

StaynPlay Dog Daycare, Boarding, Grooming & Training Agreement, Waiver & Consent

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OWNER, DOG & EMERGENCY INFORMATION		
Owner 1 Full Legal Name:		Authorized Secondary Pickup Person Name (if applicable): (additional people may be listed on the back)
Owner Phone / Email / Address:		Emergency Contact & Phone: May approve care within written limit? [] Y [] N
Dog Name:	Breed/Type:	Birthday:
Weight:	Sex / Spayed or Neutered:	Dog Friendly? [] Y [] N
Veterinary Clinic / Doctor:	Veterinary Clinic Address:	Veterinary Phone:
Vaccination records attached, including current rabies: [] YES [] NO No service without current rabies proof. List every omitted/overdue vaccine on attached record.	I authorize Stay N Play to transport my dog to my veterinarian or an emergency veterinary clinic in London, Ontario, share relevant information and act only as my limited agent under section 3: [] YES	
Illness in past 30 days? [] Y [] N If yes, veterinary clearance attached? [] Y [] N	I have authorized my veterinarian to approve any veterinary procedure up to \$_____ per dog. Payment arranged directly with veterinarian/clinic: [] YES [] NO	
Authorized Pickup Person(s):	Pet Insurance Company / Policy Number / Phone:	

By signing, I confirm I am at least 18 and am the legal owner of the dog listed above, or have the owner's written authority. This Agreement is between the customer and Suzanne Wiebe, sole proprietor carrying on business as Stay N Play Doggie Daycare ("Stay N Play"), and covers daycare, boarding, grooming, bathing, nail trimming, brushing, coat care, training, enrichment, feeding, transportation and handling.

TERMS - PLEASE READ BEFORE SIGNING

1. Owner Responsibilities & Health

I will provide accurate and complete health, behaviour, vaccination and emergency information and immediately disclose illness, injury, parasites, medication changes, allergies, aggression, reactivity, escape behaviour, bite history or prior removal from another pet-care service. Rabies must remain current and proof must be received before service. I will list every omitted or overdue vaccination and will not bring my dog if coughing, vomiting, lethargic, contagious, injured, parasitic or otherwise unwell. Stay N Play may refuse, isolate, request pickup, require veterinary clearance or suspend service whenever reasonably necessary. If service is refused or suspended because required vaccination proof has not been provided, any unused deposit will be refunded; Stay N Play is not responsible for replacement-care, travel, accommodation or other resulting losses, except liability that cannot lawfully be excluded. Acceptance is not a veterinary opinion or a guarantee that my dog is medically or behaviorally suitable.

Note: Clients may bring their dog's toys, bedding, and personal items, which will be laundered on arrival in hot water with steam. By bringing these items, the client accepts full responsibility for any resulting damage and releases StaynPlay Dog Daycare and its employees from liability for such damage. Never bring an item with sentimental value to Daycare or Boarding.

2. Risk Acknowledgement

I understand dogs may behave unpredictably even with reasonable care and that daycare, boarding, grooming, training, play, transportation and handling involve risks that cannot be eliminated. I accept scratches, nips, bites, rough play, dog conflict, tangled or matted coat, minor cuts, bruising, broken nails, stress, parasites, allergic reactions, property damage, veterinary care and rare serious injury or death. I also accept kennel cough and other viral, bacterial, fungal, parasitic or communicable illnesses contracted environmentally, through airborne exposure, contaminated surfaces or dog-to-dog transmission, at Stay N Play or elsewhere. Symptoms may appear later and the source may be impossible to determine. I am responsible for all related examination, testing, treatment, medication, veterinary and transportation costs, subject to section 7.

3. Emergency Veterinary Care & Financial Cap

If my dog appears ill, injured, in pain or distressed, I authorize Stay N Play to provide basic non-veterinary assistance within staff training and ability, contact and share information with a veterinarian, and transport or arrange transport to my veterinarian or an emergency veterinary clinic in London, Ontario. Stay N Play may act only as my limited agent to communicate known information and authorize care within my written directions; staff do not make veterinary diagnoses or treatment decisions. Reasonable efforts will be made to contact an owner and emergency contact, but necessary care may proceed when delay could increase risk or suffering. I am responsible for all examination, testing, treatment, medication, after-hours, veterinary and transportation costs, and Stay N Play need not advance payment. The amount above must be completed and payment arranged before service. If I cannot be reached, the attending veterinarian may not exceed it or perform euthanasia without direct owner approval, except for care the veterinarian is otherwise legally authorized to provide or a later signed specialty addendum that expressly authorizes otherwise.

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4. Medication, Food & Personal Property

Stay N Play may administer medication, special food or supplements only when accepted in advance, supplied in original labelled packaging and accompanied by complete written instructions. All allergies and sensitivities must be disclosed. Stay N Play does not employ veterinarians, veterinary technicians or other licensed medical personnel; employees do not represent themselves as medical professionals and do not diagnose, treat or continuously monitor medical conditions. By requesting assistance, I authorize non-medical staff to administer the supplied items and accept the ordinary risks. Staff will make reasonable efforts but cannot guarantee exact timing, successful administration, consumption, absorption or effectiveness. I am responsible for adverse reactions, refused, missed or incomplete doses, vomiting, inaccurate or incomplete instructions and improperly supplied items, subject to section 7. Personal items may be lost, damaged or soiled.

5. Service-Specific Conditions

- **Daycare:** Stay N Play may separate, rest, redirect, move or remove my dog from group play for safety or welfare.
- **Boarding:** Stay N Play may adjust feeding, rest, enrichment, sleeping arrangements or group participation based on my dog's needs.
- **Grooming:** Stay N Play may stop, modify or refuse grooming if my dog is stressed, aggressive, medically unstable, matted or unsafe. Any shave-down, additional charge or partial-service charge is governed by the signed grooming addendum and estimate.
- **Training and transportation:** Results are not guaranteed. I remain responsible for ongoing management. I authorize reasonable vehicle transportation for an accepted service or emergency using suitable restraint and accept ordinary travel, traffic, loading and destination risks, subject to section 7.

6. Pickup, Fees, Payment, Cancellation & Abandonment

Daycare Late Pickup: \$7/15 min	Boarding Late Checkout: \$35	Deposit: 50% when required; applied to service	Late Cancellation / No-Show: \$35
Cancellation Notice: 24 hrs	Payment Due: on drop-off unless stated otherwise	Refunds: none for services already performed	Customer Pickup: 7:00 a.m.–8:45 p.m.

Routine customer pickup and drop-off are unavailable between 9:00 p.m. and 7:00 a.m.; emergency access and transport remain permitted. Deposits are credited to the booked service. With less than 24 hours' notice or a no-show, \$35 may be retained or charged and any remaining deposit balance will be refunded or credited. Dogs arriving with fleas, ticks or eggs may be isolated and must be promptly collected or treated as directed by a veterinarian. Stay N Play will not automatically apply a pesticide or medicated treatment without specific authorization. I will pay disclosed isolation, cleaning and handling charges, taxes, veterinary costs, damage costs and other charges expressly authorized by this Agreement.

Unclaimed Pet / Lawful Transfer Policy: If a dog remains after scheduled pickup, Stay N Play will make documented reasonable attempts to contact the owner and emergency contacts and will continue reasonable care at the owner's expense. After seven consecutive days without pickup or a written arrangement, I authorize Stay N Play to contact municipal animal services, a pound, shelter or rescue and take only those surrender, transfer or other steps permitted by law. This clause does not itself declare legal abandonment or transfer ownership. I remain responsible for reasonable boarding, care, veterinary, transport and administrative expenses incurred until lawful transfer or return.

7. Release of Liability & Owner Indemnity

THIS SECTION AFFECTS LEGAL RIGHTS. To the fullest extent permitted by Ontario law, I knowingly assume the ordinary and inherent risks described in this Agreement and release and hold harmless Stay N Play, its proprietor, owners, employees, contractors, handlers, groomers, trainers, volunteers, insurers, landlords, successors and assigns from claims, liabilities, damages, losses, expenses, treatment and veterinary costs arising from the services or my dog's presence at Stay N Play, including injury, illness, escape, loss, property damage or death, whether claimed in negligence, including ordinary negligence, breach of contract, bailment or occupiers' liability. This release does not exclude reckless or intentional misconduct or any statutory or other liability that cannot lawfully be excluded. If any release or exclusion is held unenforceable, Stay N Play's total aggregate liability arising from one dog, service, occurrence or series of related occurrences will not exceed \$5,000, except liability that cannot lawfully be limited. This limit does not reduce the owner's payment or indemnity obligations. I will indemnify and hold the released parties harmless from third-party claims, reasonable legal fees and disbursements, veterinary or medical bills, property damage, fines and losses caused by my dog, including a bite or attack, communicable-disease exposure attributable to my dog, undisclosed information or my breach of this Agreement, except to the extent caused by a released party's non-waivable liability. If more than one owner signs, their payment and indemnity obligations are joint and several. These obligations survive completion or termination of service.

8. Photo, Video & Privacy Consent

I authorize photographs or recordings of my dog for private client updates, safety, incident review and staff training records.

☐ I consent ☐ I do not consent to public or marketing use. If neither or both boxes are selected, I do not consent. Declining marketing use does not affect service.

I consent to reasonable collection, use and disclosure of my and my dog's information for booking, payment, communication, care, safety, insurance, veterinary contact and legal compliance. Stay N Play will limit access, protect and retain the information only as reasonably necessary, will not sell it, and will provide access or correction on request subject to law. Marketing consent may be withdrawn prospectively. Further details and the privacy contact are provided in Stay N Play's privacy policy.

9. Legal Protections, Policies & Acknowledgement

- **Severability:** If a provision is invalid or unenforceable, it is severed only to the minimum extent necessary and the remainder continues, but no clause limits a right that cannot lawfully be waived.
- **Entire Agreement and priority:** This Agreement, every signed service-specific addendum, written estimate and incorporated policy form the entire agreement. A senior/medically fragile or grooming addendum controls over this Agreement only on its specific subject. Re-signing this Agreement does not cancel an addendum unless stated in writing.

Ontario law governs and the parties attorn to Ontario courts. Operational health and safety policies may be updated prospectively after notice; a material change to price, cancellation, release, indemnity or liability terms requires express written or electronic agreement. Electronic signatures and copies are originals. I will review and update all dog information before every visit and sign a new Agreement annually or after a material health or behaviour change. Form version: August 2026.

SIGNATURES

I acknowledge that I received and read this Agreement before service, understand that it includes an assumption of risk, release of ordinary-negligence claims and owner indemnity, had the opportunity to ask questions and obtain independent advice, and voluntarily agree to all terms. Owner initials confirming section 7: _____

Owner 1

Printed name: _____

Signature: _____ Date: _____

Phone: _____

Owner 2 / Authorized Agent (if applicable)

Printed name: _____

Signature: _____ Date: _____

Phone: _____

Pictures of EVERY possible pick-up person must be provided.

We only release dogs to people we can identify from the approved pictures.

This may result in an overnight fee.