

SERVICE AGREEMENT Pappy's Pet Lodge (PPL)

By signature below, I agree to the following: For legal reasons, I verify that I am the sole owner of my pet(s), free and clear of all liens and encumbrances. **I understand for the safety of my pet(s) and others I shall bring my pet into the facility on a leash or in a pet approved carrier.**

I verify that I have informed the staff of PPL of any past, current or pre-existing pet medical conditions including, but not limited to, seizures, limps, arthritic/joint conditions, as well as, behavioral issues including, but not limited to, aggression towards pet(s) or humans.

In case of emergency PPL will attempt to contact me. If contact is not made, in my absence, I grant and authorize PPL permission to act as my agent to insure the safety and care of my pet(s) should it/they show signs/symptoms of illness, or if injury is sustained while in the care of PPL, I authorize PPL, in its sole discretion, to engage the services of a veterinarian or emergency clinic, administer medicine or give other requisite attention to my pet(s). I further understand that I shall be solely responsible for all expenses associated with the emergency care of my pet(s) including but not limited to: transport fees, veterinarian fees, medications, legal/collection fees and shall pay all charges upon pick up of my pet(s). I understand that if I request my pet to be transported to a specific veterinarian the transport fee is \$75. If my pet(s) is transported to the closest veterinarian the fee is \$25.

I am solely responsible for any and all acts of behavior of my pet(s) while in the care of PPL. This includes, but is not limited to, destruction of property and harm to humans or other pets. I agree to reimburse PPL for any property damages or injuries to humans or pet(s) caused by my pet(s). **I understand that PPL is not responsible for any loss of, or damage to, personal items I provide for my pet(s).**

PPL may retain my pet(s) for unpaid charges or abandonment and is at liberty to, in its sole discretion, sell my pet in a private or public sale to recoup any funds due as a result of non-payment for services rendered. I waive all statutory or legal rights to the contrary.

I waive and release PPL from any and all liability to include, but not limited to, death, injury, or illness my pet(s) may suffer during or after services rendered by PPL. By signature of this agreement I certify to the accuracy of all information given about my pet(s).

All dogs must receive the Bordetella vaccination once every 6 months. Vets recommend the vaccine be administered at least 5 days prior to exposure to other dogs. PPL requires a minimum of 72 hours prior to entering the facility. This vaccine is only effective in approximately 70% of dogs. A dog can still contract Kennel Cough even if it has been vaccinated. Due to stringent requirements PPL has an impeccable track record in regards to upper respiratory viruses.

I have been informed of and understand the vaccination requirements of PPL. If I have not followed proper vaccination procedures and my pet(s) did not receive all vaccinations at least 72 hours prior to drop off PPL, at sole discretion of management and/or owner will decide whether or not to render services. If PPL decides to offer services I understand for 72 hours my pet(s) must be isolated at a charge of \$75 per pet, per night based on availability.

If my pet(s) enters PPL with fleas/ticks he/she will automatically receive a flea/tick bath/dip. The charges are as follows: **Emergency Flea/Tick Bath/Dip: \$40-70 based on size of pet and severity of infestation.**

On occasion a pet may have a potty accident overnight. Pets are checked every morning. If it is necessary to clean my pet by administering a necessary bath the charges are as follows: **Necessary Bath: \$15-\$20**

Boarding charges are calculated per night regardless of what time my pet(s) check in. Hours are M-F 7am-7pm, Sat 8am-3pm, and Sun 10am-12noon and 5-7pm. Check out before 12noon incurs no charge; check out after 12noon incurs a ½ days charge. Occasionally customers arrive before opening or after closing. If I arrive before or after hours and request service, if the front desk is available, **there is a pre-opening/post-closing fee of \$75.**

I may arrange a pre-paid drop off or pick up based on availability. This is a **non-refundable** prepaid amount in the event that I do not choose to arrive during the preset pick up or drop off time. **Business Re-Opening Fee: \$100**

I understand PPL's rates for services (i.e. grooming, daycare, boarding, obedience training, electives and non-electives) and agree that upon completion of services and at pick-up of my pet(s) I will present payment for all incurred charges. This includes, but is not limited to, invoices from third parties (i.e. veterinarian, emergency clinic) and or any other expenses necessary for the proper care of my pet(s) under PPL's supervision.

I have read, fully understand and agree to the above terms. I further understand this is the entire agreement between all parties. All terms and conditions of this agreement shall be binding to the heirs, administrators, personal representatives and assigns of the owner and PPL.

Our goal is to create an efficient and positive guest experience each time you and your pet(s) visit Pappy's Pet Lodge. Thank you for your understanding and cooperation.

Owner's Signature _____ Date _____