PLAYFUL PAWS

CLIENT AGREEMENT & LIABILITY WAIVER

English version — document for signature

231 Broadway, Malden, MA 02148

1. OWNER AND DOG INFORMATION

Owner Name: _____

Phone: _____ Email: _____

Dog Name(s): _____

Emergency Contact / Phone: _____

The owner represents that all information provided to Playful Paws, including registration information and health/behavior questionnaires or forms, is true, complete, and current.

2. HEALTH, VACCINATIONS, LICENSE, AND DOCUMENTATION

The owner agrees to maintain all Playful Paws health and documentation requirements, including current proof of Rabies, Distemper, and Bordetella vaccination and a current municipal Dog License. For Rabies and Dog License, both the certificate/document and corresponding tag are required, and the tags must remain properly affixed to the dog consistent with applicable legal requirements.

If a required vaccination cannot be administered for medical reasons, the owner must provide valid veterinary documentation and any exemption or official approval required by applicable law. The owner must promptly disclose contagious illness, relevant exposure, injury, veterinary restriction, or health change. Playful Paws may refuse or suspend services while mandatory requirements are incomplete/expired or when there is a reasonable health or safety concern.

3. BEHAVIOR, SOCIALIZATION, AND REQUIRED DISCLOSURES

The owner confirms that they have fully and truthfully disclosed any known history of aggression, biting, reactivity, resource guarding, anxiety, escape attempts, destructive behavior, difficulty with dogs or people, and other relevant conditions. Information provided in any New Dog/Behavioral Questionnaire or equivalent form is part of the information Playful Paws relies upon in evaluating and providing services.

The owner understands that behavior may change and agrees to promptly communicate, and preferably document in writing, material behavioral changes. A prior evaluation or positive history does not guarantee future compatibility. Playful Paws may organize groups, limit interaction, separate dogs, require reevaluation, or refuse, suspend, or terminate services when reasonably necessary for safety and welfare.

4. ACKNOWLEDGMENT AND ASSUMPTION OF INHERENT RISKS

The owner understands that daycare and boarding involve physical activity and dog-to-dog interaction and therefore carry inherent risks even with supervision and reasonable safety measures. These risks may include scratches, cuts, bites, punctures, collisions, falls, play-related injuries, conflicts, communicable illness, parasites, and other occurrences associated with a shared-care environment.

To the extent permitted by applicable law, the owner acknowledges and assumes the inherent and reasonably foreseeable risks associated with the services. The occurrence of illness, injury, or an incident does not, by itself, establish negligence or liability on the part of Playful Paws.

5. VETERINARY CARE AND EMERGENCY AUTHORIZATION

When reasonably necessary to protect the dog's health, safety, or welfare, Playful Paws is authorized to obtain or arrange veterinary care. When circumstances permit, reasonable efforts will be made to contact the owner or emergency contact first. In an urgent situation, or when contact cannot reasonably be made in time, the owner authorizes transportation and veterinary treatment without further approval.

The owner is responsible for reasonable costs incurred for examination, emergency care, diagnostics, medication, treatment, hospitalization, and veterinary transportation relating to the dog, except to the extent applicable law assigns responsibility otherwise. Authorization to obtain care does not mean Playful Paws automatically assumes those expenses.

6. FOOD, MEDICATIONS, AND SPECIAL CARE

The owner must provide and reconfirm current instructions regarding food, medications, allergies, restrictions, behavior, and special care for each stay and whenever changes occur. For boarding, the owner must provide enough food for the full stay, and approximately 1–2 extra days of food are recommended.

Medications must be identified and accompanied by written instructions for dose, frequency, and time/interval when applicable. A group-care environment may not reproduce exact home feeding and rest schedules; staff will make reasonable efforts to keep care close to the routine provided. The owner should not assume staff will remember verbal instructions or instructions from prior stays.

7. OWNER RESPONSIBILITY, PROPERTY DAMAGE, RELEASE, AND INDEMNIFICATION

To the extent permitted by law, the owner remains responsible for extraordinary damage caused by the dog to facilities, equipment, or property and for consequences of known or relevant behavior that was not adequately disclosed.

To the extent permitted by Massachusetts law, the owner releases and holds harmless Playful Paws and its owners, employees, and agents from claims arising solely from the inherent and assumed risks of the services, except for liability that cannot lawfully be excluded or limited. To the extent permitted by law, the owner also agrees to indemnify and hold those parties harmless from third-party claims arising from the dog's behavior or from material information that the owner provided inaccurately, incompletely, or failed to disclose, except to the extent a loss is attributable to Playful Paws liability that cannot lawfully be disclaimed. Nothing in this Agreement is intended to waive any right or liability that cannot lawfully be waived.

8. PAYMENTS, RESERVATIONS, AND CURRENT POLICIES

The owner agrees to pay for services and applicable charges under the rates and terms then in effect. Outstanding balances remain the owner's responsibility and may be required to be paid before new reservations or services are accepted.

The owner acknowledges that pricing, hours, cancellations, boarding checkout, drop-off/pick-up, and other operating rules are detailed in the then-current Playful Paws Policies. By signing, the owner confirms that they received, had access to, or had a reasonable opportunity to review those Policies and agrees to comply with them. Changes that legally require renewed consent will be handled separately.

9. PHOTOS AND VIDEOS

☐ I AUTHORIZE public/promotional use of photos and videos of my dog(s).

☐ I DO NOT AUTHORIZE public/promotional use of photos and videos of my dog(s).

This choice does not affect eligibility for services. Internal records and images reasonably needed for direct owner communication or documentation of care/incidents may still be created as appropriate.

10. AGREEMENT, LANGUAGE, AND SIGNATURE

I represent that I am the owner of the dog(s) identified above or have legal authority to enter into this Agreement on the owner's behalf. I confirm that I have read and understood this Client Agreement & Liability Waiver, had an opportunity to ask questions, and agree to its terms and the applicable Playful Paws Policies.

I understand that this Agreement contains provisions concerning assumption of risk, financial responsibility, veterinary authorization, release of certain claims, and indemnification. My signature reflects my voluntary acceptance of these terms to the extent permitted by law.

Courtesy translations of this Agreement may be provided in Portuguese and Spanish to assist understanding. The English version is the version executed by the parties and will control in the event of any inconsistency among translations, to the extent permitted by applicable law.

Printed Owner Name: _____

Owner Signature: _____ Date: _____

Dog Name(s): _____