

Contract

Customer name _____ Date _____

Address _____

City/State/Zip _____

Phone number(s) Home/Cell/Work _____

EMERGENCY CONTACT NUMBERS:

Please list all emergency phone numbers during your pet's stay at Critterville. We must be able to reach you either by phone or email. If you cannot be reached, please list below anyone that can make decisions for you in the event of an emergency:

Email _____ How did you hear about us? _____

• Pet Name _____ Male/Female _____ Altered-Y/N _____ Breed/Color _____

Weight _____ Medications/Dosage _____

• Pet Name _____ Male/Female _____ Altered-Y/N _____ Breed/Color _____

Weight _____ Medications/Dosage _____

Any pre-existing conditions we should know about or any special requests?

Name of current Animal Hospital/Clinic _____

Date drop-off/Pick-up _____ Time _____

Pick a Boarding upgrade to complete your vacation:

- _____ Turn down service; includes 10 extra minutes of cuddle time and treat \$ 12.00
- _____ 30 minutes one-on-one time \$ 35.00
- _____ One playtime, nail trim, brushing and treat \$ 10.00
- _____ Daily email with progress report \$ 10.00/suite
- _____ Daycamp while boarding- full day \$ 18.00/
day _____ Daycamp while boarding- half day
- _____ Frozen treat \$ 10.00
- _____ Facetime with your pet

- ****Please bring your own food. I understand that if I don't bring my pet's food, I will be charged an additional \$10.00/day/pet for food.****

Contract is between Critterville and the pet owner:

1. Owner understands and agrees to pay daily boarding rate
2. Critterville is not responsible for lost or damaged pet items
3. Owner agrees to pay for Capstar flea pill (\$15) if the pet has fleas upon arrival
4. Critterville is not responsible for any pre-existing or breed-related conditions
5. All pets must be healthy. We are not responsible for any stress induced illnesses (i.e. skin allergies, diarrhea, eye discharge, loss of hair/feathers)
6. In the event of an emergency, I authorize Critterville to seek medical treatment for my pet. Owner is liable for any and all expenses incurred
7. **No Verbal Modifications.** All modifications to the Contracts must be made in writing. Such modifications which must be made in writing include, without limitation, changes to Owner's contact information, Owner's veterinarian preference, the accommodations Owner prefers for Owner's pet(s), any dietary restrictions for Owner's pet(s), whether Owner permits Owner's pet(s) to socialize with other animals, whether Owner permits pet(s) to engage in "play time," and the feeding instructions for Owner's pet(s). The aforementioned list of items requiring written modifications is not an exhaustive list – all modifications must be in writing.
8. **No Verbal Instructions.** Any instructions related to the care and/or oversight of Owner's pet(s) shall be in writing. If the Contract does not contain the special instructions Owner wishes to specify, or if the Contracts do not call for such information, Owner agrees to provide those instructions in writing.
9. **Release of Liability.** The undersigned Owner hereby agrees to release Critterville, its agents, and employees from any and all claims, rights and causes of action of any kind arising out of any injuries, illnesses or otherwise sustained by Owner's pet(s) while receiving services provided by Critterville or while staying at Critterville. Further, the undersigned Owner hereby agrees to release Critterville, its agents, and employees from any and all claims, rights and causes of action of any kind arising out of any injuries or illnesses sustained by Owner while on premises at Critterville. Owner hereby agrees that Owner shall not challenge the sufficiency of the consideration exchanged for this release of liability.
10. \$25 convenience fee for hard to handle dogs, per day for any services.
11. Dogs that require separate feeding must be boarded in separate suites for their safety and ours. Owner must pay for the separate suite.
12. Holiday and major breaks: A \$25 deposit per suite is required. Reservation must be cancelled 7 days prior for a full credit.
13. EXCESSIVE BARKERS can change the peaceful dynamics and can cause stress to the other pets boarding here. We will do our best to calm the pet but if we cannot calm them, we reserve the right to deny future services.
14. We will not be held responsible for injuries, death or lost dogs if they dig out of the enclosure or climb over the fence and escape. We will always do our best to make sure this doesn't happen and get the pet back.

All dogs in a play group must pass the canine stability assessment: Once the assessment is passed, your dog will be allowed into Daycamp. A pet misbehaving will get a time out. Playing rough, excessive barking, mounting, etc. will not be tolerated in group play. By signing this contract, you understand and agree that Critterville cannot be held responsible for certain things that can occur such as scratches, tears, sprains, strains and other injuries due to normal behavior inherent to dogs in a pack environment such as running, jumping, wrestling and mouthing. Dogs are pack animals and assertion of dominance is common and can result in injuries.

Critterville has my permission to allow my dog(s) to socialize with other dogs (please circle): Yes or No

Whereas, Owner has read the foregoing and agrees to the terms set forth above.

Customer signature _____ Date_____