



Pet Lodge & Spa



CUSTOMER AGREEMENT

for Day Care, Boarding, and Grooming Services

This contract is the only agreement between you as the pet owner and Pet Lodge & Spa. There are no verbal agreements or other contracts written or implied. This agreement covers your pet for boarding, day care and grooming services effective the date of this agreement. Because we care about the safety of our guests, we regret that we cannot accept pets for boarding or day care that have harmed or shown aggressive behavior towards any person or other dogs. **We also do not accept any intact male dogs over 6 months and under 10 years of age.** As an indoor play dog park, it is important that all of our lodging and day care guests are socialized. We will assess your dog during their first visit and advise you of their behavior as a guest.

Owners must certify that their Pets are in good health and have not been ill with any communicable condition in the 30 days prior to any stay. Dogs who have been ill in the 30 days prior will require veterinarian certification of health before they can stay at Pet Lodge and Spa.

Proof of current vaccinations must be furnished prior to your pet's stay.

Required Vaccinations for Dogs: Rabies
DHLPP or DAPP
Bordetella or Bronca-Shield

Required Vaccinations for Cats: Rabies
FRVCP

Important:

Vaccination date must be 10 days prior to your pet's reservation or appointment UNLESS the new vaccination date overlaps the previous vaccination date in our files. If we do not have your pet's previous vaccination records, they must be furnished to us to avoid the 10 day wait period.

Your Name _____

Address _____ City, State, Zip _____

Home Phone _____ Work Phone _____

Cell Phone _____ Email _____

EMERGENCY CONTACT _____ Phone _____

VETERINARIAN _____ Phone _____

Vets Address _____

#1Pet Name _____ Breed _____ Gender _____ DOB _____

Color _____ Weight _____ Spayed/Neutered Yes No

Is your pet on Flea/Tick preventative? Yes No If so, what kind? _____ Last Applied _____

*Please circle and explain all that apply to your pet:

How socialized is your dog with other dogs: Very social Somewhat social Don't know

Aggressive towards Dogs or people: _____

Takes Medication: _____

Afraid of Thunder: _____

Escape artist: _____

Doesn't like Baths: _____

Knows commands: _____

Has hip dysplasia: _____

Has Allergies: _____

Feeding: We will feed your dog with your food and according to your directions. Please make sure that **each meal of dry food is in a zip lock bag**. We will accommodate food that needs to be refrigerated, frozen, or heated. Please give specific **FEEDING INSTRUCTIONS** for your pet: We only feed the food and treats that you provide.

Type of food _____ How much _____ When? AM Noon PM

Preparation Instruction: _____

2 of 4 Initial _____



Specific to Grooming Services:

Owners must inform Pet Lodge & Spa if your pet(s) bite, has bitten or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. If the pet should bite, the pet owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

Grooming procedures can sometimes be stressful, especially for a senior or ill pet and can expose hidden medical problems or aggravate a current one during or after the groom. Grooming of senior or ill pets will be for cleanliness and comfort.

Pets with matted coats need extra attention during the grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Pet Lodge & Spa does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts, or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus and bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Prevention of mats is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for dematting.

If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworm and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found at check-in for boarding or day care or during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied.

Other Terms and Conditions

This is a legally binding contract between Pet Lodge & Spa, Inc. ("Pet Lodge & Spa") and the pet owner whose signature appears below (hereinafter called "Owner") pursuant to the following "terms and conditions" as set forth herein.

1. Owner agrees to pay the rate for day care or boarding in effect on the date your pet is checked into Pet Lodge & Spa. And further agrees to pay all costs and charges for special services requested and all veterinary costs for your pet during the time said Pet is in the care of Pet Lodge & Spa.
2. Owner agrees that the Pet shall not leave Pet Lodge & Spa until all charges are paid to Pet Lodge and Spa by the Owner.
3. The Owner represents and warrants that all the information provided to Pet Lodge & Spa is accurate and correct, and that Owner has disclosed all facts material to the animal and its stay at Pet Lodge & Spa, whether or not directly asked about in this contract.
4. The Owner(s) of the within named animal specifically represents that they are the sole owner of said animal and that there is not now any lien or mortgage against said animal.
5. The Owner specifically represents to Pet Lodge and Spa that the Pet has not been exposed to rabies, distemper, or has been ill within a thirty-day period prior to boarding.
6. All charges incurred by the Owner shall be payable upon pick-up of Pet. Pet Lodge & Spa shall have, and is hereby granted, a lien on the Pet for any unpaid charges resulting from boarding and other services provided to the Pet by Pet Lodge & Spa. The Owner agrees that in the event any charges are not paid when due in accordance with this contract, Pet Lodge & Spa may exercise it lien rights upon

ten days written notice given by Pet Lodge & Spa to the Owner by certified mail to address shown on this contract. The lien will be for an amount to pay boarding, day care and grooming costs and other delinquent charges, plus all costs incurred in the collection of these charges, including reasonable attorneys' fees. It is the owner's responsibility to keep Pet Lodge advised regarding the pet's departure date. If a pet does not get picked up by the agreed upon departure date, Pet Lodge will place the pet in a shelter after 5 days. Any returned checks will be charged and addition fee of \$25.00 and the whole amount must be paid in cash or cashier's check.

7. Pet Lodge and Spa shall exercise reasonable care for your Pet while they are with us. Pet Lodge and Spa does not assume and shall not be held responsible for any liability with respect to the animal listed in this agreement, of any kind, character, or nature whatsoever, arising out of or from day care, grooming or boarding this animal, or any damages which may accrue from any other cause whatsoever including loss by fire, theft, running away, death, injury to persons, animals, or property, or death or injury to any other animal caused by the within named animal during the term of this contract, whether this animal be on the premises of Pet Lodge & Spa or not, and the owner of said animal agrees hereby to be and is solely responsible for any and all acts of behavior of said animal at any time within the term and time of the contract. The responsibility and/or liability of Pet Lodge & Spa in no event shall exceed the sum of One Hundred Dollars (\$100.00) and no more, and the Pet Owner agrees not to claim any damages against Pet Lodge & Spa of any nature whatsoever, either by way of contract, equity, and negligence or otherwise, in excess of said sum.
8. If the animal becomes ill, or if the state of the animal's health otherwise requires professional attention Pet Lodge and Spa may, in its sole discretion, engage the service of a veterinarian (either the Pet's or one in close proximity to Pet Lodge & Spa), administer medicine, or give other requisite attention to the animal and the expenses thereof shall be paid by the Owner. Every effort will be made to contact the owner to keep them informed about their pet's condition.
9. This contract is governed by and shall be interpreted pursuant t the laws of Florida; and any action brought related to this contract shall be filed the courts in and for Lake County, Florida and the prevailing party shall be entitled to recovery of reasonable attorneys' fees and costs.
10. This Contract contains the entire agreement between the parties. All terms and conditions of this agreement shall be binding on the heirs, administrators, personal representatives, and assigns of the owner of the within named animal.
11. The unenforceability of any portion of this contract shall not affect the unenforceability of any other portion of this contract; and any portion of this contract not enforced shall not constitute a waiver said portion or any other portion of this contract.
12. Additional Terms and Conditions incorporated herein by reference. Any additional term inconsistent with the above shall be unenforceable. The Company and the Owner herby agree to the following additional terms:

**Pet Owner hereby acknowledges having read this contract
and having the necessary authority to execute the same.**

Owner Signature _____

Print Name: _____

Date: _____

Pet Lodge and Spa representative: _____