

PAWS & CLAWS CUSTOMER AGREEMENT – DECEMBER 10, 2024



PAWS & CLAWS
BLDG 978 CRITTER PATHWAY
FORT IRWIN, CA 92310
(760) 380-7387



1. **References:**

- a. Army Regulation 215-1, September 2010, Morale, Welfare and Recreation Activities and Non-appropriated Fund Instrumentalities
- b. USAG Policy #5, 5 October 2017, Control of and Care of Privately Owned Animals
- c. Paws & Claws Standard Operating Procedures (SOP)

2. **Purpose.** To identify potential risks associated with boarding, playtime, kennel sharing. To outline roles, responsibilities and liabilities of Paws & Claws and pet owners that utilize Paws & Claws service(s).

3. **Scope.** This SOP applies to all staff and patrons of Paws and Claws.

4. **Function.** To provide written documentation of notice, signed to agree to boarding terms, conditions and risks.

5. **Boarding and Grooming Requirements:**

- a. Dogs must have the following vaccinations/fecal to utilize Paws & Claws services:
 - i. Rabies
 - ii. Distemper
 - iii. Bordetella
 - iv. Negative Fecal Test (due annually) (only for boarding and daycare services)
- b. Paws & Claws is not responsible for any immunization reminders.
- c. All pets need to be 5 months or older.

6. **Boarding and Grooming Policies:**

- a. Paws & Claws staff do their best to ensure the safety of your pet while it is in their care; however, injuries and/or death could occur. In the event of injury, every attempt will be made to contact owner or emergency contact. If contact cannot be made, decisions for the pet's immediate health will be made by Paws & Claws. As listed in SOP, client is responsible for any transportation fees to off post vet facility and care fee for staff.
- b. Any changes to hours of operation, prices, or policies can be made with minimal notice.

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- c. Paws & Claws has the right to refuse service to any pet deemed unfit for the facility.

7. Owner Release and Consent:

- a. I acknowledge that I have read the Paws & Claws SOP and information and understand the risks involved with utilizing Paws & Claws services. I am aware of the policies, hours available for drop-off and pick-up, vaccination requirements and all rates and fees that apply.
- b. I understand that play time and kennel sharing is interactive and is not without risk of some type of injury, illness or possibly even death to my pet. Pets will be allowed to participate in playtime at Paws & Claws discretion. It is our intention to provide the safest environment for your pets. We must use our knowledge and instincts in the decisions making process as to who may or may not be a good candidate.
- c. I hereby waive Paws & Claws, the Department of the Army its employees, and agreements from liability and financial obligation, for any and all known and unknown injuries or illnesses that may occur while utilizing Paws & Claws services.
- d. I further acknowledge that no guarantees have been made except reasonable precautions against injury, escape or illness.
- e. I hereby warrant that I am the owner or authorized agent for the pet named below and do hereby request consent and authorize Paws & Claws to care for and treat said pet. I assume financial responsibility for all charges incurred by or related to my pet and further consent to release of medical information and authorize direct payment to Paws & Claws.
- f. I understand that by signing this Customer Agreement that Paws & Claws may run the credit card listed below for;
 - i. Medical emergency or transport
 - ii. Payments that cannot be made on the date of pickup
 - iii. Alternate pickup authorized by pet's owner

PLEASE SEE NEXT PAGE FOR SIGNATURES.

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I have read and understand the SOP provided to me at drop off.

Pet Name

Owner Name Printed

Owner Signature

Date

DOD ID # / EXP. Date

Credit Card # / EXP Date / CVV

Owner Unit

Unit Command & Phone Number