

DAYCARE & OVERNIGHTS

2603 Scranton Road
Cleveland, Ohio 44113

tel: 216.621.MUTT

fax: 216.373.4902



GROOMING SALON

2626 Scranton Road
Cleveland, Ohio 44113

email: tmh@themutthutt.com

web: www.TheMuttHutt.com

Since 2005 the mission at The Mutt Hutt is to provide a safe, fun and stimulating social environment for your dogs while they are in our care. We offer cage-free daycare, staff supervised overnight stays as well as full service grooming at our storefront located across the street from our daycare and overnight facility. To help ensure the safety and health of your pet and our other guests, we require all guests to comply with the rules and regulations outlined here and on our website. If you have any questions about our policies or services please call or email us at tmh@themutthutt.com and we'd be happy to answer your questions.

We pride ourselves on knowing your dog's personality, energy level, behavior traits and their limitations if they have any. We want you and your dogs to know us so be sure to introduce yourself to our many staff members as you meet them. We require all dogs to utilize our daycare or overnight services at least once every six months and in some cases may require attendance more often depending on your dog's personality and behavior traits. We believe in doing what is right for each dog who walks through our doors and are providing each client with individual feedback about their dog's experience and stay while in our care. In some cases you may never hear from us and in those cases we like to say "no news is good news" and other times we may find ourselves providing consultations to insure your dog is having a good experience.

Our primary focus is on daycare socialization while additionally offering our clients dogs a safe and enjoyable place for dogs to stay overnight. We are the only facility in Cleveland to offer cage-free overnights with 24/7 supervision. Yes, our staff stays in the building with your dog throughout the day and night so they are never alone! The demand for overnight care is high and therefore we are unable to offer clients the occasional "drop-in" overnight stay to clients who's dogs may not attend daycare and stay familiar with the facility.

Now that you are ready to enroll your dog at The Mutt Hutt please familiarize yourself with the enrollment process to insure your dog is eligible and ready to enroll before calling to make an appointment:

- ★ All dogs must be over the age of 5 months come in for an evaluation.
- ★ **All dogs must be spayed or neutered** with the exception of puppies. Females in season will not be able to attend daycare. We reserve the right to suspend attendance for any puppy that is not spayed or neutered by six months of age. Please be aware some hormones related to unaltered puppies disrupt the pack. We strive on having a controlled, balanced, quiet pack.
- ★ Before your dog enters of facility you must provide proof from your veterinarian they have been vaccinated against: **Distemper/Parvo** (DHPP), **Rabies** (1 or 3 year), **Bordetella** (injection or nasal) and the **Canine Influenza H3N2**. We recommend the dual strain Bivalent H3N2/H3N8 canine influenza vaccine. If a dog has a medical reason for not having vaccines your veterinarian may be consulted and enrollment will be approved by management prior to confirming your evaluation appointment.
- ★ An effective flea/tick preventative is required during flea season (suggested April-November). Flea collars are not acceptable with the exception of Seresto brand.
- ★ An effective monthly Heartworm preventative is strongly suggested required year round.
- ★ Owners must certify their pet is in good health and has not been ill with a communicable condition in the last 30 days. Upon admission, all pets must be free from any condition that could potentially jeopardize other dogs. Pets that have been ill with a communicable condition the last 30 days will be required to provide veterinarian certification of health to be admitted or readmitted.
- ★ All dogs must be non-aggressive with other dogs or humans. Owners must certify that their pet has neither harmed nor shown any aggressive or threatening behavior towards any person or other animal.
- ★ We will not tolerate excessive barking; it is very disruptive to the playgroup. Read more about our barking policy in the general rules.
- ★ For safety among the pack your dog's collars will be removed and stored before entering the play area. If you choose for your dog to wear a collar we may ask you to sign an additional waiver. We may find it necessary to use a martingale or slip lead style collar to communicate with or identify your dog in the pack. Other than your own provided collars or our martingale or slip lead style collar or leash including correction such as prong collars are NEVER used without advance permission from the client.
- ★ **All dogs must be checked into the facility by 10 AM regardless of staying for the day or overnight.** This is to help balance the energy levels of the entire pack and preserve the safety of the dogs in our care. We ask that you respect our policies as safety is our number one concern.

Ready to enroll? Here are the next steps:

- ★ Be sure to call your veterinarian to make sure your dog is up to date on the required vaccines as we would not want to send you and your dog home on the first day. Bring proof of vaccinations or ask your veterinary clinic to fax the vaccination records to 216-373-4902 or email them to tmh@themutthutt.com.
- ★ The cost to evaluate your dog is \$25. If you have a second dog enrolling on the same day the rate is \$45 for both dogs.
- ★ Enrollment includes up to a full day (up to 12 hours) of daycare with a consultation at the end of your dogs first visit with one of our senior team members who will provide an honest assessment and suggestions to set your dog up for success at The Mutt Hutt.
- ★ Please call 216-621-6888 to speak with us to schedule your dog's evaluation appointment. Evaluations are conducted Monday through Thursday with a one time only set check in and check out time. Be advised it may take up to two weeks' for your dogs initial evaluation appointment depending on the time of year or season your scheduling for.
- ★ Now that you've set your dog's evaluation appointment date download, print and completely fill out the enrollment forms.
- ★ Bring the completed forms along with your dog's veterinary records unless you've verified with us in advance we have received them.

You've got an evaluation date set.....what should you expect?

- ★ There is limited parking in front of our building however we share the same lot with our adjacent commercial neighbors to the south. If the four parking spots are full you are welcome to park next door, on the street or use the employee parking lot located across from our main building during check in and check out times only.
- ★ If our parking lot is busy that means our lobby is busy. Our lobby is quaint and we would prefer on for your first visit to enter our building when there is less activity. Even if your dog is super social on a leash other clients dogs may not be. May we suggest staying in your car or taking your dog for a quick walk to wait until the parking lot clears out. This will allow for your dog to enter the facility without being distracted or meeting other dogs inappropriately on their first day.
- ★ You know your dog best so we ask you to pay close attention to their behavior. Some dogs are naturally excited visiting new and unfamiliar places and others are hesitant and timid. Please be sure your dog's collar or harness is on properly when exiting your vehicle and entering our building. We ask that you do not use a retractable leash or have your dog meet other dogs in our parking lot or lobby.
- ★ When you arrive bring yourself and your dog inside to meet some of our team members and let them know you've got an evaluation appointment. As a safety measure we may find it necessary to take your dogs and secure he or she to a holding space beyond the lobby walls while we review your paperwork. Once your paperwork is checked and any questions you may have are satisfied it's our turn to make evaluate and make sure your dog has a good experience.
- ★ For just this first appointment we have set a check in and check out time and ask that you arrive for your appointment at the end of the day to meet with one of our senior staff members who will fill you in on how the evaluation went. If you are running late please call to let us know as we tend to have other consultations with clients picking up dogs and we want to make sure to have five to ten minutes with you before your dog goes home.
- ★ Based on your dogs first day we will give you our honest assessment and make suggestions for your dogs future visits to insure that they are set up for success. Typically we will follow up with new clients for the first three visits and after that will only follow up as needed or when asked. You can assume your dog is having a good time as if no news is good news!
- ★ Once your dogs is evaluated and a fit for The Mutt Hutt you are welcome to start making reservations for daycare. Not all dogs are ready right away for an overnight stay so please discuss this with one of our staff members in advance of booking an overnight stay.
- ★ If your schedule is consistent we offer "standing reservations" which allow us to pre-book your dogs daycare visits in advance for up to six months at a time. No need to ever call to book when you've booked a standing reservation in advance. We do ask that you call to cancel anytime you plan to skip a day or if you need to swap a day for another one. For more information ask our front desk team.
- ★ We will send you home from your dogs first appointment with a small packet of information to take home and read.

Some fun facts about The Mutt Hutt you should know.....

- ★ Our staff is experienced and trained for animal behavior. We manage personalities in the pack and not numbers of the pack. We take a lot of pride knowing each dog individually so that we can insure when you make a reservation for your dog to play or stay they have dog friends and the right energy for their own play style.
- ★ During the week we have a staff of three team members working with the dogs and two to four administrative and support team members in the building to help out if needed. During the weekends we staff accordingly to the needs of the pack and limit the administrative hours.
- ★ The interior playroom space is approximately 2500 square feet with concrete floors and overhead radiant heaters.
- ★ The outside yard is approximately 7500 square feet with smooth pea gravel, trees for shade, dog houses and seasonal play equipment including sprinklers, a large pool and smaller wading pools.
- ★ Although we are cage-free for safety we of course have a few kennels set up. The kennels are used to provide dogs breaks as needed or as they see fit (some dogs are great about self regulating and taking their own breaks). Overnight guests staying for longer stays tend to enjoy having private den space the kennels offer. We of course will do what is best for each dog and always encourage them freedom first.
- ★ We use Kuranda cot style beds to keep your dogs comfortable year round. We have our own blankets and sheets so there is no need to ever bring your own.
- ★ Savings is important to just about everyone so we offer packages for daycare and overnight stays. Inquire with one of our front desk team members about how you can buy in advance and save money for your dogs visits at The Mutt Hutt.
- ★ In addition to the many accolades, client referrals and online reviews The Mutt Hutt has been awarded "Best Pet Daycare by *Cleveland Magazine*, we received an Angies List Super Service Award, *Cleveland Magazine* readers picked The Mutt Hutt as "Best Pet Daycare" and COSE (Council of Small Enterprise) awarded us with one of the 2010 COSE 10 Under 10 winners. We were touched to be recognized by Ohio Citizen Action as the Grassroots Champion Award recipient at their 35th Anniversary celebration.
- ★ Secondhand Mutts, a local nonprofit dog rescue founded in 2007, has found homes for nearly 100 dogs a year most of whom are socialized at The Mutt Hutt and cared for by care of dozens of volunteer, foster providers and our staff.
- ★ We are very active with posting pictures and video on Instagram (@themutthutt) and the photographs are streamed to our website homepage. You are always welcome to ask our staff to take your dogs picture and we'll do our best to accommodate your request.

Please be sure to review the rest of this enrollment packet including reading in its entirety our general rules and policies, facility policies, the grooming release and the authorization release and waiver of liability. Please remember all dogs must check in by 10 AM regardless of their visit being for daycare or an overnight stay.

On behalf of my entire team we look forward to meeting you and your dog and we hope to have a lifetime relationship caring for your dog.



Becca Riker
Owner & Operations Manager



GENERAL FACILITY RULES & POLICIES

TOURS OF THE MUTT HUTT FACILITY

We realize that it's important for you to see where your dog is spending its day. We pride ourselves in having a controlled and quiet pack of dogs at all times. Having "strangers" (you) walk through our doors can upset the dogs and can erupt into a doggy dispute. Therefore we do not allow clients to walk onto our playroom floor. We do offer a sneak peak through our lobby window that will reveal the playroom floor. We provide lots of photographs on our website and post Instagram pictures and video often.

CHECK IN AND CHECK OUT POLICY: All dogs must arrive by 10 AM regardless of daycare or overnight care. For the safety of your dog(s), we require that you do not unleash your dog inside our lobby. Do not have your dog without the control of a leash or harness in our lobby. When you arrive to take your dog home we will bring your leashed dog to you. Daycare hours are 7am to 7pm weekdays, Saturday 8am to 6pm and we offer extended check out hours Monday through Thursday only until 9pm. All dogs scheduled to check out on Friday must be picked up by 7pm. Sunday we are open for check out's only from 8am to 6pm.

COLLARS AND LEASHES: For safety your dogs collars will be removed when your dog enters the play area of the facility. All dogs must have a collar or harness with an ID tag. If we are walking your dog outside of our facility or transporting your dog anywhere outside of our facility, we will make every effort to use the leash and collar you provide us with. We may find it necessary to use a martingale or slip lead style collar when transporting your dog outside of our facility. Equipment other than your own provided collars or our martingale or slip lead style collar or leash including correction such as prong collars are NEVER used without advance permission from the client. Should you chose to have your dog the collars you provide we require a signed waiver before admittance.

PAYMENT: Payment in full is required in advance and always before your pet leaves our facility. We accept checks, Visa, MasterCard, Discover, American Express and, of course, cash. Be advised if you have a debit card on file it will be charged and we will not be responsible for overdraft fees. Your credit card on file will be charged for services rendered unless you have notified us in advance to use an alternative payment method.

UNACCEPTABLE BEHAVIOR: The Mutt Hutt Ltd. reserves in its sole discretion the right to refuse to accept, or to reject upon acceptance, any dog who we believe would not safely integrate with the rest of the animals, or who we believe does not have an appropriate temperament to integrate into our environment. This includes, but is not limited to, aggressive, antisocial, overly active, overly anxious or physically ill dogs. We will always put what is best for your dog ahead of business. We will not tolerate excessive barking; it is very disruptive to the playgroup. If your dog is barking excessively, we will isolate your dog to attempt to stop the barking. In the event your dog continues this behavior we will consult you to discuss options to help solve the problem. If the problem persists we may find it necessary to suspend your dog from attending.

VACCINATIONS: All dogs are required to be fully vaccinated including distemper/parvo, rabies, canine influenza H3N2* and bordetella injection and provide proof thereof. We require a printout from your vet, which you can either bring in to us or have the vet fax directly to us. Please provide us with annual updates of your pet's vaccination records. It is your responsibility to make sure that your pet continues to be fully vaccinated while visiting The Mutt Hutt Ltd. We reserve the right to remove your dog from the facility if they are not fully vaccinated. *We recommend the Canine Influenza vaccine that covers H3N2 and H3N8.

FLEA & HEARTWORM PREVENTATIVE: All dogs must be protected against fleas during the non-freezing months (typically April-November). Seresto brand flea collars are the only flea collars acceptable for a collar preventative. Your dog may be inspected for fleas at our discretion. If your dog is found to have fleas we will quarantine your dog and require your dog be picked up from our facility immediately. We may also refuse service until proper flea protection is given and an inspection shows no fleas. If your dog contracts fleas while at The Mutt Hutt Ltd., The Mutt Hutt Ltd. is not responsible because proper flea protection is your responsibility. Although it is not a requirement we suggest dogs take a year-round heartworm preventative.

VETERINARY CARE: The Mutt Hutt Ltd. will use our best efforts if your pet becomes ill or injured. We will contact you and/or your vet immediately. If that is not possible, and we deem it necessary, we will seek immediate medical attention for your pet, at your sole expense, from the most readily available certified veterinarian. By signing our Authorization Waiver, you authorize The Mutt Hutt Ltd. and its representatives to act "as owner", at your sole expense, in the case of medical necessity. We encourage you to make payment arrangements with Gateway Animal Clinic or any other clinic we may use for veterinary care in advance. If payment arrangements have not been made and The Mutt Hutt Ltd. incurs the costs it will be your responsibility to immediately pay for any charges incurred by The Mutt Hutt Ltd. to your credit card on file.

SPAY & NEUTER POLICY: With the exception of puppies, The Mutt Hutt Ltd. does NOT accept dogs that are not spayed or

neutered. Should your dog inadvertently becomes impregnated, The Mutt Hutt Ltd. shall not be liable for any resultant litter, illness or medical expenses, or otherwise. Please help the pet population and spay or neuter your pet.

DAYCARE RESERVATIONS: To insure your dog has a safe and enjoyable experience, we have limited the number of dogs we allow for daycare and overnights. **All reservations are required in advance.** We ask that you make a daycare reservation as far in advance possible to insure we have space for your dog when you need it. The purchase of a daycare pass does not guarantee a space for your dog as a walk-in. Reservations always are strongly encouraged and recommended! We reserve the right to not admit your dog should space not be available. In the event your plans change, please call us to cancel your reservation so another dog can be admitted in your dog's place. Space is limited on or around major holidays.

DAYCARE HOURS

Monday-Friday: 7:00 AM – 7:00 PM *Extended hours until 9 PM Monday – Thursday available upon request for an hourly fee.*

Saturday: 8:00 AM – 6:00 PM

Sunday: Closed

EXTENDED EVENING HOURS: Extended hours are available with advance notice Monday through Thursday nights. Should your dog need to stay at The Mutt Hutt for extended hours, be advised that you will be charged an extra, hourly fee for the time your dog stays after the daycare closes at 7:00 PM. The fee for daycare is \$5 per dog for any pick up from 7:00–8:00 PM and an additional \$5 per dog for any pick-up from 8:00-9:00 PM. Additionally, you must notify us that you must pick your dog up after hours. No dogs are permitted to leave the building after 9 PM, no exceptions. This policy must be enforced to insure that the proper number of staff is on site to take care of your dogs. Our phones and door bell promptly turn off in sync with this policy.

OVERNIGHT STAY RESERVATION POLICY: We are the only facility in Greater Cleveland offering a cage-free overnight stays. We are not a drop-in boarding facility and do require dogs attend daycare. As a result, there is a limit to the number of dogs we accept for overnight stays. If this is your dogs first time staying with us, we prefer to meet your dog at least 2 weeks ahead of the stay, preferably a month and during October – December due to high demand for holiday boarding we give priority boarding to our clients who utilize us for daycare services.

★ **All dogs are required to arrive by 10 AM.**

★ Reservations are taken on a first come/first served basis and are based on availability.

★ Reservations are required in advance of the stay.

★ Due to high demand, we recommend you make reservations 2 weeks in advance for non-holiday stays and 6 weeks in advance for stays incorporating a holiday. We will try our best to accommodate last-minute requests. We do not guarantee space.

★ We do not hold space without a credit card deposit. The 50% credit card deposit is required at the time of booking. Please note if you have a debit card on file it will be charged at the time of booking.

★ Daycare passes cannot be applied for overnight stays; additional daycare charges will be applied by the hour.

★ Prior to arrival, there are no additional fees should you need to change your dog's arrival/departure or check in/check out times. However, due to limited space, we may not have room for your dog to arrive early or stay later.

★ Regular hourly daycare fees will be applied for check-outs that occur after noon on the scheduled day of departure. Fees are listed below.

OVERNIGHT STAY CANCELLATION POLICY: Due to the high demand for supervised, cage-free overnight stays, we usually have a waiting list for owners wishing to leave their dogs at The Mutt Hutt. Please book in advance and cancel within 48-hours of your arrival date. Reservations for non-holiday stays must be cancelled at least 48-hours prior to the arrival time. Cancellations made less than 48-hours prior to the arrival date of non-holiday stays are non-refundable. Deposits paid for stays that include holiday blackout dates are non-refundable and are required at the time of booking.

HOLIDAY OVERNIGHT STAY RESERVATION POLICY: Due to popular demand for a cage-free overnight experience we do book up for holidays 8 weeks in advance. During the designated holiday blackout dates (see listed below) deposits paid for holiday reservations are non-refundable and are paid at the time of booking. Please be sure of your stay before making your reservation. Your credit card will be charged a non-refundable, 50% deposit. The Mutt Hutt is closed for check-in on Thanksgiving Day, Christmas Day and New Years Day so that we can staff accordingly and allow our staff to enjoy holidays with their friends and families.

2018 HOLIDAY BLACKOUT DATES

Easter 2018: Friday, March 30 - Monday, April 2, 2018

Memorial Day 2018: Friday, May 25 – Tuesday, May 29, 2018

Independence Day 2018: Saturday, June 30 - Sunday, July 8, 2018

Labor Day 2018: Friday, August 31 – Tuesday, September 4, 2018

Thanksgiving 2018: Wednesday, November 21 – Monday, November 26, 2018

Christmas/New Years 2018-19: Friday, December 21 – Wednesday, January 2, 2019

OVERNIGHT STAY CHECK-IN POLICY

- ★ All dogs must be checked into the facility by 10 AM regardless of staying for the day or overnight. This is to help balance the energy levels of the entire pack and preserve the safety of the dogs in our care. We ask that you respect our policies as safety is our number one concern.
- ★ Please allow 10 minutes when you arrive at TMH to go over any specific details about your dog's eating habits or medication needs.
- ★ Please refrain from bringing blankets, beds, cages and toys. We know your dog loves them, but we provide everything your dog will need for his or her stay!
- ★ TMH operates supervised and cage-free 24 hours per day and we need to make sure all of the dog's burn off their daytime energy before bedtime. To keep all of the dogs safe and on the same energy level, we require that all dogs check-in by 10 AM. Dogs arriving after 10 AM will incur a \$25 penalty fee.

Check-in Schedule:

Monday-Friday: 7:00 am – 10 AM

Saturday: 8:00 am – 10 AM

Sunday: CLOSED

OVERNIGHT STAY CHECK-OUT POLICY

- ★ We understand your plans may change resulting in a later pick-up time. **The last check-out time is 9:00 pm Monday through Thursday, 7:00 PM on Friday and 6:00 PM on Saturday and Sunday.** If you do not arrive by closing time, your dog will be boarded for an additional night at your expense.
- ★ Additional hourly fees are not applied for dogs who stay 5-nights or more and a free Mutt-Wash is also included for 5-night stays.
- ★ To avoid additional hourly daycare fees on the scheduled date of departure your dog must be picked up by 12:00 noon.
- ★ Hourly daycare fees will be applied for checking out after noon up until 9 PM Monday-Thursday and from 12:00 to 6:00 PM Saturday and Sunday.
- ★ Hourly post-overnight stay daycare rates are as follows: 1-Mutt \$3/hour, 2-Mutts \$5/hour, 3-Mutts \$8/hour, 4-Mutts \$10/hour. Additional hourly fees are not applied for dogs who stay 5-nights or more and a free Mutt-Wash is also included for 5-night stays.
- ★ During playtime, your dog may become dirty, slobbered on and smelly. We offer Mutt-Washes for \$15 plus tax. Be sure to ask for a departure wash if you would like to your dog to come home clean. Dogs that stay with us for 5 days or more receive a complimentary Mutt-Wash on the day of departure. Same day baths are permitted based on staff availability and how much notice is given. We will not allow dogs to leave our facility damp when temperatures are freezing.
- ★ No dogs are permitted to check out **before 8 AM** on Saturday or Sunday.
- ★ If someone other than any handler listed on your enrollment forms is picking up your dog we need their names in advance. You may send their information to us via email or call us. Be sure to let us know if you want them added to your account for future pick checkouts.

MEALS POLICY

- ★ It is your responsibility to bring food with your dog to last his or her entire stay. Please be aware your dog is burning a lot more energy during their extended overnight stay than they do while at home. They may require a larger helping of food. Please prepare your dog's meals in advance by portioning each meal in a zip style baggie.
- ★ We ask that you pack extra food in case your plans unexpectedly change and your dog needs to stay with us longer.
- ★ We will feed and medicate your dog at no charge with food you provide.
- ★ We provide stainless steel bowls that are sanitized before each feeding. One bowl per dog. No sharing!
- ★ Unless otherwise noted, all dogs are fed two times per day in the morning and evening. Please let us know if your dog requires a midday snack or lunch. Lunches are only recommended for dogs who are high energy (therefore burning more calories) and staying longer than 3 days.
- ★ We do not recommend changing your dog's food during their Mutt Hutt stay, as it may upset their digestive system. In the event you do not provide food, we will make every attempt to provide the brand of food your dog normally eats. The cost of the food plus a \$6 handling fee will be charged to your account.
- ★ If we can not reach you or your dog runs out of food before checking out, we will provide your dog with our house brand (Nature's Domain Grain Free Turkey & Sweet Potato) and your account will be charged \$2 per meal.

MEDICATION POLICY

- ★ All necessary medications and instructions must be provided at the time of check-in.
- ★ Please allow up to 10 minutes to discuss the medication procedures with TMH staff.
- ★ We will follow your verbal instructions and they will be documented on TMH medication log during your dog's stay. Should your verbal instructions be different than the actual label on the medication, we will make every attempt to contact you or your veterinary provider for proper administration of medication.



Grooming Salon Release and Hold Harmless Agreement

Your animal is very important to The Mutt Hutt's professional animal groomers. The Mutt Hutt Ltd. and any person employed by The Mutt Hutt Ltd. will be known from here on as TMH in the rest of the contents of this document. TMH would like to assure you that every effort will be made to make your animal's grooming experience as safe and pleasant as possible for all involved. Safety comes first for everyone, people as well as the animals, during the grooming process. Grooming services are performed at both 2603 Scranton Road and 2626 Scranton Road in Cleveland, Ohio. Clients are required to sign and date this agreement to be kept on file by TMH.

Health or Medical Problems: Occasionally, grooming can expose a hidden medical problem or aggravate a current one. This can occur during or after grooming. In the best interest of your animal this contract/agreement will give TMH permission to obtain immediate veterinary treatment for your animal should it become necessary. If veterinary care is needed, TMH will take your animal to your authorized veterinarian or to the nearest veterinarian available (Gateway Animal Clinic). All medical expenses for veterinary care will be covered by the animal's owner upon signing this contract/agreement.

Accidents: Accidents can and do occur. These include cuts, scratches, scrapes, quicking of nails, clipper burns, brush burns, etc. In most cases this happens when the animal is wiggling or moving around. Every effort will be made to ensure that your animal is groomed as safely as possible. Your animal is very important to TMH, and TMH does not wish to cause any harm or undue stress to your animal. In the event an accident does occur, you will be notified of the accident. If TMH feels it is serious, TMH will seek immediate veterinary care for your animal. Veterinary costs will be the responsibility of the animal's owner.

Veterinarian Authorization-Medical Emergencies: This release gives TMH full authorization to seek medical treatment from authorized veterinarians or nearest veterinarian in the case of any medical emergencies while in the care of TMH **All veterinarian costs and expenses will be the responsibility of the animal's owner.**

Current Vaccinations: Animals will be current on all of their vaccinations before a grooming session with TMH. Animals who are not current on vaccinations will be refused grooming services until vaccinations are current. Proof of the rabies vaccinations from your veterinarian will be required before grooming services will be given. Special circumstances will be taken into consideration by TMH.

First Grooming-Puppy Grooming: TMH wants to make sure your animal's first grooming appointment with TMH and your younger animal's first grooming experience is a positive and pleasant one. The first time for grooming of any animal may sometimes be very scary and stressful. Time and patience are the keys to a positive grooming experience. A good first grooming experience for the younger animal leads to a better overall grooming experience for your pet in the future. More time may be necessary to work with the younger animals. Animals are individuals; some animals may become more stressed than others. If your animal becomes stressed over it's first grooming, time and patience, with a little homework on your part should help build your younger animal's confidence, and assure the animal that grooming is a positive experience. On occasion, some animals due to breed, genetics, health concerns, etc. may be stressed by grooming for their entire life, but this is rare. If this should occur, extra care will be taken and only the very basics will be done for grooming of this type of personality. In some cases an animal may never come to accept some or all of the grooming experience.

Senior Animals: Senior animals and animals with serious illness or medical conditions have a greater chance of injury or death during their grooming experience. Every effort will be made to make sure your senior or ill animal's grooming experience is as safe and as comfortable as possible. Extra time may be needed for the ill or senior animal to allow the animal to be as comfortable as possible. Muzzling may also be required during your ill or senior animal's grooming experience, since ill or senior animals have lower tolerance levels. Muzzling is only done when necessary to ensure the safety of both animal and the groomer. TMH has the right to stop/refuse service to ill or senior animal if it is felt that grooming will cause undue stress or be harmful to the animal. TMH will not be held responsible for the death of any animal during grooming or while in the care of TMH.

Matted Animals: Animals with matted coats need extra attention during their grooming experience. Mats can sometimes be very difficult to remove, requiring them to be shaved out of the coat. TMH does not wish to cause serious or undue stress to your animal. In cases where the coat is severely matted, TMH recommends that portions of the coat, or in some cases, the entire coat be shaved down. The decision is made upon examination of your animal's coat condition at the time of grooming. In some cases the decision may be made during the grooming process if TMH feels it necessary for the pet's health and to maintain as much comfort as possible for your animal's well being during grooming. TMH refuses to do any service which will harm or cause undue stress to your animal. TMH will advise you in the event that it is necessary to shave part or your animal's entire coat due to matting. If you cannot be contacted, TMH will make every effort to take into consideration of your animal's health and level of stress pertaining the condition of the coat. Most severely matted coats will be shaved down to alleviate stress to your animal.

Skin Conditions Under Matted Coats: The skin under a matted coat can become or will be very irritated and sensitive. A severely tangled or matted coat that has not been properly groomed is a dangerous risk to the health of your animal. Under the matted coat your animal's skin is usually red, swollen, cracked, and dangerous to groom. There are higher chances of nicking or cutting the skin during dematting. Clipping a matted coat away from the skin may cause the animal's skin to become very irritated, crack, and bleed. A severely matted or tangled coat does not allow air to get through to the skin causing irritation to the skin in the areas where the matting has occurred.

Irritation can also occur after the matted coat has been shaved away from the skin. Many animals may react to having their matted coats shaved away from the skin by licking, chewing, or scratching these areas. This can cause more irritation as well as problems with skin infections.

Parasites may also be harboring in your animal's coat due to situations where your animal's coat is matted. A topical or oral flea treatment may be required before grooming services are given. Special shampoo may be used to alleviate the problems of parasites. Treatment of your home is suggested to remove parasites from the animal's environment. While bathing and grooming will remove parasites from your animal, they will again become infested with these parasites when they are returned to their home environment if their home environment hasn't been treated to remove the parasites.

Parasites: TMH requires flea/tick treatment from April – November to enter the facility. In the event of finding parasites such as, fleas, ticks and lice TMH reserves the right to refuse service to your animal. TMH suggests that you treat your animal with one of the many products that are out on the market. Note: Flea infestations usually lead to your animal acquiring tapeworms—an intestinal parasite. Tapeworms can be transmitted from animals to humans. TMH will notify you if there is a need for veterinary care concerning your animal if TMH does find anything that looks like it may need the assistance from a veterinarian. TMH will also notify you if TMH feels that parasite treatment is necessary.

Neglect or Abuse: In the event that severe neglect or abuse is questionable or present, this agreement will authorized TMH to transport the animal in question to a local veterinarian to seek a full medical evaluation of said animal at the owner's expense. TMH has the right to contact the local Animal Protective League, seek full veterinary care for said animal, and file for prosecution under the full extent of the laws of the county/state codes. The animal in question will be placed in protective custody pending evaluations from a local veterinarian. The animal will remain in protective custody pending any hearings, or legal action taken on behalf of TMH or the Animal Protective League or the like. Animals in protective custody will be held until decisions are finalized by TMH, the Animal Protective League, and/or legal judgment ruled. If owner is found guilty of abuse/negligence, the animal will be placed in a responsible, loving home. **The owner of said animal in question will be held responsible for all veterinary, boarding/kennel, and legal costs incurred by this process.**

Refusal of Grooming Services: TMH has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, TMH has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before or during the grooming process. Some animals may need the services of a groomer who is working within a veterinarian's clinic/hospital so that the animal may be properly sedated for grooming. **TMH does not groom animals under sedation.**

Dangerous or Aggressive Animals-Refusal of Services: TMH has the right to refuse any services at any time. In the event that your animal is too stressed or becomes dangerous to groom, TMH has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming. **Failure to disclose that your animal is a biter, known biter, or is dangerous will result in a fee of \$500. Said animal's owner will be responsible for all payments of any or all of the medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy incurred by TMH or any person employed by TMH for any harm or damage caused by your animal should medical treatment be necessary.** Animals who are known biters or are dangerous must be handled differently than those who are not aggressive. Some animals may need the services of a groomer who is working within a veterinarian's clinic/hospital so that the animal may be properly sedated for grooming.

Animal Bite: One bite can end a promising career for any professional animal groomer. This release is designed to protect all involved. In the event of TMH or any person employed by TMH being bitten by your animal, you as the animal's owner, caretaker, or responsible party for such animal, will take full responsibility for all payments of any or all of the medical expenses, emergency medical treatments, hospital costs, and recovery costs including physical therapy incurred by TMH and any person employed by TMH should medical treatment be necessary.

Use of Muzzles: TMH will advise if muzzling is necessary. Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If an animal still acts in a way that is dangerous, TMH has the right to stop grooming services at any time.

Animal Owner or Caretaker Being Present During the Grooming Process: Due to insurance purposes, TMH requires that no unauthorized individuals be inside the grooming area at the time of grooming services unless requested by TMH to help calm or restrained animal during grooming services. During grooming services at TMH or for in-home services, some animals may become agitated or aggressive during their grooming experience if their owner or caretaker is present. TMH needs to be able to be in control of your animal during its grooming experience. The equipment used during the grooming process is sharp and can cut very easily. TMH has the best interests of your animal's safety in mind. Controlling your animal is the best way of making sure both the animal and groomer do not get hurt. The professional animal groomer must be able to be in control of your animal at all times to ensure the safety of your animal as well as the professional animal groomers safety. In the event that your animal becomes overly excited or stressed while you, the owner or caretaker are present, TMH will ask that you, the owner or caretaker, or any other person or family member present, leave the area where the grooming is taking place. Some animals become too excited while their owners or family members are present. In such cases, accidents are prone to happen when your animal is overly active during the grooming experience. Sharp equipment and moving animals just do not go well together and can lead to accidents happening.

Interruptions during Grooming Services: For the safety of the animals being groomed, as well as the professional animal groomer, it is asked that you do not interrupt the professional animal groomer during grooming. Interruptions may cause the animal being groomed to jump or move in a way that can cause an accident. The equipment used during grooming is very sharp and can cut easily. Every effort will be made to ensure the safety of your animal during the grooming process.

Signature:	
Print Name:	
Pet(s) Name:	

Date	
:	



AUTHORIZATION, ACKNOWLEDGEMENT AND WAIVER

- 1.) I authorize The Mutt Hutt Ltd. to maintain my credit card number on file and charge services rendered and/or purchases made against the card at the prices then in effect at the time of the transaction, including, without limitation, charges for day care, overnight stays, mutt-wash, late fees and veterinary care as required. I specifically agree that my dog shall not leave The Mutt Hutt Ltd. until all charges are paid to The Mutt Hutt Ltd.
- 2.) I agree to keep my pet in my control with a leash at all times while in the lobby of The Mutt Hutt Ltd.'s facilities. I will not enter the play or grooming area without permission from The Mutt Hutt staff or management.
- 3.) If, in my absence, my pet should be injured or ill or is otherwise deemed by The Mutt Hutt Ltd. to require immediate veterinary care, The Mutt Hutt Ltd. is authorized to consult with my veterinarian for treatment and guidance. If my veterinarian is unavailable, The Mutt Hutt Ltd. is authorized to utilize the services of any other reputable veterinarian (Gateway Animal Clinic). I understand that I am responsible for any charges with respect to such veterinary care.
- 4.) I have read and understood the Rules and Policies of The Mutt Hutt Ltd., and I ensure the discipline and comportment of my dog in accordance with those Rules and Policies. I understand that The Mutt Hutt Ltd. reserves the right to refuse the admittance to and/or use of its facilities of ANY dogs who, in The Mutt Hutt Ltd.'s sole unfettered determination, are not appropriate animals to participate in the activities available at The Mutt Hutt Ltd., including but not limited to dogs that act aggressively, are undisciplined, evidence inappropriate behavior or who may otherwise be a danger to themselves or other animals or persons.
- 5.) I acknowledge that dogs are encouraged to socialize and exercise at The Mutt Hutt Ltd. and that injuries either to dogs or owners or their guests might reasonably be foreseen to result from playing that may occur at or around The Mutt Hutt Ltd. I agree for myself, my employees, my invitees (including, but not limited to, anyone I authorize to pick up or drop off my dog) and my guests to assume the risks and hazards that might reasonably be expected to arise from such use and the presence of animals. I agree that The Mutt Hutt Ltd., its principles and its employees, shall not be responsible for injuries to others (or their pets) who may be injured by my dog or by my acts or omissions or the acts or omissions of my guests, employees and invitees, and I shall indemnify The Mutt Hutt Ltd., its principles and its employees, for any and all costs, damages, claims or expenses (including reasonable The Mutt Hutt Ltd., its principles and its employees, harmless from and I shall indemnify The Mutt Hutt Ltd., its principles and its employees, for any and all costs, damages, claims or expenses (including reasonable attorneys' fees) that may result from our use, or the use by our dog, of The Mutt Hutt Ltd. facilities, including, without limitation, incidents associated with the walking or the transporting of our dog outside The Mutt Hutt Ltd. facilities.
- 6.) I attest that my dog is fully vaccinated against Rabies, Distemper, Parvo, Canine Influenza H3N2 and Bordetella and that I will make sure that I continue to annually vaccinate my dog against these illnesses and provide The Mutt Hutt Ltd. with a vaccination certificate verifying the updating of these vaccinations. If, for whatever reason, either by neglect or design, I do not vaccinate my dogs against these illnesses, despite the fact most veterinarians recommend that dogs vaccinated regularly (usually every year), I take full responsibility for any consequence to my animal and/or myself and/or any other animal and/or person. If my dog is a puppy, I understand that most veterinarians recommend that puppies not be exposed to other dogs until they have had at least two, if not all three sets of puppy vaccinations. By allowing my dog to be at The Mutt Hutt Ltd. for daycare or any other reason, without being fully vaccinated, I take full responsibility for any consequence to my animal and/or myself and/or any other animal and/or person. I hold The Mutt Hutt Ltd., its principals, agents and employees, harmless for any illness my pet may contract as a result of exposure to other animals, people or the facility at The Mutt Hutt Ltd.
- 7.) I attest to the fact that my dog is using flea and heartworm preventative and to the best of my knowledge my dog does NOT have fleas. If I am mistaken and an my dog does have fleas or gets fleas due to lack of flea protection or just due to exposure to other dogs, I take full responsibility for any consequence to my animal. I hold The Mutt Hutt Ltd. and the owner(s) of the infesting dog, together with their principals, agents and employees, harmless and indemnify for any resulting flea infestation/or complications and/or illness resulting from infestation while my animal is in The Mutt Hutt Ltd.'s care.
- 8.) I attest to the fact that to the best of my knowledge my dog is spayed or neutered. If this statement is false and an unwanted pregnancy results, I take full responsibility for any and all consequence to my animal. I hold The Mutt Hutt Ltd. and the owner(s) of the impregnating dog, together with their principals, agents and employees, harmless and indemnify them for any resulting pregnancy and/or complications and/or illness resulting from such pregnancy while my animal is in The Mutt Hutt Ltd.'s care.
- 9.) I waive trial by jury of any and all issues arising in any action, proceeding or otherwise between me, my guests, employees and invitees, and The Mutt Hutt Ltd., its principals and employees, upon, under, or in connection with this Authorization, Acknowledgment and Waiver, and my use and the use by my pet of The Mutt Hutt Ltd.'s facilities.
- 10.) I agree to pay The Mutt Hutt Ltd. reasonable attorneys' fees and all costs and other expenses incurred in any collection or attempted collection (whether or not litigation is actually commenced by The Mutt Hutt Ltd.) relative to the obligations assumed by me under this Agreement.
- 11.) By signing below, I certify to The Mutt Hutt Ltd. the accuracy of all information given about my dog and agree to comply with all of The Mutt Hutt Ltd.'s Rules & Policies and Grooming Release and Hold Harmless Agreement, which I acknowledge having read and fully understood. I certify that I am the owner of this animal and I am authorized to make decisions about my animal's health and safety. I specifically further represent that my dog has not been exposed to rabies, distemper or other disease within a thirty (30) day period prior to being left for daycare, special events or bathing.
- 12.) This Agreement contains the entire agreement between the parties. All terms and conditions hereof shall be binding upon the successors and assigns of the parties.

By signing below, I acknowledge that I have read and accept the terms described above.

Signature:

Date

:

Print Name:

Pet(s)

Name:



ENROLLMENT FORM

OWNER INFORMATION

Owner(s) Name(s):	
Street Address:	
City, State, Zip:	
Owner Email:	
2 nd Owner Email:	

Home Phone:	
Work Phone:	
Work Phone #2:	
Cell Phone #1:	
Cell Phone #2:	

EMERGENCY CONTACT (a person other than yourself if we cannot reach you):

Contact #1:	
Contact #2:	
Contact #3:	

Primary Phone:	
Primary Phone:	
Primary Phone:	

AUTHORIZED DROP OFF/PICK-UP PERSON(S) -- We will check ID to insure your pets' safety.

Contact #1:	
Contact #2:	
Contact #3:	

Primary Phone:	
Primary Phone:	
Primary Phone:	

VETERINARIAN INFORMATION

Vet Clinic Name:	
Dr./Vet Name:	

Office Phone:	
Office Fax:	

How did you hear about The Mutt Hutt?

- Building Signs
 Internet Search
 Advertisement: (please specify) _____
 Client Referral (list name): _____
 Other: _____

For the first two questions, please let us know, no matter how minor you think the incident may have been. It will help us to make sure your dog is happy and safe.

Has your dog ever bitten another dog? No Yes If yes, please describe in detail:

Has your dog ever bitten a human? No Yes If yes, please describe in detail:

Has your dog ever shown signs of food or toy possession aggression toward any human or animal?

- No Yes If yes, please describe which dog(s) and their behavior:

Has your dog ever shown signs anxiety? (thunder storms, separation, etc.):

- No Yes If yes, please describe which dog(s) and their behavior:

MUTT INFORMATION

Dog Name:	
Color/Description:	
Spayed/Neutered:	<input type="checkbox"/> Yes <input type="checkbox"/> No

Breed:	
Gender:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Birthday:	

How was this dog acquired?

Breeder Local Shelter Passed down from a friend of the family Other: _____

Does your dog jump fences? No Yes If yes, please describe the height and type of fence they can jump or climb.

How long have you owned this dog? We prefer not to evaluate dogs that have been rescued less than 30 days from enrollment.

Describe how your dog gets along with other dogs?

Has your dog been exposed to children? Please describe the behavior around young children.

What flea prevention is your dog wearing and when was it last applied? Date applied: _____

K9 Advantix Advantage Frontline Capstar Sentinel Other: _____

Is there any food or treat your dog is NOT allowed to have?

What does your dog REALLY like? (please list as much as possible):

Biscuits Kongs Belly Rubs Fetch, Other: _____

What does your dog NOT like?

Strangers Nails being clipped Being alone Loud Noises Thunder Storms Vacuums Water/

Has your dog ever been to another daycare facility? No Yes If yes, please answer the following:

Where and how often do/did they attend? _____

If they no longer attend, why did you leave? _____

Do you frequent the local dog parks? No Yes If yes, where and how often do you go.

What is the primary reason you are enrolling your dog to TMH? Socialization Exercise Other: _____

What services will you primarily use? Daycare Overnights Grooming

What kind of dogs does your dog tend to like? (breed, size, temperament, gender):

Is there any kind of dog your dog does your dog NOT like? (breed, size, temperament, gender):

How does your dog interact with people, including strangers?

Has your dog received formal obedience training? If so, what trainer or program did you use?

Does your dog have any pre-existing medical conditions or allergies? No Yes If yes please describe:

Is your dog crate/cage trained? Yes No . If your dog is not permitted in a crate please advise us of this in person.

Sometimes the dogs need "time outs". Although our facility is cage-free we do provide large areas for time outs. If needed we have crates available as well. We do use crates in our grooming salon for grooming services

Can your dog lie on a towel or blanket without ingesting it? Yes No

OVERNIGHT STAY INFORMATION

The following information is needed in the event your dog is staying overnight or has to unexpectedly stay overnight and needs food. In most cases we will try to purchase the brand of food your dog eats whenever possible.

What brand and type of dog food does your dog eat? _____

What portions and time of day? Morning: _____ cups Lunch: _____ cups Evening: _____ cups

Do you supplement your dogs diet with wet food, oil, people food, etc.? Please explain:

DAYCARE & OVERNIGHTS
2603 Scranton Road
Cleveland, Ohio 44113

tel: 216.621.MUTT
fax: 216.373.4902



GROOMING SALON
2626 Scranton Road
Cleveland, Ohio 44113

email: tmh@themutthutt.com
web: www.TheMuttHutt.com

Please list any medications and the special instructions for medications your dog may be on:

MEDICAL INSTRUCTION FORM – FILL OUT IF NECESSARY
(not necessary for heartworm or flea preventative)

I hereby warrant and represent that I am the owner of a dog named _____, who is a
_____ breed of dog. My dog is currently on the following medication(s):

I hereby instruct The Mutt Hutt, Ltd. not to follow the label on the medication. I further instruct The Mutt Hutt, Ltd. to administer the medication as follows:

I wish for the medication for my dog to be administered in this manner for the period of _____ until _____.

I acknowledge that my instructions are contrary to that of the veterinarian. I further agreed to defend, indemnify and hold The Mutt Hutt, Ltd. harmless from any and all injuries to me or my dog, which may occur due to the administering of medication in accordance with my aforementioned instructions.

Pet
Owner's
Signature
:

Date
:

DAYCARE & OVERNIGHTS
2603 Scranton Road
Cleveland, Ohio 44113

tel: 216.621.MUTT
fax: 216.373.4902



GROOMING SALON
2626 Scranton Road
Cleveland, Ohio 44113

email: tmh@themutthutt.com
web: www.TheMuttHutt.com

CREDIT CARD AUTHORIZATION FORM

REQUIRED FOR ALL CLIENTS

Card information will remain confidential. **Credit cards will be charged for overnight stay deposits, non-payment and emergency services.** Be sure the card you provide has a balance. The Mutt Hutt is not responsible for bank fees as a result of charging your card on file if there is a lack of funds. **All charges are due when you pick up your dog. We prefer to swipe your card when you drop off or pick up your dog.**

Your card on file will be charged at the time you make an overnight stay reservation. A 50% deposit will be charged and you will be notified via email if you provided us with an email account.

DEBIT CARDS:

Please refrain from providing a bank or debit card. If you do provide us with a debit card it will be treated the same as a credit card and you will be responsible for all charges when they are applied. Bank fees will be the responsibility of the card owner should they be incurred.

Credit Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Discover
Is this a debit card?	<input type="checkbox"/> Yes, I understand the charges will be applied regardless of account balance
Name as it Appears on Credit Card:	
Billing Address of Card:	
City/State/Zip:	
Card Number:	
3-Digit Security Code:	
Exp. Date:	<small>This number appears on the back of your card, usually above your name – the last three digits</small>

I authorize The Mutt Hutt to keep this card number I have provided on file. I authorize The Mutt Hutt to charge my provided debit or credit card for services rendered, overnight stay deposits, non-payments and emergency services. I take full responsibility for bank fees that may be associated with using a debit card.

Authorized
Signature:

Date
: