

HOUND HOUSING

DOGGIE DAYCARE & BOARDING

CLIENT SERVICE AGREEMENT • POLICIES & PROCEDURES

Thank you for trusting Hound Housing with your pet. This Agreement establishes the terms under which Hound Housing Doggie Daycare & Boarding ("Hound Housing," "we," "us," or "our") provides daycare, boarding, grooming, bathing, and related pet-care services.

By signing the separate Acknowledgment & Signature Page, the Client ("you" or "your") confirms that the Agreement has been read, understood, and accepted.

CLIENT NOTICE: Please read the complete Agreement before signing. The separate signature page contains required initials for major provisions.

1. Required Client Information & Documentation

Before services begin, the Client must provide a completed registration/intake form, this signed Agreement, current vaccination records, emergency contact information, veterinary information, and accurate medical, behavioral, dietary, and medication information. The Client must promptly notify Hound Housing of changes. All information must be complete, accurate, and truthful. Failure to disclose relevant information may result in immediate suspension or termination of services.

2. Daycare Hours & Drop-Off/Pick-Up

Dog daycare is available Monday through Friday. Drop-off and pick-up are 7:00 AM–11:00 AM and 3:00 PM–6:00 PM. If a daycare dog is not picked up by 6:00 PM, Hound Housing may treat the dog as an overnight boarding guest and the Client is responsible for applicable boarding and related fees. Repeated late pickups may result in suspension or termination of daycare privileges.

3. Boarding Drop-Off & Pick-Up

Boarding drop-off and pick-up are 7:00 AM–11:00 AM and 3:00 PM–6:00 PM. A pet picked up during the morning departure window on the scheduled departure day is not charged a daytime fee. Afternoon pickup incurs the applicable departure-day daytime fee: \$30 per dog or \$25 per cat.

4. Reservations & Deposits

Daycare may be available on a walk-in basis, but availability is not guaranteed. Boarding reservations are required and are not guaranteed until accepted and confirmed by Hound Housing. For major holidays or high-demand periods, Hound Housing may require a deposit of up to 50% of anticipated boarding charges. Holiday deposits are refundable only when cancellation occurs at least three (3) days before the scheduled stay, unless Hound Housing is able to rebook the space.

5. Holiday Fee

A \$10 holiday fee per family applies to boarding and daycare reservations on New Year's Day, Easter Sunday, Memorial Day, Independence Day/July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

6. Payments & Outstanding Balances

All charges are due in full at pickup unless otherwise agreed in writing. Hound Housing accepts available approved payment methods, including cash, check, and card. A 2% convenience fee may be applied to card transactions. Clients are responsible for boarding, daycare, grooming, bathing, medication, holiday, late-pickup, emergency transportation, veterinary, property-damage, and other charges incurred for their pet. Hound Housing may suspend future services for unpaid balances.

7. Daycare Evaluation & Group Play

All dogs participating in daycare and/or boarding must complete a behavior and physical evaluation before being approved for group play. Evaluations are free and by appointment. Evaluation approval is not permanent and may be reconsidered at any time. A dog being accepted for boarding does not automatically mean the dog is approved for group play. Dogs that have not been evaluated and approved may not participate in group play.

Group Play Election: The client's YES/NO group-play selection and initials are completed on the separate Client Acknowledgment & Signature Page retained by Hound Housing.

8. Group Play Safety & Inherent Risks

Hound Housing provides supervised socialization and off-leash play for dogs approved for group participation. Dogs are living animals and their behavior cannot be predicted or completely controlled. Risks include scratches, cuts, bruising, bites, punctures, sprains, falls, broken nails, play-equipment injuries, dog-to-dog injuries, stress, illness, communicable disease, parasites, allergic reactions, heat-related illness, and other unexpected injury or illness. Hound Housing cannot guarantee that a pet will remain free from injury or illness.

9. Behavioral Disclosure

The Client must disclose known aggression, biting or attempted biting, resource guarding, leash aggression, fear aggression, escape behavior, destructive behavior, separation-related behavior, excessive anxiety, previous daycare/boarding incidents, or other behavior that could affect safety. The Client represents that, to the best of their knowledge, the pet has no undisclosed aggressive or threatening history.

10. Separation, Removal & Discontinuation of Group Play

Hound Housing may remove a pet from group play whenever continued participation is not appropriate or safe. This may include fighting, instigating fights, bullying, excessive rough play, resource guarding, aggression, excessive stress or fear, or other safety concerns. A dog may be separated, given a break, reevaluated, or permanently removed from group play. Hound Housing may require immediate pickup or discontinue future services when reasonably necessary.

11. Age & Spay/Neuter Requirements

Puppies must be at least 16 weeks old and have completed required puppy vaccinations before daycare or boarding. Hound Housing strongly encourages dogs to be spayed/neutered for group play. Unaltered dogs may be declined from group play based on age, behavior, hormones, interactions, or safety concerns. Kittens must be at least 16 weeks old and fully vaccinated before boarding.

12. Health Requirements

The Client represents that the pet's health information is accurate and complete. Pets must be free of fleas, ticks, and known contagious or communicable conditions at admission. The Client must disclose recent illness, exposure, vomiting/diarrhea, coughing or respiratory symptoms, parasites, contagious conditions, or other relevant health issues. A veterinary release may be required after communicable illness. Hound Housing may refuse admission or isolate a pet that appears ill or presents a health risk.

13. Vaccination Requirements

Dogs require proof of Rabies, DHLPP/distemper combination, and Bordetella vaccinations. Bordetella is required every six (6) months. Cats require Rabies, FVRCP/feline distemper, and FeLV/feline leukemia. Vaccinations must remain current. Hound Housing may refuse admission where records are expired, incomplete, unverifiable, or do not meet current requirements.

14. Flea, Tick & Heartworm Prevention

Pets must be maintained on an appropriate flea/tick prevention program and an appropriate heartworm prevention program. If fleas or ticks are discovered, Hound Housing may take reasonable steps to protect the pet and other animals. The Client is responsible for applicable treatment or service charges.

15. Food & Feeding

Clients are encouraged to provide the pet's normal food in resealable containers. Additional food is recommended in case travel plans change. Hound Housing provides dry house food at no additional charge when client food is not provided; current house food is Pedigree Chicken & Rice, subject to availability/change. If food runs out, Hound Housing may use house food unless other arrangements exist. Stress, activity, food changes, and environmental changes may alter appetite or gastrointestinal habits.

16. Medication Administration

Hound Housing may administer oral or topical medication when staff can safely do so. Medications must be in the original labeled container and identify the pet, medication, strength, dosage, frequency, method, and treatment instructions. Loose or unlabeled medication will not be accepted. Hound Housing may decline medication that cannot be safely or reasonably administered. Staff are not veterinarians.

17. Emergency Veterinary Care

If a pet becomes ill, injured, or appears to require veterinary attention, Hound Housing may take reasonable steps to protect the pet. If reasonably possible, the Client will be contacted first; however, immediate action may be required before the Client can be reached. The Client authorizes Hound Housing to contact a veterinarian, transport the pet, obtain emergency evaluation, authorize reasonable diagnostics, and authorize emergency stabilization/treatment reasonably necessary to protect the pet's health or life. The Client is responsible for all veterinary, transportation, emergency, medication, diagnostic, and related expenses.

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18. Medical Conditions & Senior Pets

The Client is responsible for determining, with a veterinarian when appropriate, whether a pet is medically fit for daycare or boarding. Clients must disclose known medical conditions, mobility limitations, allergies, seizures, heart or respiratory conditions, diabetes, anxiety, medications, recent surgeries, injuries, or other conditions affecting care. Hound Housing may decline or discontinue services when medical needs exceed what the facility or staff can safely provide.

19. Death or Serious Medical Event

The Client understands that serious illness, injury, or death may occur unexpectedly, particularly in elderly pets or pets with underlying conditions. If a pet dies while in Hound Housing's care, Hound Housing will make reasonable efforts to contact the Client/emergency contact and may contact a veterinarian, emergency facility, or pet aftercare provider. Hound Housing may make reasonable arrangements for safe handling and temporary care of remains. The Client remains responsible for applicable veterinary, transportation, aftercare, and related expenses.

20. Bedding, Toys & Personal Property

Clients may provide bedding and toys, but pets may chew, shred, soil, destroy, lose, or damage personal property. Hound Housing is not responsible for ordinary wear, destruction, loss, or damage to personal property brought onto the premises except to the extent liability cannot lawfully be excluded. Hound Housing may remove unsafe items. Rawhides are prohibited due to choking/obstruction risks.

21. Damage to Hound Housing Property

The Client is responsible, to the extent permitted by law, for damage to Hound Housing's facility, equipment, furnishings, fencing, kennels, play equipment, or other property caused by the Client's pet.

22. Leash & Carrier Requirements

All dogs must be on leash when entering or leaving Hound Housing property. Cats must arrive and depart in an appropriate carrier. Pets may not enter or leave the facility loose. Clients must follow staff instructions regarding safe entry and exit.

23. Escape Prevention & Escape Incidents

The Client acknowledges that animals may attempt to escape when frightened, excited, stressed, or in unfamiliar surroundings. Hound Housing maintains safety procedures intended to reduce escape risk. If a pet escapes or becomes missing while in Hound Housing's care, Hound Housing may take reasonable recovery steps, including contacting the Client, emergency contacts, animal control, veterinary facilities, and other appropriate parties. The Client agrees to cooperate and, to the extent permitted by law, is responsible for reasonable recovery, transportation, and veterinary costs. Nothing in this Agreement waives liability that cannot legally be waived.

24. Assumption of Risk & Release

To the fullest extent permitted by applicable North Carolina law, the Client acknowledges and assumes the inherent risks associated with daycare, boarding, group play, grooming, bathing, handling, transportation, and other services. The Client understands Hound Housing is not an insurer of the pet and does not guarantee the pet's safety, health, behavior, or condition. To the fullest extent permitted by law, the Client releases and holds harmless Hound Housing and its owners, employees, managers, agents, and representatives from claims arising from inherent risks of the services, except to the extent such release is prohibited or limited by applicable law. Nothing in this Agreement releases liability that cannot legally be released or waived.

25. Indemnification

To the fullest extent permitted by law, the Client agrees to indemnify and hold harmless Hound Housing and its owners, employees, managers, agents, and representatives from claims, losses, damages, expenses, or costs arising from the Client's violation of this Agreement, failure to disclose relevant information, undisclosed medical/behavioral conditions, the pet's actions toward another animal/person, or damage caused by the pet. This does not shift liability that cannot legally be shifted.

26. Emergency Contacts

The Client must provide at least one reliable emergency contact authorized to make decisions regarding the pet if the Client cannot be reached. Failure to maintain current emergency contact information may delay communication. Hound Housing may contact the designated emergency contact when necessary.

27. Authorized Pickup Persons

Only the Client or persons authorized by the Client may pick up a pet. Hound Housing may require identification and may refuse release when staff have a reasonable safety or authorization concern.

28. Abandonment & Failure to Pick Up

The Client agrees to retrieve the pet as scheduled and maintain communication. If a pet is not picked up and the Client cannot be reached, Hound Housing may take reasonable steps to protect and provide for the pet and may proceed according to applicable North Carolina law and applicable Animal Welfare requirements concerning abandoned animals. The Client remains responsible, to the extent permitted by law, for reasonable boarding, care, veterinary, transportation, legal, and other expenses resulting from failure to retrieve the pet.

29. Right to Refuse, Suspend or Terminate Services

Hound Housing may refuse, suspend, limit, or terminate services when reasonably necessary for the safety or welfare of the pet, other animals, clients, employees, or facility. Reasons may include aggression, unsafe behavior, undisclosed

conditions, expired vaccinations, communicable illness, parasites, repeated policy violations, nonpayment, repeated late pickup, failure to follow staff instructions, excessive stress/anxiety, or behavior that cannot safely be managed.

30. Grooming, Bathing & Other Services

Additional services such as grooming, bathing, de-shedding, nail trims, sanitary trims, teeth brushing, and related services may have separate service-specific policies. Risks may include minor cuts, irritation, nail injury, stress, allergic reaction, accidental injury, and other unforeseen complications. Hound Housing may discontinue a service if the pet cannot safely tolerate the procedure.

31. Photographs & Videos

The Client permits Hound Housing to photograph and/or record video of the pet during Hound Housing services and to use such media for legitimate business purposes, including social media, website, printed, advertising, marketing, and promotional materials. The Client may request that Hound Housing not use the pet's image for future promotional purposes by written request.

32. Communication

The Client authorizes Hound Housing to communicate regarding care, reservations, payments, emergencies, policy changes, and other business matters by phone, voicemail, text, email, booking-system notifications, or other reasonable electronic communication. The Client must keep contact information current.

33. Changes to Policies, Services & Rates

Hound Housing may modify policies, procedures, services, hours, requirements, and rates from time to time. When practical, Hound Housing will provide notice of material changes. Updated policies and rates apply to services provided after their effective date. The Client is responsible for reviewing current policies and rates. No employee representation permanently modifies this Agreement unless authorized by management.

34. Current Service Rates

Boarding dogs: \$40 per dog/night; additional dog in the same kennel \$30/night. Separate kennels are \$40/dog/night. Boarding cats: \$25/cat/night; additional cat in the same enclosure \$15/night. Separate enclosures are \$25/cat/night. Daycare: \$31/dog/day. Daycare packages expire six (6) months after purchase: 5-Day \$135; 10-Day \$245; 30-Day \$700.

35. Day of Departure Fees

Morning pickup, 7:00 AM–11:00 AM: no daytime fee. Afternoon pickup, 3:00 PM–6:00 PM: \$30 per dog or \$25 per cat. The daytime departure fee applies only on the scheduled final day of a boarding stay.

36. Client Responsibility

The Client is responsible for truthful information, current vaccinations, disclosure of medical/behavioral conditions, compliance with Hound Housing policies, following staff instructions, paying all charges, providing appropriate food/medication when applicable, maintaining emergency contacts, and picking up the pet as scheduled.

37. No Guarantee of Outcome

Hound Housing strives to provide safe, compassionate, professional care but does not guarantee a particular outcome. Pets may experience changes in behavior, appetite, sleep, bowel movements, energy level, or other normal routines while away from home. Hound Housing cannot guarantee that a pet will remain free from illness, injury, stress, behavioral changes, or other conditions inherent to animal care.

38. Client Concerns & Service Issues

Clients should communicate concerns promptly so Hound Housing management can investigate and address them. Hound Housing will make reasonable efforts to resolve legitimate service concerns professionally.

39. Severability

If any provision is determined invalid, unlawful, or unenforceable, it shall be enforced to the maximum extent permitted by law, and the remaining provisions remain in effect to the extent permitted by law.

40. Governing Law

This Agreement is governed by the laws of the State of North Carolina, without regard to conflict-of-law principles. Provisions that conflict with mandatory law shall be interpreted and enforced to the extent permitted by law.

41. Entire Agreement

This Agreement, together with the Client's registration/intake information and applicable written Hound Housing policies, constitutes the agreement between the Client and Hound Housing regarding the services provided. The Client acknowledges that they have not relied upon representations not contained in this Agreement or otherwise provided in writing by an authorized representative of Hound Housing.

HOUND HOUSING

CLIENT ACKNOWLEDGMENT, INITIALS & SIGNATURE PAGE

CUT / DETACH THIS PAGE FOR HOUND HOUSING FILE

The client may keep the preceding policy and procedure pages. All selections, initials, and signatures are kept together on this page.

GROUP PLAY ELECTION

Please select ONE option:	Client Initials
☐ YES — I would like my dog to be considered for supervised group play, subject to Hound Housing's evaluation and approval.	_____
☐ NO — I do not want my dog to participate in group play. I understand my dog will be cared for separately and will not participate in group daycare play.	

REQUIRED SECTION INITIALS

Section 7: Daycare Evaluation & Group Play — I have read and understand this section.	Initials: _____
Section 8: Group Play Safety & Inherent Risks — I have read and understand this section.	Initials: _____
Section 17: Emergency Veterinary Care — I have read and understand this section.	Initials: _____
Section 19: Death or Serious Medical Event — I have read and understand this section.	Initials: _____
Section 23: Escape Prevention & Escape Incidents — I have read and understand this section.	Initials: _____
Section 24: Assumption of Risk & Release — I have read and understand this section.	Initials: _____
Section 25: Indemnification — I have read and understand this section.	Initials: _____
Section 28: Abandonment & Failure to Pick Up — I have read and understand this section.	Initials: _____
Section 29: Right to Refuse, Suspend or Terminate Services — I have read and understand this section.	Initials: _____

FINAL CLIENT ACKNOWLEDGMENT

I have read and understand the complete Hound Housing Client Service Agreement, Policies & Procedures.	Initials: _____
I understand that boarding does not automatically approve my dog for group play and that group-play privileges may be changed or discontinued for safety.	Initials: _____
I understand the inherent risks associated with daycare, boarding, group play, grooming, bathing, handling, and transportation.	Initials: _____
I authorize emergency veterinary care as described in the Agreement and accept responsibility for applicable expenses.	Initials: _____
I certify that the medical, behavioral, vaccination, contact, and other information I provided for my pet(s) is accurate and complete.	Initials: _____
I understand Hound Housing may refuse, suspend, limit, or terminate services as described in the Agreement and applicable law.	Initials: _____

SIGNATURE

Client Signature: _____
Printed Name: _____
Date: _____

HOUND HOUSING FILE COPY — retain this completed page with the client record.

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