



This is an agreement between House of Paws as well as its owners, agents, and employees (“House of Paws”) and the customer/pet owner (“customer”). This agreement is meant to detail the parties’ rights and responsibilities with regard to doggy daycare, boarding, and grooming.

1. **CHECK IN TIMES:** We encourage you to bring your pets in as early as possible on the day of boarding to give your pets a chance to play and run off energy, so that your pet will be ready to rest at the end of the day. For the comfort of your pet, we require that you check in by 2:00PM at the latest on the day of boarding. This policy gives your pet time to play, socialize, and become acclimated to the surroundings before being served dinner and settling down for the evening.

2. **BOARDING PRE-BAG POLICY:** Owners understand that they must provide pre-bagged meals for their pets; per meal/per day (breakfast in one zip lock bag & dinner in another zip lock bag). Canned/wet food does not need to be pre-bagged. Pets boarding 14+ days do not need to pre-bag meals.

3. **LATE PICK UP/EARLY DROP OFFS:** Customers requesting services outside of regular business hours for early drop off or late pick up are required to prepay a nonrefundable \$20 accommodation fee per dog.

4. **DAYCARE PROGRAM PARTICIPATION:** Customer understands that House of Paws is a cage free daycare facility where pets are allowed to interact with other pets under supervised care. Customer accepts all risks associated with such interaction. Customer understands that playtime is at the sole discretion of House of Paws, and pets may be separated from other pets or asked to leave for any reason. The daycare program is provided free to all boarders excluding any fees that may apply upon failure to follow the checkout policy.

**5. CANCELLATION POLICY:** House of Paws keeps our boarding small and individualized; therefore, fill up very quickly. Upon dropping your pet off for boarding, House of Paws will acquire a credit card number to put on file. We will not use this credit card except for services rendered within our company on your pet. Customers must give a 24 hour notice for boarding cancellations, so that we can accommodate those guests on the waiting list. Failure to give 24 hour notice to cancel a boarding reservation will result in a \$25.00 cancellation fee charged to the credit card on file. During major holidays (Christmas, Thanksgiving, etc) failure to provide 24 hour notice as to a cancellation will result in a charge of one night's boarding for the price of the suite that is being held for your pet.

**6. VETERINARY LIABILITY & CARE:** In the event customer's pet should become ill or appear to need veterinary attention while in the care of House of Paws, House of Paws reserves the right to take any and all action necessary to secure the well being of customer's pet including any veterinary attention deemed necessary. Either customer's vet or the nearest emergency veterinarian will be contacted should such a need arise. Customer agrees to reimburse House of Paws for any and all expenses incurred for the well being of customer's pet and to pay any associated bills for such care. House of Paws is not responsible for any injury or death of the Owner's/Guardian's pet while on the House of Paws premise or in route to and from the facility.

**7. MEDICAL NOTE:** Customer understands that a Veterinary Doctor's release is required in the event that a pet becomes ill with any infection considered contagious that can be potentially detrimental to other pets at House of Paws. The Veterinary Doctor's release must be provided prior to returning to House of Paws.

**8. DUTY TO DISCLOSE:** By signing this contract and leaving pet with House of Paws, owner certifies to the accuracy of all information given about said pet. Owner also agrees to disclose any and all medical or other conditions that may limit or prevent pet from participating in services. Owner also agrees to allow House of Paws to obtain vaccination records from pet's veterinarian if records are not provided at drop-off.

9. **ABANDONED PETS:** Customers understand that pets may not be abandoned at House of Paws. In the event that a pet is not picked up at designated date and sufficient contact information is not provided as to instructions, notification, or plans to pick up pet, the pet will be considered abandoned after 7 days beyond the original departure date. Owner understands that House of Paws will become the legal guardian of abandoned pet and arrangements will be made to re-home pet. Owner fully understands and agrees that in the event that they abandon their pet at House of Paws, they will not be able to retrieve possession of pet and have no recourse against House of Paws.

10. **AGGRESSIVE PETS:** Owner is aware that no aggressive pets are allowed to participate in any service offered by House of Paws, and, in the event that pets exhibit aggressive behavior, said pet will be separated from play group. House of Paws staff will make a reasonable effort to work with owners to address these unacceptable behaviors, however overly aggressive pets will be asked not to return to House of Paws. Such decisions are at the discretion of House of Paws.

11. **PERSONAL PROPERTY:** Owner understands that if their pet's behavior results in any damage to facility, equipment, or another pet's belongings, House of Paws is not liable, and customer is responsible for the full cost of any repair or replacement. House of Paws is not liable for any lost, stolen, or damaged personal property.

12. **ILLNESS:** Owner is aware that there are certain health issues that can arise during and after boarding and daycare including but not limited to diarrhea, excessive salivation, raw pads, weight loss, and hoarseness from barking. Some dogs may refuse water which can lead to dehydration. House of Paws monitors all dogs and addresses situations to the best of our ability.

13. **KENNEL COUGH:** Owner is aware that by leaving pets at House of Paws or any other pet facility, there is a risk of contracting kennel cough, viruses, illnesses, or injuries. Although all pets are required to be vaccinated, no vaccine is 100% guaranteed. There are some strains of kennel cough not covered by the Bordetella vaccine. Customer understands that they will be responsible for any and all medical bills incurred by pet for illnesses or injuries during or after their stay.

**14. OUTSTANDING BALANCES:** Owner agrees to pay all costs and charges for all services needed, including but not limited to any and all vet costs for the pet during the time the pet is in our care as well as any outstanding balances (\$5/day until balance is paid).

**15. SERVICE RESPONSIBILITY & FEES:** Customer must provide a current and valid credit card number on their account and in doing so agree to pay for any services requested or necessary for the well being of the pet: daycare, bathing, boarding, veterinary care, late pickup &/or early drop off, late cancellation fee, and any damage to facility by pet that may occur. All services must be paid for with the provided credit card(s), cash, or check either at the time of reservation or pick up. Customer gives House of Paws permission to charge provided credit cards with any unpaid fees as well as any costs related to checks returned for insufficient funds.

**16. REFUNDS:** Customer understands that Daycare packages, Late Pick Up or Early Drop Off charges are nonrefundable. Daycare packages are not transferable. Daycare packages never expire.

**17. MARKETING RELEASE:** Owner agrees to allow House of Paws, its owners, employees, directors, and agents to use their pet's names and any images or likeness of their pets while at House of Paws or at any House of Paws event for use at any time in any media, marketing, advertising, illustration, trade, or promotional materials.

**18. REQUIREMENTS & WAIVER:** Customer is responsible for any harm caused by his or her pet while the pet is attending House of Paws. Customer shall identify and hold harmless House of Paws against any and all claims that may arise from the action of customer's pet. Customer's pet must be up to date on vaccinations to include Rabies, Distemper/Parvo, & Bordetella, be in general good health, and free of fleas and ticks. Pets must attend and pass a Meet & Greet Evaluation in order to participate in services at House of Paws.

I, my heirs, and any other assigns hereby release House of Paws, its agents, officers, subcontractors, employees, animal owners, customers, and potential customers of House of Paws from any and all liabilities for injuries to myself, my pet, or any other property of mine which may arise in any way out of services and/or products provided by or as a consequence of my association with House of Paws. I acknowledge and understand that every pet reacts differently while boarding, and animals, by nature, are unpredictable. Pets and animals may, without warning, bite or cause injuries to humans and other pets. I acknowledge and understand that there are certain risks involved in leaving my pet in a cage free environment, including but not limited to dog fights, dog bites to humans and other pets, and possible transmission of disease. With my signature below, I acknowledge, accept exclusive and sole responsibility, and agree to pay for my pets medical expenses no matter the cause. I also authorize the release of said pet(s) medical record from my veterinarian.

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THIS SERVICE AGREEMENT AND UNDERSTAND THAT I FULLY RELEASE AND HOLD HARMLESS HOUSE OF PAWS FROM ANY CLAIMS, LITIGATION, ACTIONS, SUITS, DAMAGES, COSTS, ATTORNEY FEES, LOSSES, OR INJURIES AS A RESULT OF SUCH CLAIM. I ACKNOWLEDGE DAYCARE PARTICIPATION RISKS AND ACCEPT AND ASSUME ALL RISKS AND RESPONSIBILITIES ASSOCIATED WITH MY PETS PARTICIPATION IN ANY AND ALL SERVICES.

**Owner/Customer Name (Print):**

**Owner/Customer Signature:**

**Date:**

**Manager/Staff Signature:**

**Date:**