

Ranger's Pet Outpost and Retreat® Service Agreement

1239 Minnesota Avenue, Winter Park, Florida 32789 - (407) 622-4884 Fax (407) 622-5197

rangers@rangerspetoutpost.com

Primary Contact Name _____

Secondary Contact Name _____

Address _____

City _____ State _____ Zip Code _____

Home () _____ - _____ Home 2 () _____ - _____

Work () _____ - _____ Cell () _____ - _____

E- Mail Address _____

PET INFORMATION

This agreement is for the care of those pets listed below. A Service Agreement, Individual Identification Card and current vaccination records must be provided for each pet listed below before reservations for services can be scheduled.

Pet Name _____ Breed _____ Age _____ Color _____ Sex (Spayed / Neutered) _____

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EMERGENCY CONTACT

AN EMERGENCY CONTACT MUST BE SOMEONE OTHER THAN YOURSELF. In the event of an emergency, in which you cannot be contacted, you grant your Emergency Contact full authority to make decisions concerning the care and medical treatment of your pet/s. You convey full authority for Sun Pet Care Inc. to make emergency decisions concerning your pet/s if we are unable to reach you or your Emergency Contact or no Emergency Contact is provided. In the case of an emergency requiring a facility evacuation, you or your Emergency Contact must be available to promptly pick up your pet/s. You consent your pet/s may be released to the care of your designated Emergency Contact.

_____ () _____ - _____
Contact Name

_____ () _____ - _____
Contact Name

CARETAKER INFORMATION: You give permission for your pet/s to be released to the following Caretaker/s:

_____ Caretaker _____ Caretaker

Emergency Contacts / Caretakers must provide photo identification before any pet is released into their care.

Veterinarian _____ () _____ - _____

Clinic Name _____ () _____ - _____

LEASH POLICY

You are required to control your pet at all times, on a leash or in a carrier, when entering and exiting any Sun Pet Care, Inc Property. You are solely responsible for your pet's behavior and any damages or injuries resulting from your pet's actions.

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RESERVATIONS ARE REQUIRED FOR ALL SERVICES.

Sun Pet Care, Inc. is the parent corporation of Ranger's Pet Outpost and Retreat® and Yuppy Puppy Pet Grooming. SAJAN2019

GROOMING

Your pet's safety, comfort and well-being are our utmost concern. Our professional groomers goal is to groom your pet to the style you request. We reserve the right to alter or stop grooming any pet in the event our staff determines it is in your pet's best interest or your pet displays stressed / aggressive behavior. **Grooming an elderly or frail pet is conducted at your risk.**

Shaving your pet will dramatically change your pet's appearance. Shaving a pet will result in exposure of skin and will often reveal pre-existing skin conditions.

Scheduled grooming pets must arrive before 10:00 am and be retrieved by 6:30 pm on appointment date. **An additional partial daycare fee of \$15.00 will be charged for any grooming pets remaining in our care past 6:30 pm.**

OVERNIGHT LODGING

Overnight Lodging is when a pet remains in the facility overnight. Overnight Lodging guests enjoy their day in appropriate supervised play. Lodging fees are charged by the night. Lodging fees are posted at rangerspetoutpost.com and at our front desk. Pricing is subject to change. We recommend bringing the following items for your pet/s when boarding:

- **FOOD** - Adequate supply of your pet's food for the duration of the stay accompanied with feeding instructions. **If food is not provided you may purchase food or meals will be provided to your pet at a rate of \$1.00 per meal.**
- **MEDICATION** - Adequate supply of medication for the duration of the stay accompanied with instructions. Provide any treat or enticement your pet may require for administration of oral medication (i.e. pill pockets, cheese). **If an enticement is required but not provided you may purchase a bag of pill pockets or pill pockets will be provided to your pet at a daily rate of \$1.00.**
- **BEDDING / BOWLS** - We provide bedding and bowls - so you don't have to pack these items.
Sun Pet Care, Inc. is not responsible for damage or loss of any belongings.

Lodging space is limited. We recommend making all non-holiday lodging reservation at least two (2) weeks in advance of desired lodging dates. We recommend making summer vacation / holiday lodging reservations at least eight (8) weeks in advance of desired lodging dates.

All Holiday Lodging Reservations require an advance deposit. Holiday deposits are refundable up to 14 days prior to the holiday for which they are made. Lodging Reservation Deposits become non-refundable / non-transferable within 14 days prior to the holiday for which the reservation is made.

Lodging Reservation Wait List - In the event our Lodging is full we will begin a reservation wait list. **If you elect to be placed on a Lodging Wait list – this does not guarantee an accommodation will become available.** Only when a confirmed reservation is cancelled can we offer a client on the wait list an accommodation.

We reserve the right to change your pet's lodging accommodation to protect the health and well-being of your pet/s, other pets or our staff. Rate charges may apply.

Ranger's Pet Outpost and Retreat® is not an animal hospital / clinic. We will only administer medication as prescribed by a veterinarian. If your pet requires extensive medical care or treatment, we strongly recommend finding accommodation with a veterinarian or animal hospital / clinic. We reserve the right to refuse service to any pet with any medical condition.

DOGGIE DAYCARE

Doggie Daycare is a supervised exercise activity in which pet/s are allowed to exercise and interact with our staff and other pets. You knowingly give full consent allowing your pet/s to participate in Doggie Daycare.

All pets involved in group Doggie Daycare must be spayed or neutered, of good nature (display no aggressive tendencies), in good health and free of any injuries, bandaging, sutures, stitches, etc. We reserve the right to change your pet's Doggie Daycare activities to protect the health and well-being of your pet/s, other pets or our staff.

Participation in Doggie Daycare will expose your pet/s to exercise and interaction with other pets which could result in injury or illness to your pet/s. You fully acknowledge and understand the inherent risks involved in allowing your pet/s to participate in Doggie Daycare and give your full consent allowing your pet to participate in Doggie Daycare. You accept all risks involved with your pet/s participating in Doggie Daycare and agree that Sun Pet Care, Inc. is not liable for any injuries or illnesses resulting from your pet/s participating in Doggie Daycare. You are responsible for all costs for illness or injury resulting from your pet/s participating in Doggie Daycare. You are responsible for all material costs/damages to Sun Pet Care, Inc. resulting from your pet/s participating in Doggie Daycare.

Advanced Doggie Daycare may be purchased in the form of Packages. Advanced Doggie Daycare Packages expire two years from date of Package purchase. Doggie Daycare Packages are non-transferable and non-refundable.

Doggie Daycare Waitlist - Doggie Daycare is in high demand and most days are fully booked with regular reoccurring appointments. All requests for reoccurring or occasional reservations are placed on a waitlist. Requests are filled from the waitlist as space becomes available.

Failure to fulfill any scheduled Doggie Daycare reservation will result in a single Doggie Daycare charge. Appointment cancellation must be made by 7:00 am of the appointment date to avoid Doggie Daycare charge.

AGGRESSIVE BEHAVIOR

To protect the health and well-being of your pet/s, other pets, our staff and clients - Sun Pet Care, Inc. reserves the right to alter, refuse or cancel services if:

- Your pet displays aggressive or destructive behavior.
- Your pet has any history of aggressive or destructive behavior.

_____ (Initial) My pet has no history of aggressive or destructive behavior.

_____ (Initial) My pet has displayed instances of aggressive or destructive behavior. Details of aggressive behavior:

You are solely responsible for any expenses resulting from your pet’s destructive or aggressive behavior. By entering into this Agreement, you agree to indemnify, defend, protect and hold Sun Pet Care, Inc., its owners, employees, associates and agents harmless from and against any and all damages, claims, losses, costs, liabilities or expenses (including, but not limited to, injuries to any person/animal or destruction of any property) arising out of your pet’s behavior, regardless of whether or not your pet has exhibited such behavior in the past or the actions or inactions of Sun Pet Care, Inc., its owners, employees, associates or agents.

Sun Pet Care, Inc. will not provide services to any aggressive pet/s. We reserve the right to refuse service to aggressive breeds including, but not limited to, Pit Bull or Pit Bull mix breeds.

MEDICAL DECLARATION

To provide for the health and safety of your pet/s, other pets and our staff we ask that you provide full disclosure of your pet/s medical history.

_____ (Initial) You declare your pet/s is in good physical / medical condition – free of any medical limitation, restrictions or illness (i.e. Bordetella or Canine Influenza).

_____ (Initial) You declare your pet/s has a medical condition, injury, physical limitation, restriction or illness. Provide details pertaining to your pet/s condition (include the name and phone number of the attending veterinarian):

If at anytime your pet/s medical condition changes you agree to provide full disclosure to Sun Pet Care, Inc. We reserve the right to suspend services for your pet/s until satisfactory medical clearance is granted by the attending Veterinarian.

We reserve the right to limit, alter or refuse any and all services based on medical condition, injury, physical limitation, restrictions or illness.

MEDICAL CARE PROTOCOL AND AUTHORIZATION

In the event your pet requires emergency veterinary care our staff will initiate actions for obtaining appropriate veterinary treatment until you or your designated Emergency Contact can be reached.

You grant authority to Sun Pet Care, Inc. and its Agents to obtain essential emergency veterinary treatment for your pet/s and grant permission to transport your pet/s for the purposes of receiving veterinary treatment.

You grant Sun Pet Care, Inc. permission to authorize charges (payment) for the treatment of your pet/s. You are responsible for any and all costs incurred by Sun Pet Care, Inc. for veterinary treatment and care of your pet/s.

You give Sun Pet Care, Inc. the authority to obtain medical history and vaccination records for your pet/s from the veterinarian or clinic listed on your pet’s Information Card and the Service Agreement. You give permission for your pet’s veterinary records including vaccination records to be released to Sun Pet Care, Inc. (records may be faxed to (407) 622-5197 or sent to rangers@rangerspetoutpost.com).

PRINT NAME

SIGNATURE

DATE

VACCINATION REQUIREMENTS

We take great care to maintain a healthy environment for your pet/s. Stringent screening and core vaccination requirements are essential to maintaining a healthy environment. Even with rigorous precautions pets, on occasion, may become ill or injured. Our staff will take appropriate action in the event your pet/s requires veterinary care. You (the Pet Owner) are responsible for any and all costs associated with the care of your pet.

Sun Pet Care, Inc. requires all pets entering the facility, for any service, must be current on a set of **core vaccinations**. Our core vaccination requirements help to protect the health of all pets entering our facility. The following were considerations in the development of our core vaccination requirements:

- Evaluation of pet interaction in the Facility.
- Recommendations of local veterinarians.
- Review of American Veterinary Medical Association Vaccination Protocol.
- Governmental vaccination requirements.

Immunization is a very important part of your pet's preventive health care. Most vaccinations are effective and will prevent or minimize the efficacy of an infection / illness. A vaccinated pet may not develop adequate immunity and it is possible for these pets to contract an illness for which they have been vaccinated.

Veterinarians may tailor vaccination programs that differ from our core vaccination requirements. Although some veterinarian may not require our core vaccinations, we will not waiver our standards. Proper documentation certifying your pet/s is current on the following vaccinations must be submitted before your pet/s is admitted to any Sun Pet Care, Inc. Facility and before any reservations for service can be scheduled:

CANINE

- Rabies
- Distemper, Parvo
- Canine Influenza
- Bordetella (Kennel Cough)

FELINE

- Rabies
- FVRCP -Rhinotracheitis, Calicivirus, Panleukopenia (Feline Distemper)
- Feline Leukemia Virus

ONLY PETS CURRENT ON CORE VACINATIONS WILL BE ADMITTED TO SUN PET CARE, INC. FACILITY.

CANINE BORDETELLOSIS (Kennel Cough) - Any canine interacting with other canines runs a risk of contracting an illness including Bordetellosis (commonly referred to as Kennel Cough). Bordetellosis is caused by bacterium *Bordetella bronchiseptica*, which is often present in the respiratory tracts of many animals. It is a primary cause of tracheobronchitis (kennel cough), which can result in a severe chronic cough. In addition to the cough, some dogs develop a nasal discharge. Transmission most frequently occurs by contact with the nasal secretions of infected dogs.

Pets that have received regular Bordetella and Canine Influenza vaccination are still at risk of contracting these infections. For further information regarding illnesses and vaccinations we recommend you consult with your veterinarian.

PARASITE PROTOCOL

All pets entering the facility must be free of external parasites such as fleas and ticks, as well as internal parasites such as Heartworm, Hookworm, and Roundworm. Any pet discovered with parasites will be administered appropriate treatment to resolve the infestation. You are responsible for any and all costs incurred by Sun Pet Care, Inc. for treatment, veterinary care and medication required for the care of your pet/s.

All pets entering the facility must be on a regular preventative for fleas / ticks and heartworm.

_____ (Initial) You declare your pet/s has been free of any external or internal parasites for at least thirty (30) days.

_____ (Initial) You declare your pet is on a regular preventative for external and internal parasites including fleas, ticks and heartworm.

BUSINESS HOURS

SUNDAY 4:00 pm – 6:00 pm • MONDAY – FRIDAY 7:00 am – 7:00 pm • SATURDAY 8:30 am – 7:00 pm

Business hours are strictly enforced. Pets may be checked-in /checked-out for services only during business hours. All pets remaining in the facility after closing will be boarded until the opening of the next Business Day (standard boarding rates apply). Business hours are subject to change without notice and may vary during holidays.

CELL PHONE FREE ZONE

For safety reasons our property is a cell phone free space. We request you refrain from using cell phones while on Ranger’s Pet Outpost and Retreat® Property including parking and lobby areas.

PARKING AREA SAFETY

To maintain a safe parking area we ask that you remain alert and drive with caution at all times.

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RESERVATIONS ARE REQUIRED FOR ALL SERVICES.

TRANSACTION POLICIES AND PAYMENT METHODS

Payment is due before or upon completion of any service. Sun Pet Care, Inc. reserves the right to adjust fees for services without notice. Prices are subject to change. Sun Pet Care, Inc. accepts Cash, VISA, MASTER CARD, DISCOVER, AMERICAN EXPRESS and Personal/Business Checks (with proper identification) as tender for services rendered.

You may place a credit card on-file for services. Your Credit Card will be charged for services if no other form of payment is presented at the time services are completed. Your signature below indicates that you have placed your Credit Card on file and authorize Sun Pet Care, Inc. to charge for completed services or prepayment of specified services (i.e. Daycare Packages, Holiday Boarding Deposits, etc.).



Credit Card Number: _____

Expiration Date: _____ CID Number: _____ Billing Zip Code: _____

Name as it appears on Credit Card: _____

Authorizing Signature Date

SERVICE CANCELLATION POLICY - Cancellation notification for most service must be given at least twenty-four (24) hours prior to scheduled service to avoid charges (specified services may require varied cancellation requirements). Notice for cancellation must be made (by phone or in person) at the providing Sun Pet Care, Inc. Facility. Failure to give proper cancellation notice will result in a minimal charge or the loss of deposit.

Holiday Lodging Reservations require an advance deposit to hold reservations. Holiday deposits are refundable up to 14 days prior to the holiday for which they are made. Lodging Reservation Deposits become non-refundable / non-transferable within 14 days prior to the holiday for which the reservation is made.

Doggie Daycare appointment cancellation must be made by 7:00 am of the appointment date. Failure to fulfill any reservation will result in a single Doggie Daycare Day charge.

COLLECTION POLICY – Clients are required to settle all charges for services including but not limited to boarding, grooming, training, medical, veterinary services, property or personal injury within ten business days after services are rendered or Sun Pet Care, Inc. will take appropriate collection/legal action.

RETURN CHECK / CREDIT CARD CHARGE BACK POLICY - Settlement for all returned check or credit card chargebacks must be made within ten (10) days from bank notice. Settlement for returned checks / credit card charge backs must be made in cash, money order or credit card. Returned check / credit card chargebacks will receive a minimum \$25.00 transaction fee.

CLIENT ENROLLMENT - Clients may enroll to receive services during open enrollment season. Services are only provided for currently enrolled clients. Client enrollment is subject to expiration. Client enrollment will automatically expire when no services have been provided, to any given client, for a period of one year.

RIGHT TO REFUSE SERVICE - To protect the health and well-being of your pet/s, other pets, our staff and clients - Sun Pet Care, Inc. reserves the right to immediately cancel, refuse or suspend any and all services without notice or stated reason.

SERVICE AGREEMENT COMPREHENSION AND APPROVAL

This Service Agreement covers the relationship between you and Sun Pet Care, Inc. each time you receive services from Sun Pet Care, Inc. You affirm the terms of the Service Agreement and the truthfulness and accuracy of all statements you have made regarding you and your pet/s.

You (the Pet Owner) hereby release and agree to hold Sun Pet Care, Inc. its owner’s, employees, associates and agents 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’s fees and related costs) arising out of or related to any services provided by Sun Pet Care, Inc., its owners, employees, associates or agents.

Services will not be provided by Sun Pet Care, Inc. without your full agreement with the Service Agreement. Your signature conveys you understand and agree to all content, conditions and terms specified within the Service Agreement. Terms and conditions of this Service Agreement are subject to change, revision and update. Any changes to the Service Agreement are posted at rangerspetoutpost.com. A current Service Agreement can be obtained at rangerspetoutpost.com.

PET/S OWNER NAME (Print) SIGNATURE DATE

PET/S OWNER NAME (Print) SIGNATURE DATE

5 Initial _____

RESERVATIONS ARE REQUIRED FOR ALL SERVICES.

