

TOWN & COUNTRY

PET CARE CENTER

Client Agreement

The following are the terms of Service of Guest, _____, as a guest of Town and Country Pet Care Center. Owner/Guardian acknowledges and is aware that the employees of Town and Country Pet Care Center are not veterinarians and are not expected to diagnose or detect illnesses in guests that are staying at Town and Country Pet Care Center. In addition, Owner/Guardian acknowledges and is aware that vaccines do not protect against all communicable illnesses that may affect a Guest. Owner/Guardian certifies the accuracy of all information provided to Town and Country Pet Care Center in writing, by signing this Agreement. Town and Country Pet Care Center reserves the right to deny admittance to any Guest for any reason at anytime. To secure a reservation, Town and Country Pet Care Center 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 8:00AM to 5:00PM Monday through Saturday and 11:00am to 3:00pm on Sunday. (see policies & procedures for closed dates.) 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, there will be a day charge for that day. 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. Town and Country Pet Care Center 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 Town and Country Pet Care Center with proof of required vaccinations upon request and or 48 hours of check-in.

Required Vaccinations:

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

- **Rabies:** Current as veterinarian administers
- **DHPP:** (Distemper, Hepatitis, Parainfluenza, Parvovirus)
- **Bordetella:** (Kennel Cough)
- If Owner/Guardian and Veterinarian have chosen not to administer any of our required vaccinations, a signed statement from the Veterinarian.
- **Fecal Exam:** Recommended with in last year for adults/ mandatory for puppies.

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 Town and Country Pet Care Center 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 Guest is brought to Town and Country Pet Care Center, Owner/Guardian is certifying that 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, Town and Country Pet Care Center will administer a flea bath to the Guest at Owner/Guardian's expense.
4. Town and Country Pet Care Center makes every effort to ensure that guests staying at Town and Country Pet Care Center are healthy by requiring their Owner/Guardians to affirmatively represent that all vaccines for Guest are current and they do not believe that Guest has 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 Town and Country Pet Care Center. Town and Country Pet Care Center agrees to exercise reasonable care to Guest during its stay and if applicable, during transport. If Guest is transported to or from Town and Country Pet Care Center by its staff, Owner/Guardian holds Town and Country Pet Care Center harmless in the event of injury or accident during transportation.

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6. Owner/Guardian agrees to be solely responsible for any and all acts or behavior of the guest while in the care of Town and Country Pet Care Center, 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 Town and Country Pet Care Center and its agents against any claims made against Town and Country Pet Care Center or its employees or members or other agents or losses or damages of any kind suffered by Town and Country Pet Care Center or its agents as a result of Owner/Guardians failure to inform Town and Country Pet Care Center of any pre-existing condition the guest may have (such as illness or aggression problems) or which or otherwise caused by the guest. Town and Country Pet Care Center will use the client's credit card on file to pay all bills.
7. Owner/Guardian understands that Town and Country Pet Care Center utilizes playgroups where dogs interact and commingle with other guests. Owner/Guardian understands that squirt water bottles may be used to control the guest. Owner/Guardian agrees Guest may be removed from the play group at Town and Country Pet Care Centers' 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 Town and Country Pet Care Center 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 Town and Country Pet Care Center 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 Town and Country Pet Care Center 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 reservation(s), you will need to do so within 72 hours of the first scheduled boarding day or you forfeit your deposit. *A credit card will be asked for at the time of booking to secure your reservation with a one day deposit.
10. I, the undersigned, do hereby consent and agree that Town and Country Pet Care Center, 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 Town and Country Pet Care Center. I further consent that Guest's name and identity may be revealed therein or by descriptive text or commentary. I do hereby release to Town and Country Pet Care Center, 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.
11. 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 certifies this is a personal request and all parties have been notified of designation.
12. In an emergency we will attempt to contact you or the emergency contact provided to Town and Country Pet Care Center 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 Town and Country Pet Care Center to obtain medical attention for the guest from any qualified veterinarian and to transport the guest to and from such veterinarian when Town and Country Pet Care Center deems such medical care is important to the guest's health. Owner/Guardian grants Town and Country Pet Care Center 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.

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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 Town and Country Pet Care Center 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 Town and Country Pet Care Center.

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.

It is expressly agreed by Owner/Guardian and that Town and Country Pet Care Centers' liability shall in no event exceed the lesser of the current chattel value of a pet of the same species or the sum of \$500.00 per animal admitted.

Owner/Guardian:

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

_____/_____/_____
Spouse / Partner name (print) Signature Date

Emergency Contact:

_____/_____
Contact Name (PLEASE PRINT) Telephone #