For Office Use

Owner Name:

Pet Name:

Intro Date:

Client Agreement

This agreement applies to all current and future visits to The Dog House by dog(s) owned by you for boarding, daycare, or other pet care services provided by us.

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, house them in safe, clean quarters, and administer provided medications as directed.

All dogs 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 dog, or other unavoidable causes, assuming due diligence and care have been exercised.

No dog(s) shall be taken off premises except by consent of the owner.

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

Initials ____ Payment for Services Rendered You agree to pay us at the time of departure for the Services we provide to your dog at the rates set forth at time of check-in. Charges begin the day you leave your dog 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 dog'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, receipt of applicable deposit, completion of Introduction Day, 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 dog unless they have been healthy for 30 days following an illness and/or cleared by your veterinarian. You agree not to bring your dog if he/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 dog or make arrangements for pick up if we find that he/she has arrived with a potentially contagious condition. The Dog House reserves the right to refuse any dog at check-in that appears to be sick or could jeopardize the health or safety of other dogs or our staff.

Initials ____ Cancellations There will be a same-day cancellation fee of $35 for all boarding reservations. If you need to cancel a boarding reservation during the off season, we appreciate the courtesy of at least (24) hours' notice prior to your scheduled arrival so that we may offer that availability to other potential guests. During the peak seasons, we appreciate the courtesy of (1) week's notice to retain your deposit as a credit to be used for an alternate boarding date within (6) months of the missed reservation. If you need to cancel within (1) week of your scheduled arrival or pick up early without (48) hours' advance notice, you will be responsible for the remainder your reservation after your deposit has been applied. In addition, we reserve the right to charge non-refundable deposits when there is a history of excessive cancellations.

Initials ____ Emergency Procedures If we believe that your dog is having a health emergency, we will attempt to contact you at once. If we cannot reach you, we will try your emergency contact as listed in your Owner/Pet Profile. If we cannot reach you or your emergency contact, we will use our best judgement to make healthcare decisions for your dog. 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 recommendation of the veterinarian on call. You agree as a condition of leaving your dog at The Dog House, that our reasonable decisions are in the best interests of your dog 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(s), property belonging to me, property belonging to employees of The Dog House, or any other cause on the premises of The Dog House. You hereby release and waive any right that you may have in 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(s) 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 in law to institute any suit or other proceeding to cover therefore.

Owner Name (printed): _____

Signature: _____

Date: _____