



The Pet Set
3960 Cherry Ave.
LB, CA 90807
Phone: (562)595-5889
Mobile TEXT ONLY: (562)519-2974
E-Mail: info@petsethotel.com
www.petsetlongbeach.com

The Pet Set
Owner Information & Pet Profile

Today's Date _____

Owner(s) Name _____
Pet(s) Name _____
Address _____
City _____ Zip Code _____
Home Phone () _____ Work Phone () _____
Cell Phone () _____
E-mail Address _____
Driver's License Number _____ Exp date _____
How were you referred to us? _____

Emergency Person to contact if unable to reach you:

Name _____ Phone() _____
Name _____ Phone() _____

**** Please attach a copy of your shot records & a spay or neuter certificate ****

Veterinarian Name _____
Address _____
Phone () _____

Medication (Please note if they are to be given at The Pet Set):

Name _____ Dosage _____
Purpose _____
Name _____ Dosage _____
Purpose _____

Flea Protection Used / Date: _____

Please list the dates of each vaccination

Dog

DHLPP _____
Rabies _____
Bordetella (required every 6 months) _____

Cat

FVRCP _____
Rabies _____

****Please remember pick up and drop off hours for boarding is****

MON.-FRI.: 7AM - 6PM, SAT.-SUN.: 8AM - 4PM



Pet Hotel & Spa

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Pet Profile

Please complete all questions for each dog that will attend The Pet Set and all applicable questions for cats. Please include any additional pets that will be staying with us.

Pet's Name _____ () Dog () Cat- Male/Female-Spayed/Neutered
Breed _____ Pet's Age _____ Color _____
Food Brand _____ AM Diet _____ PM Diet _____

Pet's Name _____ () Dog () Cat Male/Female-Spayed/Neutered
Breed _____ Pet's Age _____ Color _____
Food Brand _____ AM Diet _____ PM Diet _____

Pet's Name _____ () Dog () Cat Male/Female-Spayed/Neutered
Breed _____ Pet's Age _____ Color _____
Food Brand _____ AM Diet _____ PM Diet _____

Are there any medical problems/limitations/allergies? _____

Where did you get your pet from? _____

Has your dog ever been in a dog park or dog beach environment? How did your pet react? _____

What's your pet's activity level like? _____

Is your dog aggressive towards large or small dogs? Humans? _____

Is there anything that automatically triggers fear, nervousness, or aggression with your pet? _____

Has your pet ever injured a person? Yes () No () If so, please give details. _____

Please list any additional information that may be helpful for us to get to know your pet better. _____

Has your pet ever been boarded elsewhere? Yes () No () If so, what where your pet's and your experience? What was the name of the facility? _____

Please note and initial the following:

- o All dogs must wear snap collars and have name tags with THEIR names on it. _____
(initial)
- o All boarding dogs must have their dry food in a sealed container. _____ (initial)



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The Pet Set Client Interview Checklist

Client: _____ Pet(s): _____

Below are some items that will be discussed prior to your dog attending The Pet Set. Please read each section and initial.

1. I understand that my dog will be allowed to play with other dogs while at The Pet Set Inc. I also understand that on rare occasions, dogs may have physical altercations that result in bites or nips, just as children on a playground may have disagreements with other children. Even the most social and playful dog may get into a disagreement with another dog. The employees of The Pet Set Inc. will be constantly supervising the dogs but occasionally, accidents may occur. _____ (initial)
2. I understand that a change in my dog's regular routine can sometimes cause a loss of appetite, diarrhea, or other reaction as all dogs are different. Should The Pet Set Inc. believe that the situation with my pet requires medical attention, I understand that they will seek such attention at my expense. _____ (initial)
3. I understand that, until my pet "feels at home" at The Pet Set Inc. he/she may not drink as much water during daycare/boarding, and may be thirsty when he/she gets picked up. _____ (initial)
4. I understand that when dogs play they get dirty. _____ (initial)
5. I understand that, especially if my dog has a high energy level, he/she may bump into something and get hurt. _____ (initial)
6. I understand that I am responsible for supervising my children when dropping off or picking up my dogs at daycare and that young children should be kept by my side at all times. _____ (initial)
7. I understand that my pet may act tired or lethargic for a few days after being at The Pet Set for daycare or boarding as my dog will be playing for 7-12 hours per day. _____ (initial)
8. Short/Long-term boarding: I understand that if The Pet Set does not hear from me within 15 days after the initial departure date and/or after being contacted, that my pet will be considered abandoned. I may be subjected to, from the city, a \$500 fine and/or up to six months in jail. _____ (initial)
9. I understand The Pet Set is open from 7am-7pm Monday – Friday, and from 8am-4pm Saturday and Sunday. Pick up and drop off for boarding dogs and cats are Monday – Friday from 7am – 6pm, and 8am – 4pm on Saturday and Sunday. If I am late I understand my reservation may be canceled and/or my dog will board until the following day at my expense. _____ (initial).
10. I understand that bordetella is a virus that causes what is commonly known as "kennel cough." The Pet Set Inc. takes every precaution, including a requirement that I update my dog's bordetella vaccine every 6 months, to limit the likelihood of dogs contraction kennel cough, just as children in daycare pass around a cold or flu. I was also recommended that vaccinations not be given immediately prior to my dog(s) visit to The Pet Set Inc. as sometimes nervousness can lead to a lowered immune system and actually contracting kennel cough from the vaccination. I understand the virus is more common among a group of dogs, The Pet Set Inc. will do everything to clean and disinfect all common areas daily. _____ (initial)



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THE PET SET DAYCARE & BOARDING AGREEMENT

This Daycare and Boarding Agreement (the "Agreement") between The Pet Set Inc. and _____ ("client") contains the terms and conditions for which Pet Set agrees to provide pet daycare and/or overnight boarding services (alternately and collectively, the "Services") for Client's pet(s) named on The Pet Set Pet Profile on a continual, as needed basis from the date provided below.

Section 1- The Pet Set Pet Profile and Required Documents: Prior to Pet Set providing any Services to Client's pet, Client agrees to accurately and truthfully complete The Pet Set Pet profile. Client acknowledges the necessity of the vaccines required by Pet Set and agrees to provide copies of each pet's required vaccination records prior to their pet's first Services visit and any renewal period thereafter. Pet Set also requires a certificate that each of the Client's pets over the age of six (6) months have been spayed or neutered, as the case may be. _____ (Initial)

Section 2- Screening Interview Required: Prior to Pet Set providing any Services to Client's pet, Client must schedule a screening interview for each pet that client desires to receive Pet Set Services. The purpose of the screening interview is to determine whether a pet is comfortable in Pet Set's Surrounding areas and to see how each of Client's pets interact with the other pets, staff members and other fellow Pet Set clients. Pet Set shall have the absolute discretion to refuse to provide Services to any pet it determines is unsuitable for such Services. _____ (Initial)

Section 3- Day Care Required Prior To First Time Boarding: Any client that desires Pet Set's boarding services for their dog must first arrange for their dog to attend two (2) day care sessions so that Pet Set may fully evaluate Client's dog to attempt to ensure that client's dog would be a suitable for overnight boarding. This requirement shall not apply to a client desiring to board a cat. _____ (Initial)

Section 4- Deposit Required During High Use Periods: Client agrees to prepay for Pet Set Service, on arrival day for major holidays. Because Pet Set must continually turn away other client requests for boarding services during these high use periods, a cancellation must be made seven (7) days prior to Client's scheduled boarding appointment. So long as Client provides Pet Set with a cancellation notice at least seven (7) days in advance, Client shall be entitled to a full cash refund when Client prepaid for boarding Services with a check or a full credit card refund less five (5%) processing fee when Client prepays for boarding services with a credit card. Any refund will be a 5% processing fee. _____ (Initial)

Section 5- Boarding: Should Client desire additional grooming services for its dog(s) please speak to a Pet Set representative to arrange for the desired additional service. _____ (Initial)

Section 6- Pet Set Services: Pet Set agrees to provide Client's pet with safe, trustworthy, caring and fun Services. _____ (Initial)

Section 7- Rates For Services: The rates for Services offered by Pet Set are posted in the Pet Set lobby. Pet Set may change its rates at its sole discretion by written, posted notification in plain view within the Pet Set lobby but shall give at least one week's notice of any planned rate changes. _____ (Initial)

Section 8- Grooming and/or Other Services: From time to time Pet Set may, but is under no obligation to, provide grooming or other services for the benefit of Client and their pet. Rates for these additional services shall be confirmed at the time of appointment with a Pet Set representative. Please speak with a Pet Set representative if you have any questions or desire to set up an appointment for any of the additional services. _____ (Initial)

Section 9- Cancellations: Client agrees to notify Pet Set of any changes to their scheduled pet pick up and drop off, grooming and/or boarding appointments not falling within at least twenty-four (24) hours prior to such schedule appointment. Failure to do so may result in a charge to the Client at Pet Set's election. _____ (Initial)

Section 10- Payment for Services: Client understands and hereby agrees that if there is an unpaid balance over thirty(30) days for Services, Pet Set shall have the right to refuse to perform additional Services until Client's balance is paid in full. If Client's balance remains unpaid beyond thirty-one (31) days, Client hereby consents to and agrees to pay Pet Set a Thirty dollars (\$30) late fee in addition to the unpaid balance. _____ (Initial)



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Section 11- Illness and/or Injury: Although all steps are taken to ensure the Client's pet remains healthy and Safe, a pet may contract an illness, get sick and/or get injured while on the Pet Set premises. In the event that Client's pet becomes ill or injured while under the care of Pet Set at the Pet Set premises, Pet Set Shall attempt to contact Client to determine whether Client desires to pick up their pet(s) or to have Pet Set take Client's pet to Client's Vet within a five (5) mile radius of Pet Set's street address or Pet Set's designated veterinarian, during daytime hours or an emergency veterinary hospital after hours. In the event Pet Set is unable to reach Client, Client hereby authorizes Pet Set to arrange for the care of and transport its pet to its designated veterinarian within a five (5) mile radius of Pet Set's street address. By Client's signature to this Agreement, Pet Set is hereby authorized to approve any emergency treatment recommended by the attending veterinarian caring for Client's pet and Client agrees to pay for any all charges incurred. Client shall hold harmless Pet Set from any liability related to Client's pet's transportation, treatment and/or expense. _____ (Initial)

Section 12- Client's Responsibility for Each Pet: Although Pet Set's screening procedures are designed to identify and prohibit aggressive and/or dangerous pets, Client shall be ultimately responsible for its pet's actions on the Pet Set premises including, specifically, any injury to Pet Set premises including, specifically, any injury to Pet Set staff, other clients dropping off or picking up their pets and/or other pets. By signing below, Client acknowledges that it may be responsible for reimbursing The Pet Set or another Client for any fees paid for veterinary care provided and paid for in accordance with section "Illness and/or Injury" as a result of its pet's infliction of injury or damages to humans and/or other animals. Additionally, any pet that injures another pet or human being may be subject to permanent and immediate dismissal from The Pet Set premises at Pet Set's sole discretion. _____ (Initial)

Section 13- Biting: Notification Required by Law. Client hereby acknowledges that Pet Set is required by law to notify the proper authorities if an animal exhibits extreme viciousness towards human beings causing bodily harm or bites and injures a human being. Any bite on the part of a Client's pet, whether to a human being or another pet receiving Pet Set services may subject Client to financial liability as provided for in Section 12 above. _____ (Initial)

Section 14- Termination of services and/or Agreement. Client's failure to abide by this agreement or other rules and conditions of service (such as Pet Set's posted hours), submitting an untruthful The Pet Set profile, chronic, inexcusable late payment, continued nonpayment or if Client's pet causes illness or injury to other Client's pets, or injures a Pet Set representative or other client picking up or dropping off their pet, Client's pet(s) shall be subject to immediate dismissal at Pet Set's sole discretion and Client hereby agrees to pay full, upon demand, any outstanding balance Client has incurred at the date of dismissal and Client's pet shall no longer be allowed to visit or board at Pet Set. _____ (Initial)

Section 15- Pickup by Someone Other than Client. If Client desires someone else to pick up their pet(s), Client must provide a written note to Pet Set naming the person designated to pick up Client's pet(s) and payment In full must be made at or before the desired time of pickup. For your pet's own protection, Pet Set will not release any pet to a non-Client who does not provide a photographic identification. _____ (Initial)

Section 16- USE OF DOG PICTURES OR VIDEO. Client understands & agrees that The Pet Set Inc. may use any pictures or videos for The Pet Set website or other marketing materials. _____ (initial)

Section 17- Social Media: You understand that accidents happen and dogs getting sick is part of socializing with other dogs. You agree to not use any of the social media platforms including Instagram, Facebook, TikTok, Yelp, Google and Nextdoor, or other platforms on the internet, to argue the reputation of The Pet Set Inc. as long as there is no negligence from The Pet Set. The Client will notify The Pet Set Inc of any situation or negligence before he/she uses the internet for social media accusations. The Pet Set Inc. job is to care and provide the best service and safety to the clients and to resolve any problems that occur while the pet is in our care. . _____ (initial)

BY SIGNING BELOW, CLIENT HEREBY ACKNOWLEDGES THAT THEY HAVE READ, FULLY UNDERSTAND AND AGREE TO ALL OF THE TERMS AND CONDITIONS CONTAINED WITHIN THIS AGREEMENT.

DATE: _____ SIGNATURE: _____

PRINT NAME: _____



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Pet Virus Awareness Acknowledgment

Dog viruses spread just as easily as the cold or flu spreads at a kids school. The most common dog virus is Kennel Cough. Kennel cough can be caused by a number of different airborne bacteria. Most cases of kennel cough are caused by bordetella, some are caused by other agents, including the bacteria bordetella bronchiseptica, canine adenovirus type 2, canine parainfluenza virus, canine respiratory coronavirus, and mycoplasma. So the vaccine on its own may not prevent your dog from catching kennel cough.

Dogs commonly contract kennel cough at places where large numbers of animals congregate, like boarding kennels, daycare facilities, dog parks, dog training groups, and dog shows, dog beach, or even on your own walk around your neighborhood. Dogs can spread kennel cough to one another through airborne droplets, direct contact (like touching noses), or contaminated surfaces (including water or food bowls). Symptoms: If your dog has kennel cough, you may notice one or more of the following symptoms:

- Strong cough, often with a “hacking” sound
- Lethargy
- Runny nose
- Loss of appetite
- Sneezing
- Low fever

As of 2023, a new illness called Canine Infectious Respiratory Disease Complex (CIRDC) has formed. Since it is a new virus, not a lot of information is known. The symptoms for CIRDC are similar to kennel cough symptoms however can only be diagnosed by the vet.

I understand that bordetella is a virus that causes what is commonly referred to as “kennel cough.” The Pet Set Inc. takes every precaution, including a requirement that I update my dog’s bordetella vaccine every 6 months, to limit the likelihood of dogs contraction kennel cough. I understand that there is always a chance when my dog(s) socialize(s) with other dogs, that my dog could get kennel cough, just as children in daycare pass around a cold or flu. I was also recommended that vaccinations should not be given one to two days prior to my dog(s) visit to The Pet Set Inc. as sometimes nervousness can lead to a lowered immune system and actually contracting kennel cough from the vaccination. _____ (initial)

The Pet Set Inc. cleans and disinfects the facility daily by sanitizing rooms twice a day. As well as sanitizing the grooming area after every use. Deep cleaning is done monthly by a private company to clean our play area.

BY SIGNING BELOW, CLIENT HEREBY ACKNOWLEDGES THAT THEY HAVE READ, FULLY UNDERSTAND AND HAVE A BETTER UNDERSTANDING OF DOG VIRUSES AND HOW THEY OCCUR.

DATE: _____

SIGNATURE: _____

PRINT NAME: _____