



## SERVICE AGREEMENT

### Pappy's Pet Lodge Group and all affiliates (PPLG&A)

By signature below, I agree to the following: For legal reasons, I verify that I am the sole owner of my pet(s), free and clear of all liens and encumbrances. I understand for the safety of my pet(s) and others, I shall bring my pet into a PPLG&A facility on a leash or in a pet approved carrier.

I verify that I have informed the staff of PPLG&A of any past, current or pre-existing pet medical conditions including, but not limited to, seizures, limps, arthritic/joint conditions, as well as, behavioral issues including, but not limited to, aggression towards pet(s) or humans.

In case of emergency, when I am not present, PPLG&A will attempt to contact me. If contact is not made, in my absence, I grant and authorize PPLG&A permission to act as my agent to insure the safety and care of my pet(s) should it/they show signs/symptoms of illness, or if injury is sustained while in the care of PPLG&A, I authorize PPLG&A, in its sole discretion, to engage the services of a veterinarian or emergency clinic, administer medicine or give other requisite attention to my pet(s). I further understand that I shall be solely responsible for all expenses associated with the emergency care of my pet(s) including but not limited to: transport fees, veterinarian fees, medications, and legal/collection fees and shall pay all charges upon pick up of my pet(s). I understand that if I request my pet to be transported to a specific veterinarian the transport fee is \$75. If my pet(s) is transported to the closest veterinarian the fee is \$25.

I am solely responsible for any and all acts of behavior of my pet(s). This includes, but is not limited to, destruction of property and harm to humans or other pets. I agree to reimburse PPLG&A for any property damages or injuries to humans or pet(s) caused by my pet(s). **I understand that PPLG&A is not responsible for any loss of or damage to, personal items I provide for my pet(s).**

I waive and release PPLG&A from any and all liability to include, but not limited to, death, injury, or illness my pet(s) may suffer during or after services rendered by PPLG&A. By signature of this agreement I certify to the accuracy of all information given about my pet(s).

**All dogs entering a Pappy's facility must receive the Bordetella vaccination once every 6 months unless given orally.** Vets recommend the vaccine be administered at least 5 days prior to exposure to other dogs. PPLG&A requires a minimum of 72 hours prior to entering the facility. This vaccine is only effective in approximately 70% of dogs. A dog can still contract Kennel Cough even if it has been vaccinated. Due to stringent requirements PPLG&A has an impeccable track record in regards to upper respiratory viruses.

I have been informed of and understand the vaccination requirements of PPLG&A. If I have not followed proper vaccination procedures and my pet(s) did not receive all vaccinations at least 72 hours prior to drop off PPLG&A, at sole discretion of management and/or owner will decide whether or not to render services. If PPLG&A decides to offer services I understand for 72 hours my pet(s) must be isolated at a charge of \$75 per pet, per night based on availability.

I understand PPLG&A's rates for services (i.e. grooming, daycare, lodging, obedience training, electives and non-electives) and agree that upon completion of services and at pick-up of my pet(s) I will present payment for all incurred charges. This includes, but is not limited to, invoices from third parties (i.e. veterinarian, emergency clinic) and or any other expenses necessary for the proper care of my pet(s) under PPLG&A's supervision.

I do hereby consent and agree that PPLG&A, its employees, or agents have the right to take photographs, videotape, or digital recordings of me and/or my pet(s) to use these in any and all media, now or hereafter known, and exclusively for the purpose of PPLG&A. I do hereby release to PPLG&A, its agents, and employees all rights to exhibit this work in print and electronic form publically or privately and to market and sell copies. I waive any rights, claims, or interest I may have to control the use of my/my pet(s) identity or likeness in whatever media is used. I understand that there will be no financial or other remuneration for recording me/my pet(s), either for initial or subsequent transmission or playback.

I have read, fully understand and agree to the above terms. I further understand this is the entire agreement between all parties. All terms and conditions of this agreement shall be binding to the heirs, administrators, personal representatives and assigns of the owner and PPLG&A.

Our goal is to create an efficient and positive experience each time for you and your pet(s) visit. Thank you for your understanding and cooperation!

#### **PERTAINING TO LODGING, DAYCARE, GROOMING, AND/OR PET SITTING:**

PPLG&A may retain my pet(s) for unpaid charges or abandonment and is at liberty to, in its sole discretion, sell my pet in a private or public sale to recoup any funds due as a result of non-payment for services rendered. I waive all statutory or legal rights to the contrary.

On occasion a pet may have a potty accident. If it is necessary to clean my pet by administering a necessary bath, I agree to be responsible for these charges.

If my pet(s) enters PPLG&A with fleas/ticks he/she will automatically receive a flea/tick bath/dip and/or Capstar pill. I agree to be responsible for these charges.

Lodging charges are calculated per night regardless of what time my pet(s) check in. Hours are M-F 7am-7pm, Sat 9am-3pm, and Sun 10am-12noon and 5-7pm. Check out before 12noon incurs no charge; check out after 12noon incurs a 1/2 days charge. Occasionally customers arrive before opening or after closing. If I arrive after a 10-minute grace period **I will be charged \$1 per additional minute I am late.**

I may arrange a pre-paid drop off or pick up based on availability. This is a **non-refundable** prepaid amount in the event that I do not choose to arrive during the preset pick up or drop off time. **Business Re-Opening Fee: \$100**

#### **PERTAINING TO DOG TRAINING GROUP CLASSES AND PRIVATE LESSONS:**

For the health and safety of all pets at PPLG&A, any dog that is experiencing health concerns may be turned away at the trainer's discretion. When training services are provided, the trainer will make every reasonable effort to ensure that training and behavior modification goals are met. However, Pappy's and the trainer can make no guarantees regarding the dog's behavior or performance as a result of training services. A refund for training services may only be given prior to the start of the first training session.

#### **PERTAINING TO TRANSPORTATION SERVICES:**

If a pet is not picked up by close of business and the location does not have lodging available, he/she will be transported to another location for overnight lodging or taken home with an authorized pet sitter. **Both options will be at a cost to the client of \$100.**

I understand that with transporting of pets there is an increased risk of illness to my pet due to the potential of an accident. The undersigned pet owner recognizes that illness, or injury or death might occur to the pet/s during any such transport. The undersigned pet owner hereby assumes full responsibility for any illness, injury or death which might occur

Owner's Signature \_\_\_\_\_ Date \_\_\_\_\_