

Client Agreement

Pampered Pet Services Resort & Spa

The following are the terms of Service of the Guest(s), _____, as a Guest of Pampered Pet Services Resort & Spa. Owner/Guardian acknowledges and is aware that the employees of Pampered Pet Services Resort & Spa are not veterinarians and are not expected to diagnose or detect illnesses in Guests that are staying at Pampered Pet Services Resort & Spa. In addition, Owner/Guardian acknowledges and is aware that vaccines do not protect against all communicable illnesses that may affect a Guest. Owner/Guardian acknowledges and agrees that they are assuming (1) all risk of illness, disease, harm or otherwise to their pet by allowing their pet to stay at Pampered Pet Services Resort & Spa and (2) all risk of damages by their pet to other pets, to any Pampered Pet Services Resort & Spa employee or agent or to Pampered Pet Services Resort & Spa asset and that Pampered Pet Services Resort & Spa shall have no liability for any harm to such pet. Owner/Guardian certifies the accuracy of all information provided to Pampered Pet Services Resort & Spa in writing, through the Canine and or Feline Guest Profile, about the Guest by signing this Agreement. Pampered Pet Services Resort & Spa reserves the right to deny admittance to any Guest for any reason at anytime.

To secure a reservation, PPSRS must have a Client Agreement and Guest Profile completed along with up to date vaccination records and a credit card on file.

Lobby hours are 7:00AM to 7:00PM Monday through Friday and 9:00AM to 5:00PM Saturday – Sunday. Call for updated holiday hours. Check-in is available from opening until 30 minutes prior to lobby closing. There is always a full charge for the first day of stay, regardless of check-in time. Please allow 30 minutes at first check-in.

Check-out is by NOON on the departing day. If lodging past NOON, an extra day stay will be charged.

At check out, identification may be requested. Identification is mandatory if a surrogate is picking up your Pet.

Guests arriving for any Service must pass an entrance evaluation which checks for contagious problems and the presence of fleas.

Pampered Pet Services Resort & Spa reserves the right to refuse to accept a Guest at check-in if it appears to us that the Guest is sick, shows the presence of fleas or its behavior could jeopardize the health and safety of other Guests and our staff.

Operating hours subject to change without notice.

1. Owner/Guardian specifically represents that he or she is the sole Owner/Guardian of the Guest, free and clear of all liens or encumbrances.
2. Owner/Guardian agrees to provide Pampered Pet Services Resort & Spa with proof of required vaccinations upon request and or 2 weeks prior to check-in.

Required Vaccinations:

Dogs: Up-to-date on all shots including:

- **Rabies:** Current in the last year for puppies and the past 3 years for adults,
- **DHLPP:** (Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus)
- **Bordetella:** Intranasal-good for up to 6 months. Injectable-good for up to 1 year. Shot required annually.
- **Flea, Tick and Heartworm Preventative Program**
- If Owner/Guardian and Veterinarian have chosen not to administer any of our required vaccinations, a signed statement from the Veterinarian and titer testing is required.

Cats:

- **Rabies:** Current in the last year for kittens and the past three years for adults.
- **FVRCP:** Current in the last year.

3. Owner/Guardian specifically represents to Pampered Pet Services Resort & Spa that, to Owner/Guardian's knowledge, the Guest has not been exposed to any contagious diseases within the thirty day period prior to check-in. Owner/Guardian understands that each time a Guest is brought to Pampered Pet Services Resort & Spa, Owner/Guardian is certifying that the Guest is in good health and has not had any communicable illness of any kind for 30 days prior to check-in. In addition, Owner/Guardian agrees if any fleas or ticks are discovered on the Guest during check-in or any time during the Guest's stay, Pampered Pet Services Resort & Spa will administer a flea bath to the Guest at Owner/Guardian's expense.
4. Pampered Pet Services Resort & Spa makes every effort to ensure that Guests staying at Pampered Pet Services Resort & Spa are healthy by requiring their Owner/Guardians to affirmatively represent that all vaccines for the Guest are current and they do not believe that the Guest has a communicable illness.

5. Owner/Guardian acknowledges that they are assuming all risk of illness, disease, harm or otherwise to Guest by allowing Guest to stay at Pampered Pet Services Resort & Spa. Pampered Pet Services Resort & Spa agrees to exercise reasonable care to Guest during its stay and if applicable, during transport. If a Guest is transported to or from Pampered Pet Services Resort & Spa by its staff, Owner/Guardian holds Pampered Pet Services Resort & Spa harmless in the event of injury or accident during transportation.
6. Owner/Guardian agrees to be solely responsible for any and all acts or behavior of the Guest while in the care of Pampered Pet Services Resort & Spa, including payment of costs of injury to staff or other animal(s) or damage to facilities caused by the Guest. Owner/Guardian further agrees to indemnify Pampered Pet Services Resort & Spa and its agents against any claims made against Pampered Pet Services Resort & Spa or its employees or members or other agents or losses or damages of any kind suffered by Pampered Pet Services Resort & Spa or its agents as a result of Owner/Guardian's failure to inform Pampered Pet Services Resort & Spa of any pre-existing condition the Guest may have (such as illness or aggression problems) or which or otherwise caused by the Guest. PPSRS will use the client's credit card on file to pay all bills.
7. Owner/Guardian understands that Pampered Pet Services Resort & Spa utilizes playgroups where dogs interact and commingle with other Guests. Owner/Guardian understands that squirt water bottles, citronella sprays and air horns may be used to control the Guest. Owner/Guardian agrees Guest may be removed from the play group at Pampered Pet Services Resort & Spa's discretion and not be permitted to interact further with the dogs during current or any subsequent stays. Owner/Guardian further understands that when dogs play in groups nicks and scratches may occur. At the Manager's discretion Pampered Pet Services Resort & Spa may wait and notify Owner/Guardian when the Guest is picked up.
8. Owner/Guardian agrees to pay the cost of Services in effect on the date Guest is checked into Pampered Pet Services Resort & Spa and to pay for any additional services requested or deemed necessary when Owner/Guardian picks up Guest. In any case of nonpayment Owner/Guardian will remain liable to Pampered Pet Services Resort & Spa for all unpaid charges including arbitration or court costs and reasonable attorney's fees incurred in the collection of the charges.
9. Should you need to cancel your Holiday or Spring Break reservation(s) you will need to do so within 7 days of the first scheduled boarding day or your credit card will be charged the full amount of the Guest(s) stay.
- These holidays include: Spring Break week (call for dates), Memorial Day weekend, 4th of July holiday (July 3-4-5 or weekend of the holiday), Labor Day weekend, Thanksgiving weekend (Thu-Sun), last 2 weeks of December through January 1st (call for dates).
 - ***A credit card will be asked for at the time of booking to secure your reservation. During Holiday and Spring Break periods a two-day non-refundable boarding deposit will be processed, per pet, to secure that reservation.**
 - Should you need to cancel your reservation(s) during non-spring break and non-holiday periods, please do so within 72 hours of the first scheduled day of the Guests arrival or a cost equal to one night's stay, for each pet, will be charged to your credit card.
10. I, the undersigned, do hereby consent and agree that Pampered Pet Services Resort & Spa, its employees, or agents have the right to take photographs, videotape, or digital recordings of my pet and to use these in any and all media, now or hereafter known, and exclusively for the purpose of promoting the Pampered Pet Services Resort & Spa. I further consent that my name and identity may be revealed therein or by descriptive text or commentary. I do hereby release to Pampered Pet Services Resort & Spa, its agents, and employees all rights to exhibit this work in print and electronic form publicly or privately and to market and sell copies. I waive any rights, claims, or interest I may have to control the use of my identity or likeness in whatever media used. I understand that there will be no financial or other remuneration for recording me or guest, either for initial or subsequent transmission or playback. I also understand that Pampered Pet Services Resort & Spa is not responsible for any expense or liability incurred as a result of my participation in this recording, including medical expenses due to any sickness or injury incurred as a result.
11. If a Guest is in its final stage of life, Pampered Pet Services Resort & Spa requires notification from the treating veterinarian and a signed release from the Owner/Guardian. In the event of a Guest's death, the Owner/Guardian or designated emergency contact will be notified immediately.
12. In the event Owner/Guardian is unable to be reached to express and inform consent regarding the veterinary treatment or withholding, withdrawal, or continuation of life-prolonging procedures for Guest, the following person(s) are designated as Surrogate per the Canine/Feline Information and Services document. Owner/Guardian certify this is a personal request and all parties have been notified of designation.

Initial
here:

13. In an emergency we will attempt to contact you or the emergency contact provided to Pampered Pet Services Resort & Spa by the Owner/Guardian. In such an emergency it may not provide the time to do so prior to the administration of care. Owner/Guardian authorizes Pampered Pet Services Resort & Spa to obtain medical attention for the Guest from any qualified veterinarian and to transport the Guest to and from such veterinarian when Pampered Pet Services Resort & Spa deems such medical care is important to the Guest's health. Owner/Guardian grants Pampered Pet Services Resort & Spa and its employees or agent's full authority to make decisions involving the medical treatment of Guest and agrees to pay for all related costs. This applies to any claims for injuries or damages related to such medical care or that arise due to the transport of Guest.

Veterinarian Clinic _____ **Phone** _____

Initial appropriate box

I choose not to limit veterinarian care for my Pet.

I choose to limit veterinarian care for my Pet to a total amount of \$_____.

If you refuse medical treatment for Your Pet, then Pampered Pet Services Resort & Spa at its sole discretion, may engage the Services of a veterinarian and/or administer medication to make the Pet as comfortable as possible until picked up by Owner/Guardian or emergency contact.

I represent that I am at least 18 years of age, have read, understand and completed all required documents including the Client Agreement and Guest Profile and am competent to execute this agreement.

Name _____

Address: _____ City _____ State _____ Zip _____

Email address: _____

Cell # _____ Home # _____ Work # _____

This written Agreement constitutes the entire agreement between the parties and there are no oral agreements or understandings except as provided for herein.

- All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assignees of the Owner/Guardian and Pampered Pet Services Resort & Spa.
- Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, or as the result of any claim or controversy to this Agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party. The arbitrator(s) shall apply Illinois law to the merits of any dispute or claim without reference to conflicts of law rules. The parties have read and understand this clause, which discusses arbitration. The parties understand that by signing this Agreement that they will submit any claims arising out of, relating to, or in connection with this Agreement or the interpretation, validity, construction, performance, breach, or termination thereof, to binding arbitration and that this arbitration clause constitutes a waiver of the party's right to a jury trial and relates to the resolution of all disputes relating to all aspects of the relationship between the parties. It is expressly agreed by Owner/Guardian and that Pampered Pet Services Resort & Spas' liability shall in no event exceed the lesser of the current chattel value of a pet of the same species or the sum of \$400.00 per animal admitted.

Owner/Guardian:

_____/_____/_____
 Owner/Guardian (PLEASE PRINT) Signature Date

_____/_____
Emergency Contact (when you're not available) **Phone number**