hold harmless,** make no claim against, and indemnify Urban Woof NYC and its agents, officers, employees, and subcontractors against any costs, damages, claims, or expenses (including veterinarian fees) that may result from an injury or illness to my pet, **except** to the extent caused by gross negligence, bad faith, or intentional misconduct of the above-named parties. I acknowledge that **I must assume all expenses or liability for injuries** that my dog may inflict upon any human or other pets while in the care of Urban Woof NYC LLC. I acknowledge that if presented with medical bills resulting from an injury or illness to my pet that are deemed to be my responsibility, I am responsible for payment, including initial veterinarian visit costs and additional follow-up costs associated with the specific injury or illness. I acknowledge that if injuries occur between dogs from a fight with no obvious aggressor, that requires emergency medical attention, the sum of all medical bills **will be split** 50/50 between both owners.

**All Urban Woof NYC facilities are used at clients' own risk**, and clients hereby wave any responsibility and liability for injuries to clients or client's dog are result of using any equipment, receiving services, or entering Urban Woof NYC. Client understands risks associated with entering a premise designated for dog's exercising and socialization. Dogs play rough. Any injuries incurred to dogs or clients **are not** the responsibility of Urban Woof NYC.

I acknowledge that dogs can receive minor injury from indoor and outdoor activities. **Any** problems that arise shall be treated as deemed best by Urban Woof NYC staff members at their sole discretion. In the event that member's dog becomes ill, sustains injury, or requires medical attention, Urban Woof NYC, in its sole discretion, **may take** the dog to an Animal Hospital. All such expenses incurred shall be the responsibility of the dog's owners. I acknowledge that Urban Woof NYC has the right to act on behalf of the client in obtaining emergency care at client's expense as deemed necessary by Urban Woof NYC and its staff.

#### **Consent for Medical and Other Care**

I authorize Urban Woof NYC, in its sole discretion, to do whatever is deemed necessary for the safety, health, and well-being of my pet while in the care of Urban Woof NYC. In the event of my pet becoming ill, injured, or my pet's health otherwise requires medical attention, I authorize Urban Woof NYC, in its sole discretion, to act on my behalf to obtain emergency or other medical care (including engaging the services of a veterinarian, purchasing medication, etc.), **at my own expense, to administer medication, and to give requisite attention to my pet.**

#### **Medications**

If your pet takes any medications, vitamins, or supplements that will need to be administered during his or her stay, please complete and present all medication forms. All medication that accompanies the pet must be in its original container clearly stating the type of medication and the dosage. Over the counter (OTC) medications can only be accepted along with a pet when accompanied by a veterinarian's dosage recommendation.

#### **Authorization for Payment**

I authorize Urban Woof NYC to **maintain my credit card information on file and to charge my credit card for purchases and services at the time when a reservation for when service is made, a package is purchased, my pet is checked in for service, the service is concluded, or, in the case of services performed over an extended period, at the time(s) agreed to by Urban Woof NYC. I authorize Urban Woof NYC to charge my credit card for any late fees or additional fees resulting from my pet's care at Urban Woof NYC at the conclusion of rendered services. Also, I authorize Urban Woof NYC to charge my credit card at the conclusion of rendered services, such as grooming, additional walk fees, transportation fees, and emergency medical fees, and costs related to injuries to other pets by my dog.**

**I authorize Urban Woof NYC to place a hold on my credit card for the total projected cost of scheduled services.**

I acknowledge that Urban Woof NYC will decline services to me and my pet if my credit card is declined by the credit card company for service charges, pre-billed reservations, or other fees, or if I have any **unpaid balance** resulting from services provided by Urban Woof NYC. I hereby authorize Urban Woof NYC to debit the following card for all monthly package fee and any applicable taxes each month. I acknowledge that if payment is declined, there will be a \$20 fee applied to my account.

If I leave my pet in the care of Urban Woof NYC for 30 days or more without payment or arrangements for payment agreed to by Urban Woof NYC, I understand that my dog shall be considered abandoned, and I transfer ownership of my pet and all rights thereto to Urban Woof NYC but acknowledge that I am still responsible for all charges incurred prior to such transfer.

#### **Sales Tax**

I acknowledge that the Manager is required to collect sales tax from clients. Client may be liable for sales Tax payable to the State of New York and City of New York. The payment of any sales Tax which may be due on account of the membership is the sole responsibility of the client. Notwithstanding, if Manager, is required by any taxing authority to collect Sales Tax, Manager shall collect such tax from client, said sum to be added to the client's monthly package fee set.

#### **Right to refuse services**

I understand that Urban Woof NYC, in its sole discretion, reserves the right to refuse any and all services or use of the facility for pets that in its sole determination, are deemed to be unhealthy, undisciplined, or aggressive, fails our standard health and temperament policies, or that otherwise are deemed to pose danger to our employees or other persons, themselves, or other pets in the care of Urban Woof NYC. Monthly packages can be revoked at any time for any reason at the sole discretion of Manager. Such as safety concerns, financial concerns, or inappropriate or uncomfortable situations, but not limited to.

#### **Cancellation Policy**

Clients understand that all cancellations for pre-paid services, packages and appointments must be made 24 hours prior to the service date. **50% charge** will be made for all cancellations requested exceeding this timeline. **\*Boarding services do not apply to cancellations 24 hours prior to the service date. Clients understand that 50% of the total schedule boarding will be charged if cancellation is made less than 1 week prior of the schedule arrival date. Clients understand that 100% of the total schedule boarding will be charged if cancellation is made less than 48 hours prior of the schedule arrival date. There are no refunds regarding boarding if client decides to shorten the length of an overnight stay. Clients understand that all prepaid services and packages are non-refundable.**

***Clients understand that monthly package fees for facility use, and services are non- refundable and non- transferred and are subject to a 30-day written cancellation notice. There is no refund or carry overs for unused session and services within the monthly packages. Monthly packages may not be transferred. Monthly and weekly services must be used during the designated week and month.***

#### **Dog Walking & Pet Sitting Services Agreement**

Urban Woof NYC's employees who provide dog walking and pet sitting services "outside" of Urban Woof NYC Day Care facility have an agreement with Urban Woof NYC LLC not to provide outside services directly to Urban Woof NYC's clients without our written consent, while during their employment with the Company, or after if they no longer work for the Company.

Client agrees that during the time of his terms and agreement, Client shall refrain from directly contacting or seeking services provided by Urban Woof NYC's employees for their dog other than through Manager. Client understands that all communications and requests regarding their pets should be done directly with Urban Woof NYC's Management. In the event of any violation of this provision, Manager reserves the right to immediately cancel and terminate Client's membership.

Client acknowledges that upon clients' approval, Urban Woof NYC's dog walkers will be allowed to walk your dog, during dog daycare and 24-hour care hours, with the purpose to relief the dog from his natural needs.

Client acknowledges that upon client's approval, Urban Woof NYC's dog walkers will be allowed to have access to client's house only during the Dog Walking time or during Pet Sitting services. Please make sure we have a written permission to access your apartment if you live in a doorman entry complex. Non- doorman residents are required to hand a set of keys for building and apartment's entrance.

#### **Consent to Use of Photographs and Videos**

I grant Urban Woof NYC permission to use pictures taken of my pet for business-related activities, including, but not limited to, advertising and marketing campaigns, website images, and other uses for promoting the services of Urban Woof NYC.

#### **Webcam access agreement**

I acknowledge that Urban Woof NYC's **webcam access is only provided to clients who have signed up for a monthly package**. I understand that clients are not allowed to share Urban Woof NYC's webcam images, or webcam access to third parties. I understand that Urban Woof NYC holds the right on its own discretion to alter any client's webcam access agreement or deny webcam access. In the case of the end of this agreement, I understand that I no longer will have access to Urban Woof NYC's webcam. Webcam access are provided for dog daycare package holders and are during working hours of 7AM-8PM from Monday to Fridays, 9AM-5PM on Saturdays. There is no access to webcam on Sundays or off hours.

Please keep in mind that we have 4 rooms for daycare. Only two of those have webcams. We hold the right to separate the dogs by size, energy and temperament. Thus, there is **NO GUARANTEE** your dog will be kept in one of those rooms to appear on the camera every time they are in daycare or boarding.

#### **Urban Woof Hours of Operations**

I understand Urban Woof NYC Dog Spa services hours are between 7AM – 8PM from Monday to Fridays, 9AM - 5PM on Saturdays, and by **appointment only** on Sundays. Thus, dogs not picked up by closing time will be charged \$20 after closing hours. If pet is not picked up after those hours specified above, the pet will remain for an additional night and the owner will be billed for the 24-hour Care service. 24-hour Care clients acknowledge that services are charged by night, and any dog that is picked up after 12PM at its check-out day, will be charged a dog daycare fee. Facility hours may be modified from time to time.

#### **Abandonment**

I understand that if I do not pick up my dog, Urban Woof NYC will proceed according to the guidelines provided by NYS laws 355, abandonment of dogs by owners, procedure for handling. I also acknowledge that I will be fully responsible for all attorney's fee associated costs if I abandon my dog

#### **Terms and Conditions**

I acknowledge that Urban Woof NYC in its sole discretion, reserves the right to modify or cancel any terms and conditions of this agreement. I understand that a 15 days' notice will be provided by Urban Woof NYC LLC to its clients informing any alteration in Urban Woof NYC's terms and conditions. It is further understood and agreed that the terms of this agreement can change at any time and will overwrite any and all prior signed contracts or releases.

#### **Service Rate & Promotions**

I acknowledge that Urban Woof NYC in its sole discretion, will adjust Urban Woof NYC's service rates every year according to the market and inflation. I understand that a 15 days' notice will be provided by Urban Woof NYC to its clients informing any service rate alteration.

I understand that Urban Woof NYC in its sole discretion, reserves the right to cancel any promotion, and that all promotions have a validation time.

#### **Health, Medical Problems and Senior Pets**

Grooming procedures can **sometimes** be stressful, especially for a senior or ill pet. This stress can expose hidden or pre-existing problems or aggravate a current one during or after grooming. The presence of an overgrown coat or severe matting can mask skin disorders, such as infections and/or hot spots. Because senior pets and pets with health issues have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in ways that will not add to their stress. **We will call** if the groomer feels that your dog's coat or skin problem requires additional treatment. In the best interest of your pet, this agreement **will give Urban Woof NYC permission to obtain immediate veterinary treatment for your pet should it be deemed necessary**. If we fail to reach you, we will take your pet to your authorized vet or to the nearest vet available. **It is agreed that all expenses for veterinary care will be covered by the pet's owner upon signing this agreement.**

#### **Mat Removal:**

Pets with matted coats need extra attention during their grooming session. Mats **can be** very difficult to remove and **may require** your pet to be shaved. When necessary, removing a heavily matted coat could include the risk of nicks, cuts, or abrasions due to folds of skin or small skin growths that become trapped in the matted fur. Moist skin and matted fur can also attract maggots which can cause severe skin inflammation and infection. **After effects** of the mat removal process **can include** itchiness to the skin, skin redness, self-inflicted skin irritations or abrasions and failure of hair growth. Shaved pets can also be prone to sunburn and should be kept out of the sun until the hairs grow back to enough length to protect the skin. Prevention is the best defense against matting by scheduling regular grooming appointments to keep your pet's hair- coat clean, mat-free, and healthy.

#### **Ownership**

Client specifically represents that he/she is the sole owner of the dog(s) herein, free, and clear of all liens and encumbrances. Client represents that it has the authority to register the dog(s) at Urban Woof NYC, and that no co-ownership of such dog(s) has raised objections thereto.

#### **Miscellaneous Provisions**

This Contract: (a) represents and incorporates our entire understanding and may be amended only by a signed written instrument; (b) will be binding upon and will ensure to the benefit of the successors, executors, administrators, heirs, representatives and assigns of the parties; and (c) is governed by New York law. Waiver of a breach of this Contract will not operate or be construed as a waiver of any subsequent breach of the same or any other provision. If any portion of this Contract is determined to be invalid or unenforceable, the remainder will be enforceable to the maximum extent possible. If any legal, equitable or other action, claim, or proceeding of any kind or nature (including appeals, enforcement of judgments and collection) is brought to enforce or interpret any provision of this Agreement, then the prevailing party will be entitled to its attorneys' fees and costs, in addition to any other relief to which it may be entitled.

By signing below, I acknowledge that I have read this Agreement and Release from Liability in its entirety and agree to the terms and conditions stated above. All terms and conditions of this Agreement shall be binding on their spouses, heirs, administrators, personal representative, and assignees of Member, manager, and Urban Woof NYC. This Agreement and Release from Liability shall be binding for each time services are provided by Urban Woof NYC for my pet.

#### **Urban Woof NYC's Safety Policies**

- All dogs older than 7 months **must be spayed/neutered**. Puppies under 7 months are exempted to do so. Must be **older than 4 months** to be able to receive dog daycare and boarding services.
- **All dogs must provide written proof** of current vaccinations and **must show** proof of expiration dates. **Required Vaccinations: Rabies; Distemper / Parvo; and Bordetella.**
- **Prior** to receive any dog daycare or boarding services, Urban Woof NYC **requires that all dogs attend an Evaluation Day**. The purpose of the evaluation day is to assess the temperament of your dog, to make sure that he/she can adapt to a cage-free environment and does not show any risk to other dogs or to him/herself. Also, to be able to analyze how we can better serve your dog, and in which dogs' group he/she belongs to.
- Clients **must** inform Urban Woof NYC regarding any aggressive behavior the dog might have had in the past towards other pets or humans.
- **No dog owners are allowed to hang-out or watch their dogs** playing **inside** the dog daycare. We hold this policy for the safety of the pets.
- Urban Woof NYC **provides** clean beds and blankets for our pets. It is **not allowed** to bring personal items while staying at the dog daycare or during 24-hour Care. Urban Woof NYC **is not responsible** for any personal items. **All dog owners must provide their pet's own food and medications.**