** GUEST AGREEMENT**

**This Agreement shall apply to ALL visits by your Pet to the House Of Paws:**

**SERVICES.** The House Of Paws (HOP/we) agrees to provide the specific services (“Services”) to your Pet for each visit as indicated during your Check-In Consultation. We will exercise reasonable judgment in all circumstances as HOP provides the Services.

**RESERVATIONS.** Grooming reservations will be accepted 24 hrs in advance and bath reservations will be accepted 1 hr in advance. Please be aware that the HOP does experience high volume of reservations during spring/summer/holidays and will book quickly. Reservations will be accepted but not guaranteed without verification of HOP requirements.

**CANCELLATIONS.** If you need to cancel your reservation, please do so at least (12) hours prior to your arrival date. HOP reserves the right to charge late cancellation fees during peak seasons.

**PAYMENT FOR SERVICES.** You agree to pay HOP for the Services provided to your Pet during each visit at the rates set forth at the start of such visit (collectively the “Charges”). Prices are subject to change without notice and seasonal rates may apply. Charges for boarding/daycare begin on the day you leave your Pet. Check out time for all guests are 6:00 p.m., Monday-Friday and 4:00 p.m., Saturday-Sunday. Additional charges may be incurred for late check-out or Pets may be placed into boarding at the owner’s expense.

**EMERGENCY CONTACT.** You must provide an adult, over the age of 18, as your Emergency Contact. Your Emergency Contact must also be someone other than the primary Pet Parent(s). If we cannot reach you, you authorize us to contact the individual(s) designated as your Emergency Contact. You agree that your Emergency Contact shall have your full and complete authority to make all decisions, including those related to the expenditure of funds, for or on behalf of you and your Pet.

**EMERGENCIES.** In the event of an emergency, every effort will be made to contact you or your Emergency Contact to retrieve your Pet. You agree that HOP, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to care for your Pet until such time you or your Emergency Contact can retrieve your Pet.

**PET HEALTH.** HOP reserves the right to refuse to accept a Pet at Check-In for any reason, including, without limitation, if it appears that the Pet is sick, has a contagious condition, injured, or in pain.

No Pet can stay with us unless the Pet is healthy and we have confirmation from a licensed veterinarian that the Pet has received all vaccinations required by HOP.

If at any time your Pet is found to have fleas or ticks, HOP reserves the right to provide the appropriate flea or tick removal treatment, and you hereby authorize us to provide such service at your additional expense.

HOP may accept certain older Pets and administer routine medication for chronic conditions, but is NOT equipped to care for acutely sick Pets.

You represent that to the best of your knowledge, your Pet has not been exposed to rabies, distemper, or parvovirus within 30 days prior to beginning its stay with us. If your Pet has been treated for a contagious illness, we cannot accept your Pet for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.

**GUEST AGREEMENT**

**Pet(s) First Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Pet(s) Last Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**COMMUNICABLE DISEASES:** Pets coming into the HOP are required to be vaccinated. However, it is still possible for a Pet to become ill, even if vaccinated. This is not due to any circumstance or condition at HOP and you agree that HOP is not liable for any illness suffered by your Pet during or after its stay, including but not limited to Tracheobronchitis.

You acknowledge and agree that in the unlikely event your Pet becomes ill or injured, or if your Pet has a pre-existing condition which is aggravated by its stay at HOP and requires professional attention, or if your Pet passes away during its stay, we will attempt to notify you or your Emergency Contact at the telephone numbers you provided on your Friend Form. If we cannot reach you or your Emergency Contact, HOP at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Pet, and you hereby authorize us to provide any such service at your additional expense.

Although we are professionals who use great care in providing the safest grooming environment for your Pet, there is always an element of risk of injury for the groomer as well as your Pet. Please keep in mind that we are using sharp tools on Pets that, at times, like to dance around.

Most grooming accidents are minor and heal quickly. If a minor injury should occur during our care, we will make you aware of the location and offer recommendation for care.

HOP recommendations are not a replacement for veterinary care. Consulting your personal vet is always a good idea to ensure the health of your Pet.

**PET BEHAVIOR.** HOP reserves the right to refuse to accept a Pet that is overly aggressive, that could jeopardize that safety of other Pets or our staff.

HOP makes every attempt to accommodate all Pet personalities and temperaments. The more we know about your Pet’s temperament/behavior, the better we can make their stay comfortable and safe. **PLEASE MARK ALL THAT APPLIES TO YOUR PET AND GIVE A BRIEF DESCRIPTION OF PASTS INCEDENTS:**

**\_\_ Dog/Cat Aggressive \_\_Human Aggressive \_\_Cage Aggressive \_\_Leash Aggressive \_\_Groom Resistant**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

You acknowledge that we may contact appropriate authorities in the event your Pet bites another Pet or any person.

HOP reserves the right to impose a $10-$25 Handling Fee for Pets requiring additional care due to behavioral issues.

**Contact With Other Pets**. During your Pet’s visit, he or she may come into contact with other Pets. Every effort will be made to ensure the safety of our guests by enforcing strict Restrictions on Pets as set forth in HOP’s procedures.

You acknowledge and agree that in the unlikely event your Pet is injured by another Pet, YOU HEREBY RELEASE HOUSE OF PAWS AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.

If your Pet injures another Pet, you will be solely responsible for any injury to the other Pet(s) as well as your own Pet, and YOU HEREBY RELEASE HOUSE OF PAWS AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.

**Boarding Pets**. During your Pet’s stay, he or she may play in large congregations as they would at a dog park. Unfortunately, this may also include behaviors that would result in a dirty pet (drooling, marking each other through urination, mounting, etc).

You acknowledge that all boarding pets are required to receive an exit bath at 50% discount on the day of pick up. Extended stay pets will receive a bath a week to ensure their health and happiness.

**Pets Not Picked Up By Departure Deadline.** In the event that you or your Emergency Contact does not pick up your Pet on the agreed upon Departure Date, you hereby authorize us to continue to provide the daily Services as set forth in this Agreement at your expense. Notwithstanding the foregoing, if such Pet is deemed abandoned under local, state, or federal laws or regulations, or in HOP’s discretion as permitted by law, we will follow the Abandoned Pet Procedure.

**Abandoned Pet Procedure.** Unless otherwise required by applicable law, if you fail to pick-up your Pet at the designated check-out time:

Day Care guests may be converted to Boarding Services if the Pet has not been collected within the Lobby hours and the expense thereof shall be paid by you;

HOP will attempt to contact you by telephone, using the information that you have provided, advising you that if your Pet is not picked up within a reasonable time period, your Pet will be deemed to be abandoned and that we will deliver the Pet to a third party adoption partner, Animal Control or other similar government agency. If you fail to pick-up your Pet for any reason, YOU RELEASE HOUSE OF PAWS FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.

You shall remain liable to us for all unpaid charges including the court costs and reasonable attorney’s fees incurred in the collection of the Charges.

**Your Representation to HOP.** You represent to us that you are the owner of the Pet and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet in this Agreement is true, accurate and complete. To the best of your knowledge, your Pet has no illness or injury, and that you have disclosed any/all behavioral/temperament issues (including aggressive or biting behavior). You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorney’s fees, resulting from misrepresentations by you or your representatives or resulting from your Pet’s stay including, without limitation, any person claiming to be the owner of your Pet and any person claiming damage or injury by your Pet.

**Miscellaneous Provisions.** This written Agreement constitutes HOP's entire and only Boarding Agreement and there are no oral agreements or understandings except as provided for herein.

This Agreement shall bind us and our assigns and you and your heirs and assigns.

The law that applies to the Agreement is the law of the state or province and municipality where your Pet is to stay. If there are disputes that result in litigation, the courts of the state or province and municipality where your Pet is to stay shall have exclusive jurisdiction.

**Personal items. DO NOT BRING** items with your Pet that are **VALUABLE** or irreplaceable. HOP is not responsible for loss or damage to any personal item or toy left with your Pet.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

**Signature:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Print Name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Pet Name(s)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_