



PET BOARDING AGREEMENT

The following contract is standard for the Boarding Facility industry. Please know that we take our job of caring for your pet(s) seriously and always put their safety first. As caregivers, we treat the pets at our resort as if they were our own and do our very best to care for them.

This Contract is between The Lodge for Pampered Pets (hereinafter called the “Boarding Facility”) and the pet owner/representative whose name(s) appears below (hereinafter called the “Owner”). The term “pet” refers to all pets boarding with the same ownership.

Owner specifically represents that he/she is the owner of the boarding pet, or has been authorized by the Owner of the pet to enter into this Contract as the Owner’s representative.

A. Services

- a. Owner agrees to pay the boarding rate for all services prior to checkout.

B. Payment

- a. Owner understands and agrees that pet shall not leave the Boarding Facility until all charges are paid.
- b. Owner understands that the boarding fee is charged on day of arrival (regardless of check-in time), and there is a full-day charge for the day of departure if check-out after 12 pm. There is no charge for pick-ups between 7am-12pm.
- c. A charge of \$25 will be assessed for any returned checks.

C. Cancellation/Deposits

- a. If you need to cancel your reservation, please do so at least **ten (10) days** prior to the arrival date. Owner(s) will forfeit the deposit for late cancellations.
- b. Owner understands that a last-minute cancellation/no show fee will be charged if pet is not dropped-off or picked-up at the specified date reflected in the reservation. Notice is required minimum **ten (10) days** in advance for cancellations to avoid the fee.
- c. Owner understands that once the pet has been dropped off, owner is committed to paying for the entire reservation, regardless if owner ends up picking pet up early. Owner also understands that reservations can be extended only in case of advanced notice, Boarding Facility approval, and availability.
- d. All refunds will be made within a thirty (30) day period.

D. Pet Health

- a. Owner represents that pet is healthy and has not been exposed to any known communicable disease within the thirty-day period immediately prior to boarding. Owner agrees to disclose to Boarding Facility all known medical conditions and/or behavior problems, which may affect pet’s care prior to check-in. Owner shall inform Boarding Facility of any changes in pet’s condition and behavior at or prior to check-in for all subsequent boarding stays.
- b. **Boarding Facility reserves the right to refuse to accept a Pet at check-in for any reason, including without limit, if it appears to us the Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff. Owner acknowledges that pet is current on all required vaccinations and preventatives. Owner agrees to provide documents confirming such vaccinations as requested by the Boarding Facility, and shall provide proof of vaccinations prior to any entry into Boarding Facility facilities.**
- c. Boarding Facility specifically requires all pets be vaccinated against communicable diseases prior to boarding. Boarding Facility reserves the right to refuse admittance to any pet that shows signs of illness or that does not meet Boarding Facility vaccine requirements. Despite these precautions, Owner acknowledges that pet will be in an environment with other pets during boarding, and understands that any pet may unknowingly harbor and spread a communicable disease. Owner releases Boarding Facility from, and waives all claims and liability against Boarding Facility for, all losses, damages, costs and expenses arising out of or in connection with any communicable disease contracted by pet during boarding.
- d. **All pets entering Boarding Facility must be clean and flea free. If upon inspection, this is not the case, a flea bath will be given at Owner’s expense.**
- e. Eye drops, ear drops, and oral medications may also be administered. Additional charges shall be incurred for medication and/or vitamin administration.
- f. **In the rare event of diarrhea, Owner is aware that Boarding Facility uses Provable Probiotics and/or pumpkin to help provide relief, at an additional charge.**

- g. Owner understands that extra charges may be added to the bill at discretion of management for extra services or treatment that is above and beyond routine care, i.e. an unexpected bath, etc. Special handling is defined as services beyond our standard boarding care due to behavior problems, excessive accidents, health issues, or other unexpected care not anticipated at time of check-in. Owner agrees to pay all such charges. Boarding Facility staff will make every effort to contact owner about such issues before providing these additional services and/or treatments.
 - h. Owner understands that if Boarding Facility has to supply food, there will be an additional charge per day per pet. Owner also understands that a change in food may result in diarrhea.
 - i. Boarding Facility shall exercise due and reasonable care for each pet while boarding. Under this reasonable care, Owner releases Boarding Facility from, and waives all claims and liability against Boarding Facility for or attributable to, injury, illness or death of pet. Owner agrees that Owner shall be solely responsible for any and all acts and behavior of said pet while it is in the care of Boarding Facility. **Owner will be charged damage fees for any damage caused by pet to kennel structures and/or Boarding Facility property.**
 - j. Owner acknowledges that, in the unlikely event your pet becomes ill or injured, or if your pet has a pre-existing condition which is aggravated by its stay, and requires professional attention, we will attempt to notify you or your Emergency Contact at the phone numbers you provided. The Boarding Facility, at its sole discretion, may engage the services of a 24-hour emergency veterinary clinic or a veterinarian of our choice and/or administer medicine or give other necessary attention to your pet, and you authorize us to provide any such service at your additional expense. In cases we believe to be critical, we may take your pet to the veterinarian first before attempting to contact you. Pet Owner agrees, if we cannot reach you or your Emergency Contact, we will make healthcare decisions for your pet based on the recommendations of available professionals.
- E. Owner understands that Boarding Facility reserves the right to refuse service due to pet's behavior or health, excessive cancellations, no shows, or late arrivals, non-payment, or violations of said contract.**
- F. Emergency Situations**
- a. Natural Disaster: In an emergency or natural disaster, every effort will be made to contact you or your Emergency Contact to retrieve your pet. You agree that the Boarding Facility, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your pet until you or your Emergency Contact can retrieve your pet. You understand it may not always be possible to safely evacuate your pet.
- G. Group Activity**
- a. Owner understands pet will be around and exposed to other pets, even if it is through a fence or other barrier. Owner understands that it is not without risk because some animals may bite or otherwise injure each other. Owner waives and releases Boarding Facility and its employees, from any and all liability of any nature, for any injury or damage which pet may suffer, including but not limited to, any injury or damage resulting from the action of any pet. If playtime is permitted by the owner, it is at the discretion of the Boarding Facility as to which pets may be placed together based on temperaments/behaviors observed by staff. **Please read and sign GROUP PLAYTIME AGREEMENT if you wish for your pet to play with other pets.**
 - b. We do our very best to allow eligible boarding dogs in group play, however, circumstances cannot always permit this. We cannot **guarantee** group play during boarding.
- H. Daycare**
- a. Owner further understands and agrees that if pet(s) is/are not picked up by the end of the daycare at 6:00 pm, the pet(s) will spend the night and be charged the standard boarding fee plus a charge for food if not provided by Owner.
 - b. **Owner understands that pre-paid packages are nonrefundable and nontransferable.** Fees are due and payable at the end of each day. Payment may be made by cash, check or credit card. Discounted packages are provided only if they are paid for in advance.
- I. Pet Behavior**
- a. Owner agrees that if pet becomes aggressive, destructive or disruptive, or acts in any manner that puts Boarding Facility and our representatives and employees in any danger, we will attempt to notify you or your Emergency Contact to make other arrangements for your pet. In the event that you or your Emergency Contact are unavailable, Boarding Facility at its sole discretion, may make other arrangements at an alternative boarding facility chosen by Boarding Facility. You will be billed and responsible for any fees incurred at both Boarding Facility and the alternative pet boarding facility. Owner acknowledges that pets that are kenneled together are from the same household. Owner assumes all responsibility for any aggressive behavior, fighting or injury that one pet may inflict upon another while they are together. Boarding Facility reserves the right to separate any pets who are boarding together at our discretion for the pets' own safety. If your pets are not compatible boarding in the same kennel unit, you will be billed and responsible for the cost of more than one kennel.
- J. Photo/Video Release**
- a. Owner agrees to allow Boarding Facility and our employees to use his or her pet's name and any images or likeness of his or her pet taken while the pet is staying at Boarding Facility, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

K. Personal Property

- a. **Owner agrees that Boarding Facility and our representatives and employees will not be liable or responsible for any lost, stolen or damaged personal property belonging either to the Owner or the pet. Items not taken home at check-out will be disposed of if not picked up within 60 days of check-out date.**
- b. Owner also understands and agrees that the pet's collar may be removed in the kennel and play areas to prevent injury to the pet.

L. Abandonment

- a. Owner understands that if pet is not picked up within 10 calendar days after the day pet is scheduled for pick up, or Owner refuses to pay agreed upon charges, pet shall be deemed abandoned. Boarding Facility reserves the right to turn over any Abandoned pets to any humane society, animal shelter, animal rescue group, or any person selected by the Boarding Facility. Owner shall remain liable for all boarding fees incurred prior to the pet being deemed abandoned.

M. Facebook Photos

- a. As a courtesy, we do try to upload pictures of our pet guest daily; however, our primary objective is the health, wellbeing and safety of our guests. Pictures will be added to Facebook as time permits.

By signing below, Owner states that he or she has read and agrees to all of the terms listed in this boarding contract.

Printed Name

Signature

Date