

Terms and Conditions (Updated 1.1.2022)

I. Vaccination Status and Health:

1. All pets must have up to date vaccinations. These must be completed appropriately and received by Kadillac Kennels prior to using our facility. For Dogs this certificate or written receipt from a veterinarian must include but not be limited to: Rabies, DHLPP(DAPP), and Bordetella. For Cats this certificate or written receipt from a veterinarian must include but not be limited to: Rabies and FVRC-P-C. The vaccination proof shall not be more than 12 months old from the date of boarding/care. If proof is not produced at the time of check in, then Kadillac Kennels reserves the right to refuse to board or keep the pet or to contact the owner's veterinarian to verify the inoculations.
2. Owners must apply a tick and flea treatment such as Frontline before checking in their pet, to ensure that the pet is free of external parasites. All pets will be examined upon arrival for fleas and ticks, and if the pet is found to have fleas/ticks, then Kadillac Kennels may treat the pet and the owner will pay the appropriate fee for this treatment.
3. If your pet is ill from common canine or feline maladies such as viruses, allergens, and digestive upset, please do not bring them to the Kennel. Kadillac Kennels will do its best to provide a sanitary and germ free environment, but Kadillac Kennels cannot control airborne viruses and allergens. We do our best to eliminate them by not accepting a pet that is ill.
4. It may be necessary for employees of Kadillac Kennels to lift your pet up off the ground from time to time, especially for pets who are disabled or geriatric. If you do not want your pet to be picked up, then please notify the staff upon or prior to check in so it will be noted in your pet's file.
5. You must notify Kadillac Kennels if you have a female dog that is in heat. She will be allowed to stay, but must be in a suite by herself and have no other interaction with any other dogs.

II. General Housekeeping Items:

1. You may reserve/book a boarding/daycare/ grooming appointment online from our website or by telephone. Kadillac Kennels will confirm the request to verify availability. Once confirmed, you will be able to pay a 50% deposit, which is **non-refundable** or go ahead and pay the entire booking cost. Grooming appointments do not require a deposit. Any balances are due upon check in or when picking up your pet. A \$ 35 handling fee will be assessed for any returned checks.
2. By booking a reservation for Boarding, Daycare, or grooming and signing this Terms and Conditions Agreement, you are guaranteeing that you are the Pet's Owner.
3. Rates do not include food. Kadillac Kennels require that food be brought from home and divided into serving quantities that are individually bagged in a container that seals (such as a Ziploc baggie or plastic jar with a lid). Kadillac Kennels will provide food if you do not bring your own, but it will be at a cost of \$ 6.00 per day and will be a veterinarian approved food, but probably not the same as you feed your pet. So, it is highly encouraged for you to bring your own food from home to help your pet digestively and provide them with a sense of normalcy while staying with us.

4. If you are boarding two or more pets, you may request that two or more stay in the same suite. Depending upon the size of your pets, we can accommodate this up to the maximum allowed by the state. A reduced price will apply toward your second or third pet.
5. We do NOT allow any blankets or bedding to be brought from home. Kadillac Kennels will provide bedding and blankets for your pet while they are staying. You may bring a small toy for your pet if you desire, however, Kadillac Kennels will not be responsible if the toy is lost or torn up during the stay.
6. If your pet(s) are boarding for five (5) or more consecutive nights, then Kadillac Kennels will provide a complimentary bath prior to check out unless you request otherwise. Last minute extended stays from 4 nights to longer, may not receive their comp bath due to the logistics of scheduling grooming. Earlier pick ups may not receive their comp bath due to the same reason. We will do everything in our power to schedule the complimentary baths, but changes to the reservation made by the owner is out of our control.
7. Transportation to and from our facility may be provided by Kadillac Kennels. If you desire this service, you must telephone Kadillac Kennels to see if you are in the area that we will provide pick ups and or drop offs of your pet.
8. Our business hours are 7 am – 6 pm Monday – Saturday and Sunday's by appointment. However, all check-ins for the night must be before 6 pm. No pick ups or drop offs between 11am and 2 pm. We prefer check-ins between 3 – 4 pm so that the evening feeding session is not interrupted and pets that are already in their suites are not disturbed. Also, this allows your pet time to settle into their new surroundings before dark. Our advice is to arrive as early in the day as possible to enable your pet maximum time to settle into the environment before bedtime.
- 9. In the event that you must cancel a reservation, please do so as soon as possible. If a reservation is cancelled, the 50% deposit is not refunded or a reduced cancellation fee is applied. If you have not yet paid the deposit, then a cancellation fee will be applied and must be paid before any new bookings may be confirmed.**
10. My signing these terms, you are giving your consent that any visual and/or oral content and images of yourself and your pet may be used for purposes of monitoring the safety and wellbeing of your pet, for the protection of employees and visitors, for education and management of employees. You further are giving your consent to the publication and re-publication of the content of your oral and visual capture electronically for the purposes described for positive marketing and on social media platforms.
11. Pets are considered to be abandoned if they are not picked up by the owner(s) after 10 days following the arranged pick up date. Abandoned pets will become the property of the local animal shelter.
12. Owner agrees to allow their pet to co-mingle with other boarded pets.

III. Emergency Situations:

1. If the pet should for any reason whatsoever become ill or injured, “the Affected Pet” during the pet’s stay or grooming service at Kadillac Kennels, then Kadillac Kennels shall be entitled at its absolute discretion to do any one or more of the following:
 - a) Contact the Pet Owner to collect the pet if the Owner is contactable;

- b) Contact the Emergency contact person if the pet owner is not contactable;
 - c) Contact the Pet's veterinarian or pet clinic if the pet owner and the emergency contact person are not contactable;
 - d) Provide such medical attention or care which Kadillac Kennels deems is necessary or appropriate at any animal hospital or pet clinic chosen by Kadillac Kennels;
 - e) Keep or maintain the Affected Pet by engaging a veterinarian until collection by the Pet Owner;
2. Pet Owner acknowledges, accepts, agrees, and understands that there is a risk that the pet can become ill or injured during its stay at Kadillac Kennels.
 3. Pet Owner waives all rights and claims against Kadillac Kennels and further agrees not to hold or make Kadillac Kennels liable for any injury or illness or death to the Affected Pet.
 4. Pet Owner also waives all rights and claims against Kadillac Kennels and further agrees not to hold or make Kadillac Kennels liable for any step or action or thing or decision made or taken by Kadillac Kennels concerning the Affected Pet.
 5. Pet Owner will provide the following contact information upon making a reservation: Pet Owner's contact details; name and telephone number of Emergency Contact Person; name and telephone number of the Pet's veterinarian or pet clinic;
 6. If the Emergency Contact Person or the Pet's Doctor is prepared to collect the Affected Pet, the Pet Owner authorizes Kadillac Kennel to release the Affected Pet to the Emergency Contact Person or the Pet's Doctor as the case may be who shall then assume full responsibility for the Affected Pet's condition and consequences. For the avoidance of doubt such responsibility includes financial responsibility for the Affected Pet's care and attention to be the responsibility of the owner of the Pet, emergency contact of the pet, or the Vet.
 7. If Kadillac Kennels should maintain the Affected Pet themselves, Kadillac Kennels shall charge the Owner the expenses to maintain and care for the Affected Pet's illness or injury.

IV. Grooming Services Release and Waiver:

1. Owner understands that if their pet has a history of aggression or biting, Kadillac Kennels reserves the right to refuse service and bites will be reported as required by law.
2. Owner is liable for any medical care expenses and damages that may result from injuries caused by their pet.
3. Owner waives and relinquishes any and all claims against Kadillac Kennels, its employees and representatives.
4. Owner shall disclose to Kadillac Kennels all known dangers associated with their pet.
5. If any medical problems develop while the pet is in the care of Kadillac Kennels, owner authorizes Kadillac Kennels to do whatever is necessary for the safety, health and well-being of the pet. Further, owner assumes full financial responsibility for any and all expenses incurred.
6. Occasionally, grooming can expose hidden medical problem or aggravate a current one. This can occur during or after a grooming service.
7. Owner understands that senior pets (age 7 or older) may have a greater chance of injury.

8. Owner understands that if their pet is severely tangled and/or matted, there is a greater risk of injury, stress, and trauma. All precautions will be taken, however, problems may arise during or after grooming, such as nicks, clipper irritation, and mental or physical stress.
9. Owner understands that advertised quoted prices prior to actually grooming of the pet are only estimates. Final price will depend on the temperament of each pet and the length and condition of its coat. Extra charges apply for pets that are matted and/or difficult to manage.
10. Kadillac Kennels has the right to refuse service to anyone and their pet at any time for any reason.
11. Owner declares that pet is properly inoculated for the required vaccinations listed above.

V. Kadillac Kennels Obligations:

1. Feed and water the pets at regular intervals;
2. Provide reasonable kennel facilities;
3. Provide a reasonably safe environment for the pet subject to the Pet Owner's warranty that the pet does not and will not pose a danger or risk(whether physical or by way of transmission of disease or parasites) to other pets at Kadillac Kennels.
4. Maintain the pet in good health as far as reasonably possible and to the best of Kadillac Kennels' abilities subject to Pet Owner's fulfillment of the mandatory conditions mentioned above.

VI. Agreement to hold harmless, waiver and assumption of risk:

1. Notwithstanding any term or condition in this agreement, the liability of Kadillac Kennels, LLC to Pet Owner under this this agreement for any liability whatsoever (which shall include but is not limited to the death and loss of the pet) and in total shall be limited to a maximum sum of One Hundred Dollars (\$ 100.00) only.
2. Pet Owner agrees to indemnify Kadillac Kennels, LLC in full against all costs, claims, charges, demands, damages and losses in the event the pet causes any injury to other pets or animals or persons at Kadillac Kennels or causes any damage to Kadillac Kennels premises.
3. This agreement is in effect upon date of signature below and will remain in effect for any future dates or bookings of Pet Owner's pets to Kadillac Kennels, LLC.

Pet Owner's Printed Name: _____

Pet Owner's Signature: _____

Date: _____