



## Boarding & Daycare Agreement

1. Animal Health Center Critter Cottage (Critter Cottage) will exercise responsible care for the safety of your pet and keep the boarding premises safe and properly enclosed. Pets will be fed and watered regularly and housed in clean, safe quarters.
2. Owner certifies the accuracy of all information conveyed about the owner's pet(s) to Critter Cottage.
3. Owner authorized Critter Cottage to obtain medical and vaccination records for the owner's pets from the veterinarian listed on the application. Owner further authorizes said veterinarian to provide these records to Critter Cottage.
4. Owner agrees not to bring pet(s) to Critter Cottage if pet(s) exhibit any signs of illness that may be harmful to the other pets in attendance, such as: vomiting, diarrhea, coughing, extreme lethargy, etc.
5. Critter Cottage shall exercise reasonable care for the owner's pet(s) while they are in our custody, however; we cannot guarantee against all accidents or illness. The owner recognizes the potential risks of illness or injury involved with pet daycare and boarding.
6. Owner gives Critter Cottage and Animal Health Center consent to act in the owner's behalf to obtain veterinary services if owner's pet(s) become(s) ill or require(s) the attention of a veterinarian. Reasonable attempts to contact the owner will be made prior to making decisions for veterinary care. The owner agrees that Critter Cottage, in its sole discretion, may engage in veterinary services, administer medication, or give other requisite attention to the pet(s); that all expenses incurred shall be paid by the owner; and agrees to indemnify and hold harmless Critter Cottage and its employees from said expenses.
7. Owner assumes any and all liability and expenses for injuries inflicted upon any human or other pet(s) by owner's pet(s) while in the facility.
8. Critter Cottage may change the level or type of daycare/boarding or possibly remove the pet(s) from group or individual play if we believe it necessary to ensure the safety of the owner's pet(s), other pets, or our employees.
9. Owner agrees to the policies and procedures listed at the bottom of this agreement. Critter Cottage reserves the right to adjust said policies and procedures without prior notice.
10. Critter Cottage has the right to take photographs and/or videos of the owner's pet(s) while in the facility. Critter Cottage may post or reproduce any and all photographs/videos, as well as pet's name, without limitation, on the facility's website, social media sites, or promotional materials without becoming liable to the owner for any royalty payment.
11. Owner releases, indemnifies and holds Critter Cottage harmless from any and all manner of damages, claims, losses, liabilities, costs or expenses, causes of action or suits, whatsoever in law or equity (including, without limitation, attorney fees and related costs) arising out of or related to the services provided by Critter Cottage, except which may arise from the sole gross negligence or intentional and willful misconduct of Critter Cottage, including, without limitation:
  - a. Any inaccuracy in any statement made by owner or information provided by owner to Critter Cottage;
  - b. Your pet(s), including but not limited to destruction of property, pet bites and transmission of disease;
  - c. Any action by owner which is in breach of the terms and conditions of this agreement.

12. Any controversy or claim relating to this agreement shall be settled by arbitration in accordance with the rules of the American Arbitration Association. Judgment upon the award rendered by an arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall, as part of his/her award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.
13. This is an agreement between the Animal Health Center Critter Cottage (referred to as Critter Cottage) and the pet(s)' owner whose signature appears below (referred to as "owner").

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### **Critter Cottage Boarding & Daycare Policies**

1. **Payment/Nonpayment:** Critter Cottage charges for boarding space by the day. Owner agrees to pay the rate for boarding in effect on the day the pet is checked into boarding. Payment balance is due upon checkout. If any charges are not paid when due, interest will accrue at 1.5% per month, or the maximum rate allowed by law. All collection expenses, including attorney fees, will be paid by the owner.
2. **Check in/out Times:** Check-in time is after 7:30 AM. Check-out time is before 10:00 AM. Any pet checked-in before 7:30AM or checked-out after 10:00 AM will be charged a full day boarding charge. Check in and check out times are 7:30 AM – 5:30 PM M-F, 9:00 AM – 12:00 PM on Saturday and Check-out only from 5:00-5:30 PM on Saturday and Sunday. **Please confirm check-out times during the holidays.**
3. **Vaccinations:** Vaccinations are for the protection of your pet and others in the facility. We cannot make exceptions to vaccination requirements. If proof of vaccination is not on file or provided from another veterinarian, the pet will be examined and vaccinated at the owner's expense on the arrival date and has higher risk of contracting an illness during their stay. There is not a physical exam fee when the kennel cough vaccine alone is given. For dogs, we require Distemper/Parvo vaccinations within the last 3 years, Bordetella vaccination within the last 12 months and Rabies vaccination within 1 or 3 years depending on age. Cats must be vaccinated for FVRCP and Leukemia within the last 3 years and Rabies within 1 or 3 years depending on age. **\*ALL VACCINATIONS MUST HAVE BEEN ADMINISTERED BY A LICENSED VETERINARIAN.** No home vaccinations will be accepted. \*
4. **Parasite Prevention:** Intestinal and external parasites are easily spread from one pet to another. Proof of prescription deworming and flea/tick preventative given within the last month is required. If necessary, this treatment can be completed at check-in.
5. **Personal Items:** We make every effort possible to make your pet feel at ease while he/she is staying with us. Animal Health Center does not recommend bringing personal items from home as they may get lost in the laundry or soiled. Animal Health Center is not responsible for lost or damaged personal items.
6. **Medications:** Medications, supplements, or other items will be administered for an additional fee as directed, but **medications must be presented in their original containers with instructions for administration.**
7. **Abandonment:** If the pet is not called for within 10 days after the designated checkout time, the pet will be considered abandoned and will be handled in accordance with state law. All adoption fees and other incurred expenses will be the responsibility of the owner.
8. **Aggressive Animals:** For the safety of staff and other pets, no aggressive dog will be allowed to board at Critter Cottage. Critter Cottage reserves the right to refuse boarding and daycare services to any dog that is deemed aggressive and unsafe.