



Boarding Contract

Welcome to Southern Pines Pet Lodge.
In order to maximize your pet's care and enjoyment, please confirm and reply to the following:

I understand that the hours of arrival and departure for boarding are as follows:

Monday – Saturday: 7:30 AM – 11:00 AM and 3:00 PM – 6:00 PM

Sunday: 3:00 PM - 6:00 PM

I understand that the hours of arrival and departure for daycare are as follows:

Monday Wednesday Thursday & Saturday: 7:30 AM – 11 AM and 3:00 PM – 6:00 PM

Tuesday & Friday: 7:00 AM – 11 AM and 3:00 PM – 6:00 PM

There will be **NO** exceptions for arrival or departure of pets during closed hours without prior arrangements. There will be an additional \$30.00 charge for any and all after hours arrivals and departures which **MUST** be pre-arranged and are considered specific appointment times. If you arrive more than 10 minutes past the arranged time, you will be asked to come back during open hours and will be charged \$30.00 for the missed appointment time. As of Jan 15th 2019 you will be charged for every day your pet is here, regardless of pick up time.

MEDICATION

If your pet requires medication that you are providing for our staff to administer, please take a moment to meet with a staff member and fill out our Guest Information sheet to ensure that all medications can be given as prescribed. All medications **MUST** be in the **original** container. Please **DO NOT** add medication to their food or treats in advance, as we will be un-able to give them and require you to provide non – mixed medication. There will be no additional charge for 3 or less medications. If your pet has more than 3 medications, or your pet is extremely difficult to administer medication to, there will be a \$2 per day charge. Southern Pines Pet Lodge will not be held responsible for any medication that the pet has not taken.

FOOD

We gladly serve *Pedigree Adult Complete Nutrition*, which is available to our guests at no extra charge during their stay however we highly recommend bringing your pets normal food from home as switching to a new food can upset many pets stomachs. Please know the Brand and Flavor of your pets food, in case of an emergency, for us to be able to purchase more for your pet. We do require that you **PRE PACKAGE** the individual meals in small baggies or containers and label them with your pets' name. There is no additional charge for canned or RAW foods. Bring only what your pet will need. Unused food will **not** be returned and will be donated to pets in need. Please **DO NOT** pre-mix any liquids, canned foods, or raw foods with kibble, our staff will gladly do that fresh for each meal!

INTERACTON

Your pet's interaction with both our staff and our other guests is of great importance to us. Knowing more about your pet's behavior will help us to ensure a positive and safe experience for all our guests. We ask that you answer the questions regarding your pet on our Guest Information sheet which shall be provided for you by our staff.

BELONGINGS

While we do our best to ensure all items are organized and properly labeled, Southern Pines Pet Lodge will not be held responsible and will not replace any personal items that you leave with your pet. These items include leashes, collars, toys, tags, bedding etc. If any of these items are important to you, please do not leave them behind. Any such items that are left behind after a pet has been picked up are donated to the facility. During holidays, we ask that you **DO NOT** bring any beds, blankets, or toys during your pets boarding stay as we have upwards of 40 or more pets, and they may get lost in the shuffle of doing daily laundry.

SPECIAL SERVICES

We have many services available for your pet during their stay. We offer a large variety of services that include extra play time, stuffed Kongs, baths, nail trims and much more. You are able to pick out which services you would like during your pets stay in the New Reservation tab as well as on our Guest Information Sheet at check in. If you have any questions do not hesitate to contact us directly by phone or email.

REASONABLE CARE

Southern Pines Pet Lodge shall exercise reasonable care for the pet brought by the owner to our facility. If interactive daycare (Playcare) or boarding group play (Social Potty Time) is requested for this pet(s), it is done so at the owners' request, and he/she recognizes and accepts all potential risks involved in such activities. It is expressly agreed by the owner and pet care provider that Southern Pines Pet Lodge's liability shall in no event be responsible for any and all acts or behaviors or any event that is not in control of Southern Pines Pet Lodge with said pet while it is in the care of the pet care provider. The owner further agrees to be solely responsible for all acts and behaviors, including payment of costs for injury to staff, other animals, or damage to the facility caused by the pet.

AGREEMENT OF PAYMENT

All charges incurred by Owner shall be payable upon pick up of pet during non-Holidays. Southern Pines Pet Lodge shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from services provided by Southern Pines Pet Lodge. The Owner agrees that in the event the charges are not paid when due, in accordance with this contract, Southern Pines Pet Lodge will exercise their legal rights within ten days via written notice to the owner by certified mail. Southern Pines Pet Lodge may dispose of a pet for any and all unpaid charges, at private or public sale, at their sole discretion. In the event that this may happen, the Owner waives all statutory or legal rights to the contrary. If such sale does occur, and the sale price is not adequate to cover the cost of pet care and other charges, the owner shall then be liable to Southern Pines Pet Lodge for the remainder of monies owed.

VET PROTOCOL

If a pet in the care of Southern Pines Pet Lodge should become ill or injured, or the state of the animals health otherwise requires professional attention, Southern Pines Pet Lodge, at its sole discretion, may engage the services of a veterinarian or give other required attention to the animal. In this event, all expenses incurred will be the sole responsibility of the owner, and will be paid in full by same.

ILLNESS EXPOSURE

The animals Owner specifically represents to Southern Pines Pet Lodge that, to the owners knowledge, the pet has not been exposed to any contagious diseases within a thirty to sixty day period prior to check in. During the period of this agreement, owner also agrees to notify Southern Pines Pet Lodge of any known exposure of pet to a communicable disease and hold pet out of attending Southern Pines Pet Lodge until pet is symptom free for a minimum of 14 days or with written veterinary clearance. Owner further agrees to maintain current vaccinations as required by Southern Pines Pet Lodge's policy.

KENNEL COUGH LIABILITY

SOUTHERN PINES PET LODGE WILL NOT BE RESPONSIBLE AND WILL NOT PAY FOR ANY DOG THAT MAY GET CANINE COUGH (AKA KENNEL COUGH), A RESPIRATORY PROBLEM THAT IS FOUND COMMONLY IN AN AREA WHERE PETS ARE GATHERING. THE OWNER IS RESPONSIBLE FOR UNDERSTANDING AND KNOWING THE RISKS INVOLVED WITH BOARDING THEIR PET. SOUTHERN PINES PET LODGE ENCOURAGES YOU TO TAKE THE TIME TO TALK WITH YOUR VETERINARIAN TO BETTER UNDERSTAND THESE RISKS. BY INITIALING BELOW, I UNDERSTAND THE RISKS AND COSTS ASSOCIATED WITH CANINE COUGH.

TAKE HOME CARE

When a pet comes in for boarding, daycare, or training there are some things to be aware of upon taking your pet home. During their stay with us they will have a lot of activity and mental stimulation such as but not limited to playing ball in our yards, focusing on learning certain commands during training, or wrestling with our daycare group. It is common for pets to be tired for 24 to 48hrs after returning home from their stay. If you become concerned, please contact your vet immediately.

By signing below I agree that I have read, understand and agree to the terms and conditions set forth in this contract.

This contract contains the entire agreement between the parties. All terms and conditions of this agreement shall be binding on the heirs, administrators, personal representatives and assigns of the Owners and Southern Pines Pet Lodge.

Owner Signature

Date

Owner Printed Name

Pet(s) Name