

# Section I: Policies

Please read these carefully. Your participation in our services indicates that you are aware of, understand, and agree with the policies below. These policies are for both the safety of your dog(s) and those in our care. Here at Social Pack Dogs, we take great pride in the quality of care we provide through our services, and strive to provide pets with a safe, healthy, happy, and wholesome environment.

## Vaccinations

- All dogs should be current on all vaccinations and must bring proof of Rabies, DHLPP, and Bordetella before staying with us.
  - I understand that all required vaccinations must be administered no later than 7 days prior to entering the facility.
  - I understand that if I fail to keep my dog up-to-date on the required vaccinations, Social Pack Dogs will not be able to accept my dog. This is for the safety of all dogs in our care.
  - I understand that it is my responsibility to keep my pet's vaccination records up to date with Social Pack Dogs. This means having my Vet fax over my Vet records every time they are updated.
  - I certify that my dog is up to date on his/her Rabies, DHLPP, and Bordetella vaccinations.
- The Bordetella vaccination is a great way to prevent your dog from getting "Kennel Cough," but please know that this virus is just like the human flu and has many different strains and mutations, thus, the vaccine is not 100% effective against the virus. Cleanliness and good ventilation is a priority at Social Pack Dogs and we have many procedures in place to do all we can to prevent breakouts.
  - I understand that "Kennel Cough" is a risk associated with socializing my pet(s), and I understand that even if my dogs have the Bordetella vaccination, they can still contract "Kennel Cough."
- To be eligible for our services, your dog(s) must be spayed/neutered if he/she is over 7 months of age.
  - I certify that my dog is spayed/neutered if over the age of 7 months old.
  - If my dog is not yet 7 months old, I understand that I must have my dog spayed/neutered once my dog is 7 months old in order to stay an eligible member of Social Pack Dogs.
- To prevent fleas, ticks, or other parasites, we require all dogs to be treated with flea/tick preventative.
- We do accept Titer Tests!

## Health & Wellness

- As per standard procedure, we keep tabs on your dog's health and behavior status while staying with us. If your dog(s) develop a health issue, we will notify you as soon as possible.

- If your dog(s) require immediate medical attention, we will first try to notify you as soon as possible and take your dog(s) to either your preferred vet or an alternative arranged by Social Pack Dogs.
  - I understand that Social Pack Dogs will make sure that my dog(s) receive the best care possible.
  - Should the need arise, and after making all attempts to contact you first, I give permission to Social Pack Dogs to provide emergency medical treatment for my dog(s).
  - I understand that if my dog(s) require any medical attention, all costs incurred will be paid in full by me upon pickup.
  
- If you decide to feed your dog(s) our house food, please note that changing your dog's food suddenly can cause stomach upset, and in some cases diarrhea. Here at Social Pack Dogs, we feed a high quality, natural dog food. If you would like information on how to ease your dog(s) back onto his/her own food when returning home, please feel free to ask one of our staff.
  - I understand that there is an extra charge per meal if I do not bring my own food while participating in Daycare or Boarding services.
  
- I understand that should my dog pose a threat to any staff member, they may not be allowed to continue using our services.
  - I understand that, regardless of the vaccination status, per state law, any dog bite must be reported to the state. Per state law, the dog will be picked up by animal control to undergo a quarantine observation period of 10 days at a quarantine facility licensed by the Texas Department of State and Health Services.
  - I understand that Social Pack Dog's decision to no longer accept a dog that may be a threat to its staff is both for the well-being of the staff and my dog.

## Eligibility

- All dogs must attend one day of "Meet and Greet" before signing up for any of our services. This day is outlined as one full day of Daycare, where your pet will be introduced to the facility and other dogs.
  - I understand that I must attend a "Meet and Greet" session before I can participate in other services.
  - I understand that if my dog is not eligible for social play with other dogs, Social Pack Dogs will not be able to accept my dog.
  - I understand that even though my dog may not be "dog aggressive," Social Pack Dogs has the right to refuse service based on our interpretation and assessment of its energy around the pack.
  
- I understand that Social Pack Dogs has breed restrictions and that the below dogs (or mixes of these dogs) are not allowed to participate in our services.
  - Pit Bull Terriers
  - Staffordshire Terrier
  - Bull Terrier
  - American Bulldog

- American Bull Terrier
  - Bulldog
  - Shar Pei
  - Akita
  - Rottweiler
  - Any breed under 10lbs.
- Our staff is trained to recognize and terminate play behavior that may be too rough, or that may escalate into an altercation; however, even good play can result in minor scratches or injuries.
    - I understand that Social Pack Dogs will not be held liable for any injuries to my dog(s) while participating in their services.
    - I understand that Social Pack Dogs holds the right to refuse service to my dog at any time based on energy or behavior that we deem to be threatening to the Pack.
    - I certify that my dog(s) is allowed to engage in social play with other dogs and understand that Social Pack Dogs will not be held liable for any injuries that may occur during social play.

## Boarding

- Any bones, chews, balls, or plush toys are strictly prohibited - they are a choking hazard.
  - I understand that if I bring any bones, chews, balls, or plush toys, they will not be given to my dog(s) because of the choking risk associated with these items.
  - Any easily chewable cookie type treats that are easily broken up are allowed.
  - I understand that Social Pack Dogs is not responsible for loss or damages to the items I leave.
- Please note that we recommend bringing blanket instead of plush beds.
  - Social Pack Dogs will supply your dog with our own blankets that is washed regularly should you prefer to leave your personal belongings at home.
  - Social Pack Dogs can also provide raised bedding cots for an extra fee.
  - I understand that if I would like to bring my own bedding, Social Pack Dogs will not be held responsible for its condition upon checkout.
  - I understand that if I would like to bring my own bedding, it needs to be foldable and easily washed (no pillows or hard bedding please).
  - I understand that it is my responsibility to notify Social Pack Dogs if my dog is known to be destructive so they can take appropriate preventative measures.
  - I understand that Social Pack Dogs will do their best to monitor my dog for shredding or tearing of blankets and/or bedding and will remove any items should they notice signs of destruction. I understand that Social Pack Dogs will not be held liable should my dog ingest any torn bedding.

## Payment & Hours

- All Daycare, Boarding, and Grooming fees are due upon pickup unless otherwise approved.
  - I understand that all Boarding charges are incurred by the night.
  - I understand that although Daycare is included in the Boarding price, my dog(s) will be charged an additional Daycare Day Fee on the final day of pickup if I pick up after 10am.
  - I understand that Daycare Packages are non-refundable and do expire! Please see our website for expiration dates.
  
- If you need to pickup or drop off before or after office hours, please call ahead and arrange this with our staff; we will try to accommodate your special request, but we cannot guarantee availability.
  - There may be an extra fee for picking up or dropping off during off hours.

## Section II: Authorization and Release

I have carefully read and understand the policies outlined above. I understand that any new copies will supersede this existing agreement. I understand that by participating in Social Pack Dogs services, I agree to adhere to and abide by these policies.

# Section III: A Summary of Rights Under The FCRA

Para informacion en espanol, visite [www.ftc.gov/credit](http://www.ftc.gov/credit) o escribe a la FTC Consumer Response Center, Room 130-A 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

## A Summary of Your Rights Under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Here is a summary of your major rights under the FCRA. **For more information, including information about additional rights, go to [www.ftc.gov/credit](http://www.ftc.gov/credit) or write to: Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.**

- **You must be told if information in your file has been used against you.** Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address, and phone number of the agency that provided the information.
- **You have the right to know what is in your file.** You may request and obtain all the information about you in the files of a consumer reporting agency (your “file disclosure”). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:
  - a person has taken adverse action against you because of information in your credit report;
  - you are the victim of identity theft and place a fraud alert in your file;
  - your file contains inaccurate information as a result of fraud;
  - you are on public assistance;
  - you are unemployed but expect to apply for employment within 60 days. In addition, by September 2005 all consumers will be entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See [www.ftc.gov/credit](http://www.ftc.gov/credit) for additional information.
- **You have the right to ask for a credit score.** Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.
- **You have the right to dispute incomplete or inaccurate information.** If you identify information in your file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See [www.ftc.gov/credit](http://www.ftc.gov/credit) for an explanation of dispute procedures.
- **Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.** Inaccurate, incomplete or unverifiable information must be removed or corrected, usually

within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.

- **Consumer reporting agencies may not report outdated negative information.** In most cases, a consumer reporting agency may not report negative information that is more than seven years old, or bankruptcies that are more than 10 years old.
- **Access to your file is limited.** A consumer reporting agency may provide information about you only to people with a valid need -- usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.
- **You must give your consent for reports to be provided to employers.** A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. Written consent generally is not required in the trucking industry. For more information, go to [www.ftc.gov/credit](http://www.ftc.gov/credit).
- **You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.** Unsolicited “prescreened” offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt-out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).
- **You may seek damages from violators.** If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.
- **Identity theft victims and active duty military personnel have additional rights.** For more information, visit [www.ftc.gov/credit](http://www.ftc.gov/credit).

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state Attorney General. Federal enforcers are:

TYPE OF BUSINESS:	CONTACT:
Consumer reporting agencies, creditors and others not listed below	Federal Trade Commission: Consumer Response Center - FCRA Washington, DC 20580 1-877-382-4357
National banks, federal branches/agencies of foreign banks (word "National" or initials "N.A." appear in or after bank's name)	Office of the Comptroller of the Currency Compliance Management, Mail Stop 6-6 Washington, DC 20219 800-613-6743
Federal Reserve System member banks (except national banks, and federal branches/agencies of foreign banks)	Federal Reserve Consumer Help (FRCH) P O Box 1200 Minneapolis, MN 55480 Telephone: 888-851-1920 Website Address: <a href="http://www.federalreserveconsumerhelp.gov">www.federalreserveconsumerhelp.gov</a> Email Address: <a href="mailto:ConsumerHelp@FederalReserve.gov">ConsumerHelp@FederalReserve.gov</a>
Savings associations and federally chartered savings banks (word "Federal" or initials "F.S.B." appear in federal institution's name)	Office of Thrift Supervision Consumer Complaints Washington, DC 20552 800-842-6929
Federal credit unions (words "Federal Credit Union" appear in institution's name)	National Credit Union Administration 1775 Duke Street Alexandria, VA 22314 703-519-4600

<p>State-chartered banks that are not members of the Federal Reserve System</p>	<p>Federal Deposit Insurance Corporation Consumer Response Center, 2345 Grand Avenue, Suite 100 Kansas City, Missouri 64108-2638 1-877-275-3342</p>
<p>Air, surface, or rail common carriers regulated by former Civil Aeronautics Board or Interstate Commerce Commission</p>	<p>Department of Transportation , Office of Financial Management Washington, DC 20590 202-366-1306</p>
<p>Activities subject to the Packers and Stockyards Act, 1921</p>	<p>Department of Agriculture Office of Deputy Administrator - GIPSA Washington, DC 20250 202-720-7051</p>