

PET DAY CARE & BOARDING AGREEMENT

OWNER INFORMATION

Name(s): _____

Home Address: _____ City: _____ State: _____ Zip: _____

Home #: _____ Cell #1: _____ Email Address: _____

Emergency Contact Name: _____ Phone #: _____

Additional Approved Pick Up: _____ Phone #: _____

FIRST PET INFORMATION

Pet Name: _____ Breed: _____ M/F: _____ Age: _____

Birthday: _____ Weight: _____ Color: _____ Spayed/Neutered/Unaltered _____

Brand of food: _____ Protein (Circle): Chicken /Beef /Fish /Other: _____

Frequency of feeding: _____

Allergies: _____ Medication: _____

Anything we should know about your dog: _____

Preferred Veterinarian: _____ Phone #: _____

Veterinarian Address: _____ City: _____ State: _____ Zip: _____

SECOND PET INFORMATION

Pet Name: _____ Breed: _____ M/F: _____ Age: _____

Birthday: _____ Weight: _____ Color: _____ Spayed/Neutered/Unaltered _____

Brand of food: _____ Protein (Circle): Chicken /Beef /Fish /Other: _____

Frequency of feeding: _____

Allergies: _____ Medication: _____

Anything we should know about your dog: _____

Preferred Veterinarian: _____ Phone #: _____

Veterinarian Address: _____ City: _____ State: _____ Zip: _____

1. DROP OFF

Drops offs are available all day during the normal business hours of **Tuesday through Saturday 7 AM – 6 PM, and Sunday through Monday by appointment.** Drop offs must be made one hour before closing.

2. PICK UP

Tuesday through Saturday pickup time is at **7 PM.** There will be a \$20.00 fee/ per pet for pick up after 7 PM.

All daycare Pets must be picked up & paid for before closing. Staff members are permitted to wait 20 min max. after hours you will be charged a \$20.00 late fee (must call) If your dog is not picked up by the end of our business day from daycare, boarding or grooming, we will board your dog overnight. You will be charged an overnight fee plus any additional service from the previous day. If you did not provide food, you will be charged for house food (\$3.00 per cup) for AM & PM meal.

3. VACCINATIONS

It is the responsibility of the owner to keep dogs/cats updated on all our required vaccinations. If updated vaccine records are not provided to the front office and the veterinarian on file does not have current vaccine records, we cannot allow your pet into our facility. It is the responsibility of the pet owner to bring in updated vaccines for each stay. **HIGH TAILIN' IT PET GROOMING & BOARDING** is not responsible for reminding owner what vaccines need to be updated

4. MEDICATION

There is a \$2.00 per pill fee and \$3.00 per injection fee. Pets name & medication instructions are required to be written on med bottles/package at drop off by owner. If medication is pre-mixed in food, we cannot guarantee that they will be consumed.

5. DROP OFF POLICY

Owners are not permitted into facilities common areas & cannot supervise group play.

6. PICK UP POLICY

Owners are not permitted to retrieve their dogs from facilities common areas.

7. GROUP PLAY

If your pet shows any signs of dominant or aggressive behavior while being placed in the group your pet will be removed from group play. If this behavior is reoccurring your pet will no longer be accepted for group play. If dogs from same family have an altercation of any kind while at **HIGH TAILIN' IT PET GROOMING & BOARDING**, they will be boarded separately & you will be charged for separate rooms for remaining boarding days & any future boarding dates.

8. UNALTERED PLAY TIME

If your pet is not neutered or spayed this may affect the amount of time they are allowed in group play. If your male dog is not neutered & exhibits signs of dominance, aggression or is continually trying to mount other dogs in play group your dog will not be allowed back in group play for the safety of the group. We do not allow female dogs in heat in our facility. We do not mix unaltered males & females.

9. RESERVATIONS & DEPOSITS

Reservations are required for boarding. Deposits are required during peak holiday seasons and extended stays. First time customer may be required to pay full or partial payment at drop off. Deposits are non-refundable if reservation is not cancelled with a 48-hour notice.

10. FENCE CLIMBERS

If your pet is a fence climber and is not socially friendly you will be required to board your pet in a suite.

11. EXCESSIVE BARKERS

If your dog is an excessive barker, you will be required to board your dog in an enclosed suite. Excessive barkers stress out other dogs when it is time for sleep, boarding them in a private suite will allow them & the other dogs to enjoy their stay.

12. HIGH ANXIETY

If your dog is not eating, drinking water or has excessive diarrhea during their stay, due to stress or anxiety, we may contact you or your emergency contact to pick up immediately.

13. RECOVERING AND MEDICAL STAY

We accept dogs on medication & special diets but have the right to refuse dogs if their condition requires 24-hour care. We cannot board dogs who cannot walk or eat on their own.

14. PERSONAL ITEMS

Personal items such as beds, blankets, bowls & toys are not required or necessary. You are welcome to bring these items if they make your pet more comfortable, but we cannot guarantee their safe return.

15. MEALS

In the event that you do not provide enough dog food for their stay or do not provide any at all, we will feed your pet our house food (**DOG FOOD NAME**) There is a \$2.00 per cup fee, we will feed your dog the amount you have indicated on their form. Feeding Instructions should be written on container or bag of food at drop off.

16. FLEAS/TICKS

All dogs are required to be on a monthly flea/tick prevention for the safety & wellbeing of every dog in the facility. If you choose not to have your dog (s) on a monthly flea/tick prevention we cannot prevent them from contracting fleas/ticks. If your dog comes into the facility with fleas/ ticks your dog will be given a flea bath immediately, charges will be added to your account.

17. KENNELS

If your dog is uncomfortable, destructive, or stressed in the room you have chosen for him or her to board in, your dog(s) will be moved to a room he or she is more comfortable in. You will be charged for the room your pet was boarded in.

18. ABANDONMENT

If you do not pick up your dog(s) within 7 days of your scheduled pickup day your dog(s) will be considered abandoned and handled in accordance with Florida law. Additionally, you will remain liable for all charges incurred.

19. PAYMENT

HIGH TAILIN' IT PET GROOMING & BOARDING accepts bank checks, credit/debit cards, Venmo, Apple Cash, or CashApp.

Pet owner can make a payment by way of Check or money order (check must be made payable to "**HIGH TAILIN' IT**")

The Pet owner acknowledges and agrees that if a request for payment is returned or denied, for whatever reason, by the Pet owner's financial institution or is late or unpaid by the pet owner for any other reason, then the pet owner is liable for any costs, including banking fees, charges, and late fees.

- An administrative fee of \$30 will be charged for returned checks.
- An administrative fee of \$25 will be charged to the pet owners account for any late payments or declined credit card charges.

20. TERMS AND CONDITIONS

I understand that even though **HIGH TAILIN' IT PET GROOMING & BOARDING** requires that every dog be vaccinated for kennel cough with the Bordetella vaccine, the vaccine does not protect my dog from every new strain of the virus. Being in a group environment highly increases the risk of contracting

Kennel cough, regardless of having the vaccine. I understand this risk and know that **HIGH TAILIN' IT PET GROOMING & BOARDING** assumes no responsibility for veterinary expenses. Any illness that my dog(s) develop(s) while visiting **HIGH TAILIN' IT PET GROOMING & BOARDING** will be treated as deemed best by staff of **HIGH TAILIN' IT PET GROOMING & BOARDING** and in their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

I further understand and agree that in admitting my dog(s) to **HIGH TAILIN' IT PET GROOMING & BOARDING**, that **HIGH TAILIN' IT PET GROOMING & BOARDING** has relied on my representation that my dog(s) is/are in good health and has/have not harmed or shown aggressive or threatening behavior towards any person or any other pets and that I have fully disclosed to in **HIGH TAILIN' IT PET GROOMING & BOARDING** writing all problems or characteristics of my dog(s) which may affect the handling and care of my dog(s) while at **HIGH TAILIN' IT PET GROOMING & BOARDING** including, but in no way limited to, the information called for in this Form.

I further understand that I am solely responsible for and agree to indemnify **HIGH TAILIN' IT PET GROOMING & BOARDING** from all liability incurred as a result of any injury and/or harm to a person or another dog caused by my dog(s) while visiting **HIGH TAILIN' IT PET GROOMING & BOARDING**. I further understand and agree that **HIGH TAILIN' IT PET GROOMING & BOARDING** and their staff will not be liable for any problems that develop provided reasonable care and precautions are followed, and I hereby agree to release them and hold them harmless from any liability of any kind whatsoever arising from my dog(s) visitation and participation at **HIGH TAILIN' IT PET GROOMING & BOARDING**.

HIGH TAILIN' IT PET GROOMING & BOARDING is not responsible for any injury my dog inflicts on himself due to stress/aggression.

I authorize **HIGH TAILIN' IT PET GROOMING & BOARDING** to arrange emergency veterinary care and thereby release **HIGH TAILIN' IT PET GROOMING & BOARDING** from all liabilities relating to the transportation, treatment, and expenses of such care. Should my specified veterinarian be unavailable, I authorize **HIGH TAILIN' IT PET GROOMING & BOARDING** to engage the veterinary services of choice. If I cannot be reached in a timely manner, I authorize **HIGH TAILIN' IT PET GROOMING & BOARDING** to approve medical and/or emergency treatment as recommended by a veterinarian. I will reimburse **HIGH TAILIN' IT PET GROOMING & BOARDING** for all veterinary expenses incurred.

I understand that **HIGH TAILIN' IT PET GROOMING & BOARDING** reserves the right to have an owner pick up any dog(s) that become(s) a problem, creates a disturbance on the premises, or is uncontrollable at any time while under the supervision of **HIGH TAILIN' IT PET GROOMING & BOARDING**. This may include excessive barking, howling, fence jumping, rough play, biting, or destructive behavior to property.

I agree that any and all disputes which arise out of or relate to the subject matter of this agreement and/or in any way relate to my dog(s) and **HIGH TAILIN' IT PET GROOMING & BOARDING** shall be resolved by binding arbitration conducted by and pursuant to the rules of the American arbitration association. in this regard, I knowingly forego and waive any and all rights to trial by jury, to appeal or otherwise contest such resolution and further waive any right to seek emotional distress, loss of companionship and/or punitive damages. I further agree that the maximum amount of any claim against **HIGH TAILIN' IT PET GROOMING & BOARDING** and/or its employees and principals which in any way relates to my dog(s) and **HIGH TAILIN' IT PET GROOMING & BOARDING** shall be the lesser of two thousand dollars (\$2,000) or the cost to purchase a puppy of the same breed, comparable pedigree and sex of the dog(s) which is (are) the subject of such.

I certify that the information provided herein is true and correct and that I have read and understand the payment terms, rules, and agreement. I agree to abide by the rules and accept all the above terms, conditions, and agreements.

Owner Signature: _____ Date: _____