

THE STAY AND PLAY PET HOTEL Inc.

Pet Boarding and Pet Daycare Policies and Release of Liability

Owner's/Guardian Name (Printed): _____

Owner's/Guardian Signature: _____

Pet name(s): _____

Pet(s) Species/Breed: _____

1) I (the "Owner/Guardian") represent that I am the legal owner/guardian and/or responsible person with authority to vouch for the above named "Pet(s)" and I assume all liability, risks, dangers and responsibility for injuries to the named "Pet(s)" attending Daycare/Boarding at "The Stay And Play Pet Hotel Inc."

2) **READINESS FOR STAY AND PLAY:** The "Owner/Guardian" understands "The Stay And Play Pet Hotel Inc.'s" Policies as laid out on their website in regards to the readiness and requirements of their "Pet(s)" stay, including but not limited to providing required food, treats, medication(s) as well as other pet supplies and ensuring they arrive within the agreed upon time window and displaying good pet hygiene. "The Stay And Play Pet Hotel Inc." reserves the right to turn away "Pet(s)" who do not display a good level of hygiene upon arrival, or whose "Owner/Guardian" has not provided appropriate supplies for the scheduled appointment.

3) **RESCHEDULING / CANCELLATION / NO-SHOW POLICY:** Cancellations and Rescheduling can be completed with no penalty or prejudice up to 48hrs prior to the reservation date by contacting Emily directly at thestayandplay.ottawa@gmail.com. In the event that the "Pet(s)" do not attend the appointment, or the request/advice of Cancellation is made in less than 48hrs of the appointment the "Owner/Guardian" will not receive a refund. If the "Owner/Guardian" has booked an extended stay and would like to shorten the period and pick up the animal before the originally agreed upon date a refund will be offered for any services not yet received, but not prorated to include partial days.

4) **CLOSING TIME:** The "Owner/Guardian" agrees that if their pet(s) is/are not picked up by closing time of 6:00 pm EST Monday through Friday and/or 5:00 pm EST Saturday and Sunday, the "Owner/Guardian" hereby authorizes an extension to stay, with the balance due (including any further food and/or pet-supply costs incurred by "The Stay And Play Pet Hotel Inc.") upon pickup of the "Pet(s)".

5) PAYMENTS: All charges are due and payable upon securing each appointment and booking each visit. Payment may be made by Visa, MasterCard, American Express, Discover, Visa-Debit Interac, PayPal as Well as Apple Pay, Samsung Pay and Android Pay.

6) DOG/CAT'S HEALTH: The "Owner/Guardian" further understands and agrees that the "Owner/Guardian" pet(s) are healthy and will at all times while attending "The Stay And Play Pet Hotel Inc." have current vaccinations for DHPP, Rabies and Bordetella in the case of dogs, and FVRCP and Rabies in the case of cats. The "Owner/Guardian" is not enrolling any pet(s) that has any condition that could potentially jeopardize the health of other pet(s) or people and has not had any potentially communicable condition within 30 days prior to enrollment. The "Owner/Guardian" further understands that even if the "Owner/Guardian" dog is vaccinated for Bordetella (Kennel Cough) there is a chance that the "Owner/Guardian's" dog can still contract Kennel Cough. The "Owner/Guardian" agrees that the "Owner/Guardian" will not hold "The Stay And Play Pet Hotel Inc." or any of its ownership, staff, employees or invitees responsible if the "Owner/Guardian's" dog(s) contracts Kennel Cough or other dog:dog or cat:cat transmitted ailments, or similar for other pet species.

7) FLEA/TICK FREE: All dogs and cats must be flea/tick free. Should a dog or cat be observed to have fleas or ticks, a flea/tick bath treatment will be applied and charged to the owner at a rate of up to \$80.00+HST depending on severity and size of "Pet(s)".

8) GROUP PLAY: All dogs must pass a general behavior assessment in order to attend multiple-dog group play. No dog(s) may be admitted to group play who shows any signs of any type of aggression. The "Owner/Guardian" further understands and agrees that in admitting the "Owner/Guardian's" dog(s) to multiple-dog group play, the "Owner/Guardian" is representing to "The Stay And Play Pet Hotel Inc." that "Owner/Guardian's" dog(s) is/are in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person(s) or other dogs. Any dog demonstrating aggression or other behavior deemed unacceptable by "The Stay And Play Pet Hotel Inc." staff may be required to leave daycare/boarding, in which case your emergency contact may be contacted to facilitate their pick up.

9) RELEASE OF LIABILITY: The "Owner/Guardian" understands and agrees that during normal dog play, the "Owner/Guardian's" dog may sustain injuries. Dog play is closely monitored by "The Stay And Play Pet Hotel Inc." staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision and attempts at intervention. The "Owner/Guardian" further understands and agrees that

neither "The Stay And Play Pet Hotel Inc." nor any of its employees, staff, or volunteers will be liable for any illness, injury, death, and/or escape of "Owner/Guardian's" pet(s) provided that reasonable care and precautions are followed, and the "Owner/Guardian" hereby releases "The Stay And Play Pet Hotel Inc." ownership, employees, staff or volunteers of any liability of any kind whatsoever arising from, or as a result of the "Owner/Guardian's" "Pet(s)" attending "The Stay And Play Pet Hotel Inc."

10) FOOD/TREATS/MEDICATION(S): when boarding overnight, the "Owner/Guardian" agrees that it is the "Owner/Guardian's" responsibility to leave an adequate supply of food and medication(s) for "Owner/Guardian's" "Pet(s)" during the entire time "Owner/Guardian's" "Pet(s) is/are in the care of "The Stay And Play Pet Hotel Inc.". Should the food/treats/medication(s) supply require replacement, the "Owner/Guardian" authorizes "The Stay And Play Pet Hotel Inc." to purchase replacement supplies for which the "Owner/Guardian" will be billed upon picking up their "Pet(s) including a charge up to \$25.00 to compensate proportionally for time, travel, mileage, and administration (per occurrence).

11) VETERINARIAN LIABILITY AND CARE: The "Owner/Guardian" agrees to allow "The Stay And Play Pet Hotel Inc." and it's ownership, staff, and employees to obtain medical treatment for the "Owner/Guardian" "Pet(s)" if he/she appears ill, injured, or exhibits any other behavior that would reasonably suggest that "Pet(s)" may need immediate medical treatment including anesthesia in the event that the "Owner/Guardian" and the provided emergency contact(s) cannot be reached. In the event of an emergency, where time is vitally important the "Owner/Guardian" hereby entrusts the judgement of "The Stay And Play Pet Hotel Inc." and it's ownership, staff, and employees to forego contacting the owner in the interest of time and protection and regard for the "Pet(s)" wellbeing to secure the best medical outcome. The "Owner/Guardian" agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment where it applies. The "Owner/Guardian" gives permission to "The Stay And Play Pet Hotel Inc." to use the "Owner/Guardian" Vet and/or the nearest 24-hour Veterinary hospital for required treatment. Yes _____ or, No _____. If Yes, the maximum dollar amount permitted to spend on the Owner/Guardian's" pet(s) professional medical care is \$ _____.

12) WEAKENED IMMUNE SYSTEM: The "Owner/Guardian" understands that juvenile and senior "Pet(s)", as well as those with special-needs, naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the

“Owner/Guardian” is waiving any claim for injury or illness experienced by the “Owner/Guardian’s” “Pet(s)” while in “The Stay And Play Pet Hotel Inc.’s” care. 13) ELDERLY PETS: “Owner/Guardian’s” of elderly “Pet(s)” (approaching the end of life) need to know if in the event Owner’s cat/dog passes away while in our care, “The Stay And Play Pet Hotel Inc.’s” policy is to transport “Owner/Guardian’s” “Pet(s)” to the “Owner/Guardian’s” Vet (within 25 kms) where he/she will be held until “Owner/Guardian” can be reached by the Vet for further instructions. If the “Owner/Guardian’s” vet is closed or outside of our transport distance, then we will transport the “Pet(s)” to the nearest 24-hour facility. A trip charge will be applied based on the time/distance.

14) GROOMING: In the event that the “Owner/Guardian’s” “Pet(s)” nails are too long and causing breaking of skin or deep scratches to ownership, employees, staff, volunteers, and/or other pets the “Owner/Guardian” will be charged to have the nails trimmed. Similarly, if the “Owner/Guardian’s” “Pet(s)” soils their fur they will be bathed at “Owner/Guardian’s” expense.

15) PERSONAL PROPERTY: The “Owner/Guardian” understands that the “Owner/Guardian” is solely responsible for any harm, including to any other “Pet(s)”, staff, employees or invitees of “The Stay And Play Pet Hotel Inc.”, or to the equipment, facilities, or other property of “The Stay And Play Pet Hotel Inc.”, caused by “Owner/Guardian’s” “Pet(s)”. The “Owner/Guardian” also agrees that “The Stay And Play Pet Hotel Inc.” shall not be responsible or liable for any lost or damaged personal property belonging either to “Owner/Guardian” or “Owner/Guardian’s” pet.

16) PHOTO AND VIDEO RELEASE: “Owner/Guardian” agrees to allow The Stay And Play to use the “Owner/Guardian” “Pet(s)” name and any images or likeness of the “Pet(s)” taken while he/she is at “The Stay And Play Pet Hotel Inc.”, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and “Owner/Guardian” releases to “The Stay And Play Pet Hotel Inc.” all rights that “Owner/Guardian” may possess or claim to such image, likeness, recording, etc..

17) RIGHT OF REFUSAL: “The Stay And Play Pet Hotel Inc.” reserves the right of refusal where it pertains to admittance of any “Pet(s)” or dismissal of any “Pet(s)” that does not meet or maintain the health, temperament or other daycare/boarding standards. The determination shall be made at the sole discretion of “The Stay And Play Pet Hotel Inc.” with the utmost consideration for the wellbeing of our staff and any pet(s) in our care.

18) FULL FORCE AND EFFECT: The "Owner/Guardian" further understands and expressly agrees that each and every of the foregoing provisions contained in paragraphs 1-18 shall be in force and effect and shall apply to each and every occasion on which "Owner/Guardian's" "Pet(s)" stays with "The Stay And Play Pet Hotel Inc." for daycare, extended boarding, or other services, as the case may be. This Agreement shall remain in full force and effect between the parties until and unless otherwise cancelled or superseded by a writing signed by the parties.

The "Owner/Guardian" hereby certifies that the "Owner/Guardian" has read and understands this Waiver and Release of Liability and the regulations set forth above. By signing this agreement, the "Owner/Guardian" agrees to be bound by its terms and conditions.

"Owner/Guardian's" Name (Printed):

"Owner/Guardian's" Signature:

Date:

Witness Name (Printed):

Witness Signature:
