

PET SPA & RETREAT MASTER BOARDING AGREEMENT

This Agreement and the Supplements referred to herein shall apply to all visits by your pet(s) to our facility.

1. **SERVICES:** We Agree to provide the specific services to your Pet(s) for each visit as indicated on the Service Card that will be filled out for each of your Pet's visits. We will exercise reasonable judgment in all circumstances as we provide the Services.
2. **PAYMENT FOR SERVICES:** You agree to pay us for the Services we provide to your Pet(s) during each visit at the rates set forth at the start of such visit (collectively the "Charges"). Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day you leave your Pet(s). Check out time is by 12:00 P.M. on the Departure Date and additional charges will be due for late checkout. In the event you do not pay your bill in full at time of check-out, Pet Spa & Retreat is **not** required to return your pet to you at the time of check-out. You understand, however, that you will remain liable for all charges incurred during your Pet's stay, and Pet Spa & Retreat reserves the right to collect any unpaid balance.
3. **RESERVATIONS:** Reservations will be accepted but not guaranteed without verification of the Pet Spa & Retreat requirements.
4. **CANCELLATIONS:** If you need to cancel your reservation, please do so at least 2 days prior to your arrival date. Pet Spa & Retreat reserves the right to charge late cancellation fees.
5. **YOUR AGENT:** You must provide an adult, over the age of 18, as your Agent. Your Agent must also be someone other than the primary Pet Parent(s). If we cannot reach you, you authorize us to contact the individual(s) designated as your Agent(s). You agree that your Agent(s) shall have your full and complete authority to make all decisions, including the expenditure of funds, for or on behalf of you and your Pet(s).
6. **EMERGENCIES:** In the event of an emergency, every effort will be made to contact you or your Agent(s) to retrieve your Pet(s). You agree that Pet Spa & Retreat, at its sole discretion, is authorized to transport and/or to make temporary medical decisions and/or alternative arrangements to house and care for your Pet(s) until such time you or your Agent(s) can retrieve the Pet(s).
7. **CHECK-IN and CHECK-OUT:** The Pet Spa & Retreat lobby is open for Check-in and Check-Out as posted in our lobby. Hours may vary. We may ask you for identification as we want to ensure that we only release your Pet(s) to you, your Agent(s) or other such individual(s) designated by you in writing as authorized to pick up your Pet(s).
8. **PET HEALTH and BEHAVIOR:** We reserve the right to refuse to accept a Pet(s) at Check-In for any reason including: if it appears that the Pet(s) is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff.
 - a. No Pet(s) can stay with us unless the Pet(s) is healthy and we have confirmation from a licensed veterinarian that the Pet(s) has received all vaccinations required by Pet Spa & Retreat.
 - b. If at any time your Pet(s) is found to have fleas or ticks, we may provide the appropriate treatment for their removal; however, such service will be at your additional expense.
 - c. We are prepared to care for older Pets and to administer routine medication for chronic conditions, but we are not equipped to care for acutely sick Pets or for aggressive or biting Pets.
 - d. To the best of your knowledge, your Pet(s) has not been exposed to RABIES, DISTEMPER OR PARVOVIRUS within 30 days prior to beginning its stay with us.
 - e. If your Pet(s) has been treated for a contagious illness, we cannot accept your Pet(s) for at least 2 weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.
 - f. You acknowledge that we may contact appropriate authorities in the event your Pet(s) bites another Pet (s) or any person.
 - g. You acknowledge and agree that in the unlikely event your Pet(s) becomes ill or injured, or if your Pet(s) has a pre-existing condition which is aggravated or results in illness or injury by their stay at our facility and requires professional attention, or if your Pet passes away during its stay, we will attempt to notify you or your Agent(s) at the telephone numbers you provide. If we cannot reach you or your Agent(s), Pet Spa & Retreat, at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Pet and the expense thereof shall be paid by you. If you refuse medical treatment for your Pet(s), Pet Spa & Retreat, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your Pet as comfortable as possible until picked up by you or your Agent, and the expense thereof shall be paid by you.
9. **CONTACT with OTHER PETS:** While your Pet(s) is staying with us, he or she may come into contact with other Pets. Every effort will be made to ensure the safety of our guests by enforcing strict Restrictions on Pets as set forth in Pet Spa & Retreat's procedures.
 - a. You acknowledge and agree that in the unlikely event your Pet(s) is injured by another Pet(s), you will not hold us responsible for the injury.
 - b. If your Pet(s) injures another Pet(s), you will be solely responsible for any injury to the other Pet(s) as well as your own Pet(s).
 - c. Communicable diseases: all Pets coming into Pet Spa & Retreat are required to be vaccinated. However, it is still possible for a Pet(s) to become ill, even if vaccinated. This is not due to any circumstance or condition at Pet Spa & Retreat and you agree that Pet Spa & Retreat is not liable for any illness suffered by your Pet(s) during or after its stay including, but not limited to, Tracheobronchitis (Canine Cough).
10. **PETS NOT PICKED UP on DEPARTURE DATE:** In the event that you or your Agent(s) do not pick up your Pet(s) on the agreed upon Departure Date, you hereby authorize us to continue to provide daily Services as set forth in this Agreement at your expense. If an extension of Services is required, payment in full is required prior to extending such Services. Notwithstanding the foregoing, if such Pet(s) is deemed abandoned under local, state or federal laws or regulations, or with Pet Spa & Retreat's discretion as permitted by law, we will follow the Abandoned Pet Procedure.
11. **ABANDONED PET PROCEDURE:** Unless otherwise required by applicable law, if you fail to pick-up your Pet(s) at the designated check-out time:
 - a. All Services, with the exception of medication administration necessary to ensure Pet health and safety, for such Pet(s), other than Basic Services (as defined as Boarding), will be terminated. Day Care guests may be converted to Boarding Services if the Pet(s) has not been collected within the Lobby hours and the expense thereof shall be paid by you.
 - b. We will attempt to contact you or your Agent(s) by telephone and/or in writing using the information that you have provided advising you that if your Pet(s) is not picked up within a reasonable time period, your Pet(s) will be deemed abandoned and that we will deliver the Pet(s) to a third party adoption partner, Animal Control or other similar government agency. In no event shall Pet Spa & Retreat have any further responsibility for the Pet.
 - c. You shall remain liable to us for all unpaid charges, including any court costs and reasonable attorney's fees, incurred in the collection of the Charges.
12. **YOUR REPRESENTATION TO US:** You represent to us that you are the owner of the Pet(s) and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet(s) in this Agreement is true, accurate and complete.
 - a. To the best of your knowledge, your Pet(s) has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to us.

