

Policies and Procedures

The client hereto agrees as follows:

- 1) Paw Print Pet Resort and its employees agree to provide services stated in this agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Paw Print Pet Resort or its employees, unless arising from gross negligence on the part of Paw Print Pet Resort.
- 2) The client understands that all pets must have a veterinarian and must be current with all vaccinations including negative fecal. Vaccinations must be given far enough in advance to be effective. We require about 2 weeks. We also require vaccination against kennel cough, which is very common among boarding facilities. Please bring vaccination record with you before or during admission or pet(s) **will not** be admitted.
- 3) The client understands that all pets must be treated with a **flea, tick and heartworm preventative**. If fleas are found on pet, a flea bath will be given at owner's expense \$25.00.
- 4) Pets over 6 months of age must be spayed or neutered. If you choose to board your pets together in the same room the owner assumes full liability for any and all problems including veterinarian cost and will release Paw Print Pet Resort from any and all liability.
- 5) The client understands that we will not administer sedatives to your pet -- regardless if they are veterinarian prescribed. If your pet needs this type of medication you need to make arrangements for your pet to be hospitalized with your veterinarian.
- 6) Paw Print Pet Resort does not diagnose, prognose, nor make therapy decisions nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- 7) Paw Print Pet Resort will not board acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet. Certain medical conditions may also be referred to a veterinarian for boarding. Pets infected with Feline Aids, FIP, ringworm or any other contagious disease will not be admitted.
- 8) The client understands that the animals interact with other animals and employees. The client must express any known aggression problems that the animal has with other pets or people and must be free of any communicable diseases. The pet is being admitted based on client's representation.
- 9) Client is solely responsible for any harm caused by their pet to any employees, other pets/owners, or property. Client agrees to reimburse Paw Print Pet Resort for all costs (including, but not limited to, medical care and lost wages) associated with exposure to pet(s).
- 10) Paw Print Pet Resort does provide bowls, and bedding; however, if you decide to provide your own, Paw Print Pet Resort is not responsible for those items. Please label all items including medications with pet's name and owner's name. It is recommended that the client provide the pet's own food as a change in diet can cause upset stomachs.
- 11) Paw Print Pet Resort **does not** accept aggressive animals.
- 12) Client understands if a playgroup setting is requested for your pet that accidents do happen. Client understands Paw Print Pet Resort will not be responsible for scrapes, scratches, playful bites, transmission of diseases, etc. as these things are common amongst play groups.
- 13) All dogs must be accompanied by a leash. All cats must arrive and depart in a carrier. Paw Print Pet Resort reserves the right to take pet(s) to vet if necessary. Client is responsible for all charges including, but not limited to, vet fees and transportation fees.
- 14) Paw Print Pet Resort reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.
- 15) The client agrees if pet is not picked up, or we are not notified, within 3 days after scheduled pick up date, Paw Print Pet Resort will consider pet abandoned and pet will be dropped off at nearest shelter.
- 16) Payment is expected after services are rendered. In the event of additional unforeseen costs (such as food, supplies, flea bath, vet fees, etc.), payment is expected at the completion of services. Check out time is 12:00(NOON) Owner agrees to pay an additional day of boarding for pickup beyond this time. A \$40.00 deposit is required for all reservations. This will apply to your pets stay, or your cancellation fee if you do not cancel within 3 days of your reservations.
- 17) Cancellations must be received 72 hours prior to the scheduled boarding day or a \$40 cancellation fee will apply. We must be notified within 2 days of an early return or you will be charged for the remaining number of booked days. If pet is not picked up by 6:00PM it will remain for another night and will be billed for another boarding day.

By signing below the client fully understands and agrees to the contents of this agreement:

Client's signature

Date