



TRAVELING TAILS INN INC.

SERVICE AGREEMENT

This is an agreement between Traveling Tails Inn Inc. as well as its owners and agents and employees ("traveling tails inn") and the customer/pet owner ("customer"). This agreement is meant to detail the parties' rights and responsibilities with regard to doggy daycare, boarding, bathing, mobile grooming, training, and/or taxi.

1. **REQUIREMENTS & WAIVER** - Customer is responsible for any harm caused by his or her pet while the pet is attending Traveling Tails Inn Inc. Customer shall indemnify and hold harmless Traveling Tails Inn Inc. against any and all claims that may arise from the action of customer's pet. Customer's pet must be spayed or neutered if 7 months or older, be up to date on vaccinations to include: Rabies, Distemper-Parvo, & Bordetella, and be in general good health and free of fleas and ticks as well as attend a Meet & Greet Evaluation in order to participate in services at Traveling Tails Inn Inc.
2. **OUTSTANDING BALANCES** - Owner 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, mobile grooming, boarding, training, taxi, veterinary care, late pickup &/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 the time of reservation or at the time of pick up. Customer gives Traveling Tails Inn permission to charge provided credit cards with any unpaid fees as well as any 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 pre-pay a nonrefundable \$15 accommodation fee per dog in addition to daycare, boarding, or bathing/grooming services requested for that reservation period.
5. **PERSONAL PROPERTY** - Owner understands that if their pet's behavior results in any damage to facility, equipment, or another pet's belongings Traveling Tails Inn is not liable and customer is responsible for the full cost of any repair or replacement. Traveling Tails Inn is not liable for any lost, stolen, or damaged personal property.
6. **DAYCARE PARTICIPATION** - Customer understands that Traveling Tails Inn Inc. 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 Traveling Tails Inn 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 Traveling Tails Inn Inc., Traveling Tails Inn Inc. 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 customer's vet or the nearest emergency veterinarian will be contacted should such a need arise. Customer agrees to reimburse Traveling Tails Inn Inc. for any and all expenses incurred for the well-being of customer's pet and to pay any associated bills for such 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 Traveling Tails Inn prior to returning to Traveling Tails Inn.
9. **DUTY TO DISCLOSE** - By signing this contract and leaving pet with Traveling Tails Inn Inc., owner certifies to the accuracy of all information given about said pet. Owner 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. Fees depend on which suite was reserved.

11. **BOARDING PRE-BAG POLICY** - Owners understand 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 \$5/day fee. Pets boarding and not providing their own food, resulting in Traveling Tails Inn providing their pets meals, will incur a \$5/meal fee.
12. **ABANDONED DOGS** -Customers understand that dogs may not be abandoned at Traveling Tails Inn 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. Owner understands that Traveling Tails Inn will become the legal guardian of abandoned pet and determination will be made to rehome pet. Owner fully understands and agrees that in the event that they abandon their pet at Traveling Tails Inn, that they will not be able to retrieve possession of pet and have no recourse against Traveling Tails Inn.
13. **AGGRESSIVE DOGS** - Owner is aware that no aggressive dogs are allowed to participate in any service offered by Traveling Tails Inn and in the event that pets exhibit aggressive behavior, pets will be separated from play group. Traveling Tails Inn staff will make a reasonable effort to work with owners to address these unacceptable behaviors, however aggressive dogs may be asked not to return to Traveling Tails Inn and such decisions are at the discretion of Traveling Tails Inn.
14. **ILLNESS** - Owner 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. Traveling Tails Inn Inc. monitors all dogs and addresses situations to the best of our ability.
15. **KENNEL COUGH** - Owner is aware that by leaving pets at Traveling Tails Inn Inc. 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** - Owner agrees to allow Traveling Tails Inn, its owners, employees, director, and agents to allow their pet's names and any images or likeness of their pets while at Traveling Tails Inn or at any Traveling Tails Inn event for use at any time in any media, marketing, advertising, illustration, trade or promotional materials.
17. **REFUNDS** - Customer understands that Daycare packages, Training services, Evaluation fees & Late Pick Up or Early Drop-Off charges are nonrefundable. Daycare packages are not transferable unless to other dogs within the owners account.

I, My heirs, and any other assigns, hereby release Traveling Tails Inn Inc., its agents, officers, subcontractors, employees, animal owners, customers, and potential customers of Traveling Tails Inn Inc. 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 Traveling Tails Inn Inc. 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 the 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 TRAVELING TAILS 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.

Owner/Customer Signature: _____

Date: _____

Manager/Staff Signature: _____

Date: _____