

## *Terms of Agreement and Policies*

### **I. Agreement**

This Agreement and the Supplements referred to apply to all visits by the client's pet(s) to 4 Paws Inn. Unless specified, the terms of this Agreement cover the Boarding, Daycare, Grooming, and Training.

### **II. Pet**

You certify that you have informed 4 Paws Inn of all dog and human aggression. You agree that You are responsible for any harm caused by your dog while in the care of 4 Paws Inn. You shall indemnify and hold harmless 4 Paws Inn against any claims made against it or for losses or damages suffered by 4 Paws Inn as a result of your dog.

All dogs are evaluated on an individual basis for acceptance. 4 Paws Inn reserves the right to refuse admittance to any dog that does not meet the health, temperament or other standards set forth by the company. The determination shall be made at the sole discretion of 4 Paws Inn.

Please make staff aware of all injuries, allergies, medical ailments, physical limitations, and pre-existing conditions at time of drop off and on your online profile. It is important that we have all necessary information to provide your pet with the best care possible.

Each medication requires a completed medication form. A new form must be submitted or updated online prior to or on each time your pet visits 4 Paws Inn and requires medication. All medications must be provided to us in a compartmentalized medication organizer or bring medication in the original labeled container.

4 Paws Inn provides everything needed to care for your dog. Please, do not bring any items other than food/medications/leash/bed. If you choose to do so, 4 Paws Inn is not responsible for items left in our facility, including but not limited to: leashes, bowls, beds, food scoops and toys.

Dogs must be 4 months old for daycare and boarding. Dogs over 6 months old must be spayed or neutered for daycare and boarding.

Dogs must be current with DHLPP (yearly), Rabies, and Bordetella (every 6 months) vaccinations to attend 4 Paws Inn or to participate in any training. We recommend an Influenza vaccination. A paper copy of your dog's vaccination records is required as proof. It is the client's responsibility to provide this information to our office. We also strongly recommend all dogs be on a Veterinary-Approved flea and tick prevention.

To reduce air-borne sicknesses, no dog that has been in another dog facility or dog park can be allowed entrance to 4 Paws Inn for 2 weeks.

All dogs MUST have a well-fitting collar or harness and ID tag on during each visit. This collar or harness will remain on your pet for the length of his/her stay (unless removal is medically necessary). No prong style collars or metal collars are permitted.

You must provide food for the length of their pet's stay. Food is available for purchase (\$2.00 per cup) if you choose not to provide your own, or if your pet runs out of food during a visit.

For boarding services, food should be separated into individual meals using plastic bags or containers. Please label each meal legibly with the date for which it is intended and your pet's first and last name (ex. Rex Smith Tues 11/2/16 AM). Canned food should be labeled on the side with your pet's first and last name and the amount to be given per feeding. You may provide treats for your pet during his/her visit, but please, no rawhides or jerky treats. Advise of the frequency, amount, and times to be administered.

### **III. Hours and Payments**

4 Paws Inn is open the following hours (unless otherwise posted): Sunday-Saturday 7AM-7PM.

Drop-off time ends daily at 9AM for daycare. Boarding drop-off is 8AM-12:00 PM. All pets must be in 4 Paws Inn prior to 12:00 PM, whether for daycare or boarding.

Reservations are required for all services including daycare, boarding, grooming, training, and tours.

If a reservation is made and you are unable to keep it, you must call/email to cancel prior to close of the business day before your reservation. If you fail to cancel your reservation you will be charged for the stay (\$30 for daycare and a one night \$48 charge for boarding, per dog). Standing daycare reservations are available on a first come, first serve basis.

Reservations during holiday periods require cancellation prior to close of 2 business days before your reservation. If you fail to cancel your holiday reservation within this period you will be charged a two-night charge of \$102, per dog. This includes the periods surrounding Memorial Day (Weekend), Independence Day, Labor Day (Weekend) Thanksgiving, and Christmas/New Year's Day.

Major holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas and New Year's Eve) and Peak Seasons (Memorial Day through Labor Day) will incur a \$4.00 holiday/peak season fee for each boarding dog staying that night.

Daycare will be closed during major holidays (does not apply to dogs that are boarding).

Payment for services is due upon completion. 4 Paws Inn does not extend credit to clients and payment is due immediately upon the return of the pet your care. In the event of nonpayment, you shall be additionally liable for, and shall remit 4 Paws Inn upon demand, any and all costs of collection, including reasonable attorney's fees, filing fees and litigation expenses incurred by 4 Paws Inn in enforcing the terms of this agreement. Additionally, a charge of 15% of the total bill owed will be added every 14 days (from date of checkout) to any bill not paid in full upon completion of services.

If you or your agent do not pick up your pet at the agreed upon time, you hereby authorize 4 Paws Inn to continue to provide the services as set forth in this Agreement at your expense. If 4 Paws Inn determines, at its sole discretion, that an extension of services is required, payment in full may be required prior to extending such services. Notwithstanding the foregoing, if your pet is deemed abandoned under local, state, or federal laws or regulations, or in 4 Paws Inn's discretion as permitted by law, we will follow the Abandoned Pet Procedure.

You understand if you do not pick up his/her dog by 7 days after the agreed upon pick up date, a certified letter will be sent to you regarding the animal's abandonment. Should the animal not be removed within the specified time you hereby relinquish all claims to your animal, but shall not relieve your contractual liability for any boarding or care furnished or any incidental costs occurred related to the same.

#### **IV. Training and Group Classes**

4 Paws Inn, Kim Bowers, and Throw Me a Bone, LLC shall not be held liable for any injury or damage to any person, animal, or property which results from the training and behavior of my pet. Any child under the age of 16 years must be accompanied by an adult. 4 Paws Inn, Kim Bowers and Throw Me a Bone, LLC shall not be held liable for any costs or expenses incurred as a result of my pet's participation in the program. 4 Paws Inn, Kim Bowers and Throw Me a Bone, LLC reserves the right to refuse or terminate training services of any pet at any time.

During training, any and all effort will be put forth by the trainer to assist in achieving all obedience and/or behavioral goals for each and every handler/owner and his/her partner (dog being handled); however, there is no guarantee of the dog's behavior or performance as a result of providing professional training and/or behavioral consultation. It's with an understanding that all members of the household must follow the trainer's recommendations without modification, work with the dog daily as recommended, and consistently reinforce training being given to the dog. If unhappy with the results of a training class, the handler/owner and his/her partner (must be same dog from initial class) may re-take the same class free of charge.

**V. Acknowledgements**

You understand that photographs, video or digital recordings are taken of the facility, pets, customers and staff on a regular basis for, among other things, use in advertising by 4 Paws Inn. You acknowledge that all such images, together with prints and copyrights, therein are the property of 4 Paws Inn. You give 4 Paws Inn your consent, permission, and authorization, (without compensation to you) to use, reproduce, and alter the images, in print and electronic format (including the Internet), either alone or in combination with other texts and graphics. You waive your right to approve the finished photograph, advertising copy, print material or electronic files that may be used in conjunction with the images.

By accepting these terms and conditions you understand that there are inherent risks associated with any dog playgroup. These risks include both physical injury and the possibility of contracting communicable illness. You understand and agree that neither 4 Paws Inn nor any of its employees, staff, or volunteers, will be liable for any illness, injury, death, and /or escape of client's pet(s) provided that reasonable care and precautions are followed, and you hereby release all of them of any liability of any kind whatsoever arising from or as a result of your pet(s) attending or participating in services at 4 Paws Inn. Reasonable care will be given at all times. You will be informed of all hours and policy changes by email. Please, provide a valid email address. These prices and policies are subject to change at the discretion of 4 Paws Inn.

I have read, understand, and agree to all the terms of this agreement as set forth herein and indicated in all supplements.

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Signature

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Date