

Pawsmere Pet Retreat LLC

Agreement, Policies, Procedures and Requirements

Pet's Reservation: Once we receive your pet's reservation request, we will need to verify that your pet is up-to-date on all vaccination and current on a flea and tick preventative. As soon as we verify your pet's vaccination records and have received all the client forms back and signed, we will contact you directly to confirm your pet's reservation times and dates.

A credit card must be kept on file for all Boarding Pets. We accept major credit cards (Visa, Discover, or Mastercard). There is a \$40.00 return check fee for any returned checks. Payment in full is required before your pet(s) leaves our facility.

Vaccination Requirements & Protocol: Proof of Vaccinations is required every 12 months for all pet(s) entering Pawsmere Pet Retreat facility. Except for Bordetella, which is required every 6 months. Please understand that even if your dog is vaccinated for Bordetella (kennel cough) there is a chance that your dog(s) can still contract kennel cough. Bordetella (kennel cough) is an airborne bacteria.

New vaccinations must be administered at least 7 days prior to pet's visit to Pawsmere facility, this includes Dog Grooming and Bathing, Pet Boarding, and or Doggy Daycare.

- **Dogs: Required:** Canine Combination (DHPP), Rabies (1YR or 3YRS), Bordetella (every 6 months), & Flea and Tick Preventative.
- **Cats: Required:** Feline Distemper combination (FVRCP), Rabies (1YR or 3YRS), Feline Leukemia Tested (**must be negative**), & Flea and Tick Preventative.

We ask that you have your veterinarian's office fax or email Pawsmere Pet Retreat a copy of your pet's records showing proof of current vaccinations and the pet's flea & tick preventative. We can call them for you to request a copy but you must then complete the Pet Medical Release form. The form is located in the document section on our website.

Check-In and Check-Out Hours:

Pet Boarding:

Morning Check-out & Drop-off times: 9am –11am (Monday – Saturday)

Evening hour Drop-off Times: 4pm - 5pm (Monday - Saturday)

Check-out and drop off times-off: 11am - 1pm (Sunday)

Pet boarding check-out is 9am - 11am Monday – Saturday. If pet(s) are not pick-up by check-out morning time, then a daycare rate charge will apply for evening pick-up per pet. Drop-off evening boarding time is 4pm - 5pm. If pet(s) are dropped off before 1pm for evening boarding there will be a daycare rate charge for the early drop-off per pet.

Dog Grooming and Bathing: By appointment only (Tuesday - Saturday)

Doggy Daycare: By Appointment Only

No Doggy Daycare offered on Saturday, Sunday, & Holidays.

Leash/Pet Carrier: All Pets must be on a leash or in a pet carrier while entering and leaving Pawsmere Pet Retreat. Please keep our outside area clean! If your dog poops, please pick it up. We will provide you with a poop bag.

Pawsmere Pet Retreat LLC

Agreement, Policies, Procedures and Requirements

Pawsmere Pet Retreat has the right to refuse any pet(s) at check-in for any reason.

- If the pet appears to be sick. (vomiting, diarrhea, coughing)
- Injured or limping.
- Being aggressive to staff and or the other animals.
- Not vaccinated in the 7 days' time period allowed for new vaccination protocol.
- Vaccinations that are out-of-date.
- Finding fleas or ticks.
- If your pet was treated for a contagious illness or diseases, there must be a waiting period of a least 2 weeks after treatment has been completed to be allowed in the facility and must be cleared by a Licensed Veterinarian.

Holiday Procedures: There is no Pick-up or Drop-off times, and No Doggy Daycare or Dog Grooming and Bathing offered during the following holidays: Thanksgiving Day, Christmas Eve and Christmas Day. The facility is only opened for the boarding pet(s) that are staying with us.

Holiday Pet Boarding Deposit: There is a \$35.00 Non-Refundable deposit required to hold any reservations for New Year's Eve, New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and Christmas Day.

Boarding Cancellation Policy: Applies to any boarding cancellations, if you, the client fails to cancel a boarding reservation and or fails to give at least 48 hours' notice, the client agrees to pay a \$40.00 late boarding cancellation fee. Your credit card on file will be billed.

Payments for Unexpected Boarding: Owner(s) is aware of Pawsmere Pet Retreat hours of operation and owner understands that if the owner(s) fails to pick up pet(s) during the pick-up times, the owner then has given permission for Pawsmere Pet Retreat to board client's pet(s) overnight at the boarding rate for the night.

Pet(s) Owner's Responsibility: Owner(s) agrees to be solely responsible for any and all acts of Client's pet(s) while in the care of Pawsmere Pet Retreat. Owner(s) agrees to pay for and be solely responsible for any injury or death to any Pawsmere Pet Retreat staff, other pets, and or damage to Pawsmere Pet Retreat facility (16913 Lakeside Drive Montverde, Florida 34756) while pet(s) is attending, daycare, boarding, or Paws Spa and grooming.

Owner(s) agrees, should any staff at Pawsmere be bitten or otherwise exposed to any diseases or ailment received from client's pet(s), it will be the owner's responsibility to pay all medical cost and damages incurred to any of Pawsmere Staff. You acknowledge that if a staff member is bitten by your pet(s), we would have to contact the appropriate authorities to report the bite.

A Release of Liability: Owner(s) understands and agrees that during normal dog and or cat play, the owner's dog or cat may sustain injuries. Dog and cat play are monitored at all times to best avoid injury, but bumps/bruises, punctures, scratches, possible injury to joints, ligaments or tendons may occur despite the best supervision. Owner hereby releases Pawsmere Pet Retreat and staff of any liability of any kind whatsoever arising from or as a result of the owner's pet(s) attending any activity at Pawsmere Pet Retreat. Owner(s) agrees not to bring any claim, suit, legal action, negative social media of any kind against Pawsmere Pet Retreat.

In rare cases, pet(s) can become very stressed by being in a new environment and or confined. Stress can trigger destructive chewing, licking and or obsessive escape behavior. In rare cases, pet(s) can be very aggressive with chewing or licking themselves and or chewing and biting on the suite walls, doors, bedding, bowls and or the floor. They can possibly sustain an injury to their body, paws or front teeth by such destructive chewing or escape behavior.

Pawsmere Pet Retreat LLC

Agreement, Policies, Procedures and Requirements

Dog Owner(s) understands that dog may have access to a fenced outside area or may be taken outside for a walk. Dog Owner(s) understand that dog(s) could get stung or bitten by a bug while out in the fun yard or on a walk.

Pet Boarding: Pet Aggression & Meaning; Dog, Cat, or Pocket Pet

- 1) Unprovoked aggression toward staff, when approaching the cage, opening the door, when feeding or when cleaning the pet's enclosure, suite or condo.
- 2) If pet(s) growls, snarls, shows teeth, swats, scratches, or bites.
- 3) If pet(s) acts aggressively towards any staff to the degree that the staff feels unsafe removing them from their enclosure, suite or condo, the pet(s) will remain in their assigned enclosure, suite or condo for their entire stay and with limited contact. Should this situation occur, we will contact you immediately.
- 4) If the pet(s) requires lifesaving medication and the staff cannot administer it due to the pet(s) aggression, the pet(s) would be taken to a Veterinary Hospital or to the Veterinary Hospital on record, until your return. The Owner(s) agrees to be fully responsible for such medical treatment and care and for the cost of any transportation for the purposes of such treatment. Should this situation occur, we will contact you immediately.

Pet(s) Food and Medication: Owner(s) understands and agrees that it's their responsibility to leave an adequate supply of pet's food and medications for their pet(s) entire boarding time while in the care of Pawsmere Pet Retreat. Should the pet's food or medicine run out before pet(s) departure date and needs a replacement, you the client, authorize Pawsmere Pet Retreat to purchase replacement food or medication. Owner will reimburse Pawsmere Pet Retreat for the cost of the pet's food and or medications plus a \$25.00 replacement food or medication fee (per occurrence).

In the event you do not provide enough food for the pet, we will make every attempt to provide the brand of food your pet normally eats. If your pet runs out of food before checking out and we are unable to get their normal food, we will provide our house brand Kirkland Signature™ Nature's Domain™ Salmon Meal & Sweet Potato Formula for Dogs and Kirkland Signature™ Nature's Domain Grain-Free Salmon Meal & Sweet Potato Formula for Cats. Your account will be charged an extra **\$2.00 per meal**.

Owner(s) understands that a sudden food change in the pet's diet can stress the pet's body and digestive tract. Causing diarrhea, vomiting, bloody stool, and or refusal to eat. You acknowledge that Pawsmere Pet Retreat has informed you of the possible risk and symptoms that can occur from sudden food changes. Owner(s) release Pawsmere Pet Retreat of any liability from any sickness that may arise if the pet(s) run out of their normal food and we are forced to feed your dog or cat our house blend.

Puppy Pee Pads: Your account will be charged an extra **\$3.00 per day** for pee pads. If we have to provide your dog with Pee pads for their stay or if you don't bring enough pee pads for your dog's entire stay.

Cat Litter: We will provide basic kitty litter for the cat's stay. If your cat needs an upgrade to a Crystals Soft Paws Litter there is an extra **\$2.00 per day** for the kitty litter upgrade.

Pet(s) Medication or Supplements: Pet(s) medication or Supplements must be in their original container with labels from the prescribing veterinarian.

Spay and Neuter Policy: Owner understands that it is required that dog(s) and cat(s) be spayed/neutered by 7 months (or before the first heat in females).

Photo Wavier: Pawsmere Pet Retreat sometimes takes photos of the pet(s) in their care. Please let us know if you do not wish to have your pet's picture taken.

Dog Temperament Test & Evaluation: Pawsmere Pet Retreat requires all dogs to complete and pass a temperament test prior to any dog to dog interaction.

Pawsmere Pet Retreat LLC

Agreement, Policies, Procedures and Requirements

Pet(s) not picked up on Departure Date: If the pet's Owner does not pick up the pet(s) on the agreed departure date, the pet's owner hereby authorizes Pawsmere Pet Retreat, to continue to provide daily services as set forth in this agreement at the pet owner's expense. If an extension of services is required, payment in full is required prior to extending such services, your credit card on the file will be billed for the additional days.

Abandonment of Pet(s) Procedure: Abandoned pet(s) left without any contact (via phone or email) from the owner(s) over 5 days after the originally scheduled departure date/reservation, Pawsmere Pet Retreat shall have the right, at its sole discretion, to place the pet(s) in a rescue group or animal Shelter. The owner(s) will be responsible for costs during the abandonment period prior to going to rescue or shelter. All fees accrued with the rescue group or shelter will be the responsibility of the pet's Owner.

This section does not apply to Emergency situations where Owner cannot, for some reason, pick up the pet(s) due to travel delays or health-related issues but is in contact with Pawsmere Pet Retreat. In such instance, the Owner must, on demand and without further notice, purchase additional boarding in full for the duration needed until the Owner can pick up the pet(s).

Pre-Existing Conditions, Transferrable Conditions & Illnesses: Owner acknowledges that Pawsmere Pet Retreat provides daily care for dogs, cats, & pocket pets. Pawsmere Pet Retreat will not be responsible for pre-existing medical conditions including but not limited to; heart conditions, skin allergies/inflammation, ear hematoma, moles, bloat, arthritis, joint issues, urinary tract infections, hip or elbow dysplasia, seizures, ear infections, and or tumors. Pawsmere Pet Retreat is not responsible for any of the following while at their care: (Bordetella) kennel cough, diarrhea, stomach flu, bacterial infections, ear hematoma, viral infections, skin infections, fleas, ticks, parasites, and or ailments that are transferrable from dog to dog or cat to cat, whether internal or external.

Veterinary Services: In the event pet(s) becomes ill, injured, unprovoked aggression or requires Emergency Veterinary care, as determined by Pawsmere Pet Retreat in its sole and absolute discretion, Owner(s) hereby authorizes Pawsmere Pet Retreat to obtain Emergency Veterinary care without obtaining prior approval from Owner.

Pawsmere Pet Retreat will attempt to contact the pet's personal Veterinarian on file, as well as the emergency contact information provided by Owner; however, such an emergency might not provide the time to do so. Owner(s) authorizes Pawsmere Pet Retreat to obtain medical attention for the pet from any qualified Veterinarian and to transport the pet to and from the Veterinarian if Pawsmere Pet Retreat deems such medical care is necessary for the Pet's health. Owner(s) grants Pawsmere Pet Retreat's staff full decision-making power involving medical treatment of the pet.

The Owner(s) agrees to be fully responsible for such medical treatment and for the cost of any transportation for the purposes of such treatment.

Agreement & Policies Acceptance: Owner(s) certifies that they have read and understood the Agreement, Policies, Procedures, and Requirements as set forth within this Agreement and Policies pages. Owner(s) agrees to accept all the terms, conditions, and statements of this agreement and Policies.

Owner(s) Signature _____ Date: _____

Pawsmere Staff Signature _____ Date: _____