

Pet(s):	
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## Services Agreement

*This Agreement and the Supplements referred to herein shall apply to all visits by your pet to StellaDoggo Playcare.*

- 1. Services.** We agree to provide the specific services ("Services") to you and your pet as outlined on the attached Schedule of Services sheet. Any changes to the Services will be posted on the website and in the facility, and emailed to all pet owners at least 10 days prior to the effective date.
- 2. Payment for Services.** You agree to pay us for the Services scheduled, no less than 24 hours prior to the start of the service. The cost of the service is established at the time of payment, not at the time of Reservation, in the event that the rates differ. Payment is due in full to confirm Reservations for overnight boarding.
- 3. Reservations.** Reservations will be accepted up through 1 day prior to the start of the Service. StellaDoggo will provide a confirmation of Reservation via email or text. If you do not receive a confirmation, please call before dropping your pet off to ensure that the Reservation is received.
- 4. Cancellations.** If you need to cancel your daycare reservation - there will be no charge if cancelled 1 day prior. If you need to cancel your boarding reservation - we will issue a full refund 10 days prior to start date, 50% refund 5 days prior to start date. StellaDoggo reserves the right to charge late cancellation fees for repeat cancellations.
- 5. Authorized Agent\*.** You must designate an adult over the age of 18, as your Authorized Agent. You agree that if you cannot be reached, your Agent shall have your full and complete authority to make all decisions, including those related to the expenditure of funds or any medical treatment for your pet, for or on behalf of you and your pet.
- 6. Emergencies.** In the event of an emergency at the facility, such as extreme weather, power outage, fire, personal or medical emergency, every effort will be made to contact you or your Agent to retrieve your pet. You agree that StellaDoggo, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your pet until such time you or your Agent can retrieve the pet.
- 7. Drop Off and Pick Up.** Drop off and pick up times are per the Schedule of Services. Please call if you will be late! First late pickup less than 15 minutes - no fee. Second late pickup less than 15 minutes - \$10 fee. Third late pickup or longer than 15 minutes - \$20 fee and may result in termination of services. Any pets not picked up by 6:30 PM will be boarded overnight, and must be picked up the following morning; see Schedule of Services for pickup times and boarding rates current at time of Service.
- 8. Pet Health and Behavior.** We reserve the right to refuse to accept a pet at drop off for any reason, including without limitation, if it appears that the pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of itself, other pets, or our staff.
  - No pet can attend day care with us unless the pet is healthy and we have confirmation from a licensed veterinarian that the pet has received all vaccinations required by StellaDoggo. Refer to the pet profile form for requirements.
  - We may accept certain older pets and administer routine medication for chronic conditions, but we are not equipped to care for acutely sick pets or aggressive or biting pets.
  - You represent that to the best of your knowledge, your pet has not been exposed to rabies, distemper, or parvovirus within 30 days prior to beginning its stay with us.
  - If your pet has been treated for a contagious illness, we cannot accept your pet for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.
  - You acknowledge and agree that in the unlikely event your pet becomes ill or injured, or if your pet has a pre-existing condition which is aggravated by its stay and requires professional attention, or if your pet passes away during its stay, we will attempt to notify you or your Agent at the telephone numbers you provide. If we cannot reach you or your Agent, StellaDoggo at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your pet, and you hereby authorize us to provide any such service at your additional expense.
- 9. Contact with Other Pets.** While your pet is attending dog daycare with us, it may come into contact with other pets. Every effort will be made to ensure the safety of our guests by enforcing strict restrictions on pets as set forth in StellaDoggo's procedures.
  - You acknowledge and agree that in the unlikely event that your pet is injured, you hereby release StellaDoggo from any liability for such injury.
  - You acknowledge and agree that in the unlikely event that your pet causes injury to another pet in our care, you will be solely responsible for any injury to the other pet(s) as well as your own pet, and you hereby release StellaDoggo from any liability for such injury.
  - Communicable diseases: all pets coming into the StellaDoggo facility are required to be vaccinated. However, it is still possible for a pet to become ill, even if vaccinated. This is not due to any circumstance or condition at StellaDoggo and you agree that StellaDoggo is not liable for any illness suffered by your pet during or after its stay.

- 10. Abandoned Pet Procedure.** Unless otherwise required by applicable law, if you fail to pick up your pet at the designated pick-up time:
- We will attempt to contact you by telephone and/or in writing using the information that you have provided, advising you that if your pet is not picked up within a reasonable time period, your pet will be deemed to be abandoned and that:
  - We will deliver the pet to a third party adoption partner, Animal Control or other similar government agency. If you fail to pick up your pet for any reason, you release StellaDoggo from all further liability and responsibility for your pet. You shall remain liable to us for all unpaid charges including court costs and reasonable attorney's fees incurred in the collection of the Charges.
  - All Services, with the exception of medication administration necessary to ensure pet health and safety, will be terminated.
- 11. Your representations to us.** You represent to us that you are the owner of the pet and that you are fully authorized to enter into this Agreement. All information about you and your pet in this Agreement is true, accurate and complete.
- To the best of your knowledge, your pet has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to us.
  - You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorney's fees, resulting from misrepresentations by you or your representatives or resulting from your pet's stay including, without limitation, any person claiming to be the owner of your pet and any person claiming damage or injury by your pet.
- 12. Collars, leashes, food, medication, personal items.** All pets attending daycare or boarding at StellaDoggo must wear a quick-release collar with rabies and identification tags. Prong collars, chain collars, buckle collars, and harnesses of any kind must be removed. You may leave collars, harnesses, leashes, and bedding at the facility during your pet's stay only. All food or medications must be labeled with the pet's first and last name and include written instructions for feeding or administering medications. If you pet has allergies or a limited diet, you must provide appropriate treats labeled with your pet's name. Please minimize items as storage space is limited. Do not bring items with your pet that are valuable or irreplaceable. StellaDoggo is not responsible for loss or damage to any personal item left with your pet.
- 13. Miscellaneous Provisions.** This written Agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for herein. This Agreement shall bind us and our assigns and you and your heirs and assigns.
- 14. Definitions.** The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form, shall mean as follows: "We," "us," and "StellaDoggo" shall mean StellaDoggo Playcare's service. "You" and "your" shall mean the pet owner signing this Agreement. "Pet" shall mean the dog(s) and "your pet" shall refer to the pet(s) designated by the pet owner in this Agreement.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

\_\_\_\_\_  
Signature - pet owner

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print – pet owner name

Authorized Agent \* who can make decisions regarding care and payment on your behalf.

\_\_\_\_\_  
Agent 1 name

\_\_\_\_\_  
Relationship to pet owner

\_\_\_\_\_  
email

\_\_\_\_\_  
Primary phone

\_\_\_\_\_  
HOME or CELL?

StellaDoggo Playcare LLC

\_\_\_\_\_  
Signature – StellaDoggo representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print – StellaDoggo representative name