SERVICE AGREEMENT

This is an agreement between Dog Dayz Inn (DDI) as well as its Customers and agents and employees and the customer/pet Customer (customer). This agreement is meant to detail the parties’ rights and responsibilities with regard to doggy daycare, boarding, bathing, grooming and training.

1. **REQUIREMENTS & WAIVER** – Customer is responsible for any harm caused by his or her pet while the pet is attending Dog Dayz Inn. Customer shall indemnify and hold harmless DDI against any and all claims that may arise from the action of customers’ pet. Customers pet must be spayed or neutered if 8 months or older, be up to date on vaccinations to include: Rabies, Distemper-Parvo and Bordetella, and be in general good health and be free of fleas and ticks as well as attend a Meet & Greet Evaluation in order to participate in services at DDI.
2. **OUTSTANDING BALANCES** – Customer agrees to pay all costs and charges for all services needed, including but not limited to any and all vet costs for the pet during the time the pet is in our care as well as any outstanding balances ($5/day until balance is paid).
3. **SERVICE RESPONSIBILITY & FEES** – Customer must provide a current and valid credit card number on their account and in doing so agree to pay for any services requested or necessary for the well-being of my pet: daycare, bathing, grooming, boarding, training, vet care, late pickup and/or early drop off, and any damage to facility by pet that may occur has been paid in full. Services must be paid for with the provided credit card(s), or by cash or check either at time of reservation or at the time of pickup. Customer gives DDI permission to charge provided credit card(s) with any unpaid fees as well as costs related to returned checks or debit charges.
4. **LATE PICK UP/EARLY DROP OFFS** – Customers requesting services outside of regular business hours for early drop off or late pick up are required to pay a nonrefundable $10 accommodation fee per dog in addition to daycare, boarding, bathing/grooming services requested for that reservation period.
5. **PERSONAL PROPERTY** – Customer understands that if their pets’ behavior results in any damage to facility, equipment or another pets’ belongings DDI is not liable and customer is responsible for the full cost of any repair or replacement. DDI is not liable for any lost, stolen, or damaged personal property.
6. **DAYCARE PARTICIPATION** – Customer understands that DDI is a cage free daycare facility where pets are allowed to interact with other pets under supervised care. Customer accepts all risks associated with such interaction. Customer understands that play time is at the sole discretion of DDI and pets may be separated from other pets or asked to leave for any reason.
7. **VETERINARY LIABILITY & CARE** – In the event customer’s pet should become ill, appear to need veterinary attention, or pass away while in the care of DDI, DDI reserves the right to take any and all action necessary to secure the well-being of customer’s pet including any veterinary attention deemed necessary. Either customers vet or the nearest emergency veterinarian will be contacted should such a need arise. Customer agrees to reimburse DDI for any and all expenses incurred for the well-being of customers’ pet and to pay any associated bills for such care. Dog owner understands that DDI’s liability, of any circumstance related to the dog, will not exceed the current chattel value of a dog of the same breed as the one in our care.
8. **MEDICAL NOTE** – Customer understands that a Veterinary Doctors note is required in the event that a pet becomes ill with any infection considered contagious that can be potentially be detrimental to other pets at DDI prior to returning to DDI.
9. **DUTY TO DISCLOSE** – By signing this contract and leaving pet with DDI, customer certifies to the accuracy of all information given about said pet. Customer also agrees to disclose any and all medical or other conditions that may limit or prevent pet from participating in services.
10. **CANCELLATION POLICY** – Customer understands that boarding reservations must be cancelled with a 24-hour notice in order to avoid a No Show, No Call fee equivalent to ONE NIGHT of boarding for that reservation.
11. **BOARDING PRE**-**BAG POLICY –** Customer understands that they must provide pre-bagged meals for their dogs; per meal/per day (breakfast in one ziplock bag & dinner in another ziplock bag). Canned/wet food does not need to be pre-bagged. Pets boarding 14+ days do not need to pre-bag meals. Customers who do not pre-bag will incur a $2/day fee. Pets boarding and not providing their own food, resulting in DDI providing their pets meals, will incur a $5/meal fee.
12. **ABANDONED DOGS** – Customers understand that dogs may not be abandoned at DDI and in the event that a pet is not picked up at designated date and sufficient contact information is not provided as to instruction, notification, or plans to pick up pet, pet will be considered abandoned after 7 days beyond the original departure date. Customer understands that DDI will become the legal guardian of abandoned pet and determination will be made to rehome pet. Customer fully understands and agrees that in the event that they abandon their pet at DDI, that they will not be able to retrieve possession of pet and have no recourse against DDI.
13. **AGGRESSIVE DOGS** – Customer is aware that no aggressive dogs are allowed to participate in any service offered by DDI and in the event that pets exhibit aggressive behavior, pets will be separated from play group. DDI staff will make a reasonable effort to work with Customers to address these unacceptable behaviors, however aggressive dogs may be asked not to return to DDI and such decisions are at the discretion of DDI
14. **ILLNESS** – Customer is aware that there are certain health issues that can arise during and after boarding and daycare including but not limited to diarrhea, excessive salivation, raw pads, weight loss, and hoarseness from barking. Some dogs may refuse water which can lead to dehydration. DDI monitors all dogs and addresses situations to the best of our ability. It is the customer’s responsibility to notify DDI staff of any required medication and understand there is a daily fee for the administration of required medication.
15. **KENNEL COUGH** – Customer is aware that by leaving pets at DDI or any other pet facility, there is a risk of contracting kennel cough, viruses, illness or injuries. Although all pets are required to be vaccinated, no vaccine is 100% guaranteed. There are some strains of kennel cough not covered by the Bordetella vaccine, I understand I will be responsible for any and all medical bills incurred by my pet for illnesses or injuries during or after their stay.
16. **MARKETING RELEASE** – Customer agrees to allow DDI, its owners, employees, director, and agents to allow their pets names and any images or likeness of their pets while at DDI or at any DDI event for use at any time in any media, marketing, advertising, illustration, trade or promotional materials.
17. **BOARDING VS DAYCARE** – Daycare drop offs are between the hours of 7am and 12pm with pick up no later than 6pm the same day Monday thru Saturday. Boarding drop offs are before noon with pick up the following day before noon EXCEPT on Saturdays. Saturday drop off is before noon with pick up on Sunday between 4pm-6pm requiring an additional charge of $25 for Sunday daycare service.

Any dog being boarded NOT picked up by noon the next day will be charged an additional daycare fee of $25.

I, my heirs, and any other assigns, hereby release DDI, its agents, officers, subcontractors, employees, animal owners, customers, and potential customers of DDI from any and all liabilities for injuries to myself, my pet, or any other property of mine which arise in any way out of services and or products provided by or as a consequence of my association with DDI. I acknowledge and understand that every pet reacts differently while boarding and animals, by nature, are unpredictable. Pets and animals may, without warning, bite or cause injuries to humans and other pets. I acknowledge and understand that there are certain risks involved in leaving my pet in a cage free environment, including but not limited to dog fights, dog bites to humans and other pets and the transmission of disease. With my signature below, I acknowledge and accept exclusive and sole responsibility and agree to pay for my pets’ medical expenses no matter what that cause. I also authorize the release of said pet(s) medical record from my veterinarian.

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THIS SERVICE AGREEMENT AND UNDERSTAND THAT I FULLY RELEASE AND HOLD HARMLESS DOG DAYZ INN FROM ANY CLAIMS, LITIGATION, ACTIONS, SUITS, DAMAGES, COSTS, ATTORNEY FEES, LOSSES OR INJURIES AS A RESULT OF SUCH CLAIM. I ACKNOWLEDGE DAYCARE PARTICIPATION RISKS AND ACCEPT AND ASSUME ALL RISKS AND RESPONSIBILITIES ASSOCIATED WITH MY PETS PARTICIPATION IN ANY AND ALL SERVICES. THIS AGREEMENT COVERS THE CURRENT RELATIONSHIP BETWEEN DOG DAYZ INN AND CUSTOMER. EACH TIME CUSTOMER BRINGS THEIR DOG TO DDI, CUSTOMER AFFIRMS THE TERMS OF THE AGREEMENT AND THE TRUTHFULNESS AND ACCURACY OF ALL STATEMENTS CUSTOMER MAKES IN THIS AGREEMENT.

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Signature of Pet Owner/Customer

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Date