



115 Cathay Road
Wilmington, NC 28412
(910) 547-1568

Master Client Agreement

This agreement applies to all current and future visits to The Dog House by pet(s) owned by you for boarding or daycare.

We, The Dog House, agree to exercise reasonable and due care and agree to keep the premises sanitary and properly enclosed. We agree to feed your pet properly and regularly, and house them in safe, clean quarters.

All pets are boarded or otherwise cared for by us without liability on our part for loss or damage from disease, death, running away, theft, fire, injury to persons, other pets, or property by said pet, or other unavoidable causes, assuming due diligence and care have been exercised.

The pet is not to be taken off the premises except by consent of the owner.

Initials: _____ **Co-mingling** You understand that when at The Dog House, your pet is co-mingling (interacting/playing) with pets from other households that you do not know. You give permission to The Dog House to allow your pet to interact with other dogs. You understand that The Dog House is not able to accommodate pets that cannot co-mingle and agree to immediately come and pick up your pet or make arrangements for pick up if we find that he or she is no longer able to co-mingle. The Dog House reserves the right to excuse any pet that shows that participation is no longer in the best interest of them or the other pets on premises.

Initials: _____ **Payment for Services Rendered** You agree to pay us at the time of departure for the Services we provide to your pet at the rates set forth at time of check-in. Charges begin the day you leave your pet in our care. If your bill is not paid in full at check-out, you understand that you will remain liable for all charges incurred during your pet's stay and The Dog House reserves the right to pursue collection of any unpaid balance due.

Initials: _____ **Reservations** We, The Dog House, operate by reservation only. Reservations for boarding, daycare, or other services are not guaranteed until confirmation is received by you from a member of our staff and not until all pre-arrival requirements, including but not limited to receipt of proof of vaccination, pertinent health information, and signed Client Agreement have been met. A credit card must be saved on file for all boarding and recurring daycare reservations.

Initials: _____ **Contagious Conditions** You agree that you will not bring your pet unless they have been healthy for 30 days following an illness and/or cleared by your veterinarian. You agree not to bring your pet if he or she is exhibiting any signs of illness that could be contagious. Some examples are coughing, vomiting, loose stools, and lethargy. You agree to immediately come and pick up your pet or make arrangements for pick up if we find that he or she has arrived with a potentially contagious condition. The Dog House reserves the right to refuse any pet at check-in that appears to be sick or could jeopardize the health or safety of other pets or our staff.

Initials: _____ **Cancellations** If you need to cancel your reservation, we appreciate the courtesy of at least (24) hours' notice prior to your scheduled arrival so that we may open up availability to other guests. There will be a same-day cancellation fee of \$10 for daycare reservations and a same-day cancellation fee of \$15 for boarding reservations. In addition, we reserve the right to charge non-refundable deposits during high volume periods or when there is a history of excessive cancellations.

Initials: _____ **Emergency Procedures** If we reasonably believe that your pet is having a serious health emergency, we will attempt to contact you at once. If we cannot reach you, we will try your emergency contact listed on your Owner/Pet Profile. If we cannot reach you or your emergency contact, we will use our best judgment to make healthcare decisions for your pet. We will attempt to contact the veterinarian you have designated first. If you have not designated a veterinarian or if it is after hours, we will contact our preferred veterinarian or the veterinarian on call at Animal Emergency & Trauma Hospital of Wilmington and use our best judgment in following the treatment recommendations of the veterinarian. You agree as a condition of leaving your pet at The Dog House, that our reasonable decisions are in the best interests of your pet and you agree to pay promptly all of the charges incurred due to veterinary care.

Initials: _____ **Release of Liability** In consideration of the services rendered by The Dog House, you hereby agree to release and waive any right that you may have in law to recover medical payments, property damages, or bodily injury damages for any liability regardless of cost, provided that the liability is due to ordinary negligence (this release does not contemplate wanton, willful, or malicious conduct) as a result of any injury that you or your dog may sustain from your own dog, any other dog, dogs, property belonging to me, or any other cause on the premises of The Dog House. You hereby release and waive any right that you may have at law, to hold The Dog House, the proprietor or any employees of The Dog House, liable for any injury which may occur to you or your dog, dogs, or other property provided this injury or damage is due to ordinary circumstances of negligence. You further agree that you are assuming the risk of allowing your dog to participate in daycare where your dog will be interacting with other dogs whose temperament is unknown to you, that you waive all rights that you may have to institute any suit or other proceeding to cover therefore.

Pet Owner Name (Print): _____

Signature: _____

Date: _____