

## AMES PET RESORT SERVICES AGREEMENT

This agreement made between the pet owner, hereinafter referred to as "Owner" and Ames Pet Resort, with an address of 2811 Hyatt Circle, hereinafter referred to as "APR", for the pet care services of Owner's pet(s).

**1. DESCRIPTION OF PETS.** All information pertaining to the description of the pet(s) and their care and feeding are outlined in Pet Description and Care Instructions document with information provided by Owner.

**2. VACCINATIONS.** For the safety of all animals being boarded at APR, all animals shall have a proof of current vaccinations. All cats shall have proof of current vaccinations for distemper (Panleukopenia virus, given every 3 years), FCV (feline calcivirus, given every 3 years), rhinotracheitis (feline herpes virus, given every 3 years), and rabies (every 1 to 3 years, depending on type of vaccine). Dogs shall have proof of current vaccinations for bordetella (kennel cough), distemper, hepatitis/adenovirus-2, leptospirosis, parainfluenza, parvovirus (the DHLPP vaccination yearly), and rabies (every 1 to 3 years, depending on type of vaccine). Dogs may be exempt from the bordetella vaccine insofar as it is not required for grooming services. Pet(s) will be exempt from needing proof of any vaccines with a waiver from a certified veterinarian for medical or age related reasons.

**Health and Safety.** APR cannot accept any animal that is pregnant or in heat. APR will provide a flea bath, at Owner's expense to any pet arriving for check-in with fleas or ticks.

**3. FACILITIES.** APR shall provide for a standard of care that ensures that any pet(s) in its possession or under its control shall have adequate feed, water, housing facilities, sanitary control and grooming practices. Same-species pets that belong to the same owner and live together non-aggressively may be housed together depending on the size of the animals and the available kennels. All pets will receive daily attention, affection, and exercise according to their physical abilities and emotional needs.

**4. FEEDING.** Pet(s) will be fed at the times and in the amounts specified in the attached Pet Description and Care Instructions. Pet(s) shall be fed food supplied by APR unless Owner provides food for pet(s). If Owner's food runs out, pet(s) shall then be given food supplied by APR.

**5. MEDICATION.** Owner shall supply APR with any medication to be administered to the pet(s), and the instructions for doing so are outlined in the attached Pet Description and Care Instructions. Owner hereby releases APR of any liability regarding any medications administered by APR for the care of Owner's pet(s).

**6. EMERGENCY VETERINARIAN CARE.** In an emergency situation, if a pet becomes ill, or if medication or urgent care cannot be safely administered without veterinary assistance, APR will make every attempt possible to contact the Owner and/or the Pet's usual veterinarian. If APR is unable to contact Owner or Pet's usual veterinarian, Owner hereby consents to APR having the authority to contact a small animal veterinarian of its choosing to care for Owner's pet(s), and any such veterinary expenses shall be billed to and paid for by Owner in addition to their regular boarding fees.

**7. GROOMING.** Upon the specific request of Owner, APR can provide grooming services for Owner's pet(s). Any grooming services performed are an additional service above and beyond normal boarding and shall be billed to and paid for by Owner, in addition to the normal boarding fees. Grooming fees are based upon the breed of pet and the services requested. Additional fees may apply if and when additional care is needed to carry out a grooming service.

**Grooming Fees.** Fees are based upon breed and the service requested.

**Cancellation Policy.** There is no cancellation fee or deposit required or cancellation fee for missed appointments. If appointments are repeatedly missed without Owner's notification, we may charge a deposit prior to scheduling future appointments.

**8. DAYCARE.** Dogs receiving daycare are considered boarding, whether in addition to boarding or as a standalone service. There is an inherent risk associated with grouping dogs together, of which Owner waives APR of liability. A temperament test will be performed to assess behavior before placement into daycare, for which pet(s) may be denied entrance into daycare for any reason. Pet(s) may and will be removed from daycare if seen as a risk to others.

**Daycare Fees.** When added as an additional service to boarding, daycare (group playtime) is \$7 per dog per session. As a standalone service, daycare fees per dog are: \$21 per day; \$180 per 10 day package; \$352 per 20 day package.

**Single Day Reservations.** Payment is required and processed at the time of reservation. If reservation is cancelled APR requires a two (2) day notice for a refund of payment.

**Recurring Daycare Reservations.** The purchase of a daycare package (10 or 20 day package) is required prior to making recurring reservations. If Owner is unable to show up for a recurring reservation APR must be notified two (2) days prior to the day reserved. If APR is not notified two (2) days prior to the day reserved the Owner is considered a no-show without notification and a credit for that day will be deducted from Owner's daycare package.

**9. BOARDING.** Dogs and/or cats being cared for overnight or during open hours of operation are considered boarding animals. Boarding charges begin on the day Owner's pet checks-in. Check-in is available anytime during hours APR is open to the public. Boarding check-out (excludes day boarding) is required by 3pm. Owner check-out after 3pm and prior time of closing will incur an additional boarding fee of \$12.

**Boarding Fees.** Dogs: \$36 suite, \$27 large, \$24 medium per night for first dog; 50% off per night for additional dogs in same run. Cats: \$17 per night for first cat, and \$8 per night for each additional cat in the same condo.

**Deposit Policy.** APR requires a deposit of \$25 during peak periods of operation, as follows: Various summer weekends (from Memorial Day weekend through Labor Day weekend), Spring Break, New Year's day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. A \$25 deposit is processed at the time of Owner making a reservation and reservations cannot be confirmed until deposit is received. The deposit is applied to Owner's bill as a credit at the time of check-out.

**Cancellations and No-Shows.** Cancellation notices are required 72 hours (3 days) prior to scheduled boarding services. Failure to provide adequate notice for boarding cancellations will result in forfeiture of Owner deposit.

**Minimum Stay Policy.** Any reservation which requires a stay during various summer weekends, holiday weekend, and Spring Break will require a minimum two (2) day boarding charge. A weekend stay includes a Friday or Saturday stay. Stays may be shorter than two (2) days, however, the minimum charge will apply. If a minimum stay fee is applied and Owner has multiple pets in the same kennel, owner will only be charged the single pet rate for the second day.

**10. FEES.** Owner hereby consents to being jointly and severally liable for the boarding fees for the care of their pet(s), and any grooming or veterinary services that are provided by APR to Owner's pet(s). Owner hereby agrees that by signing this agreement and having their pet(s) boarded by APR that they agree to pay all fees in full at the time Owner picks up Owner's pet(s) from APR. If the Owner does not pay their fees at the time of picking up Owner's pet(s), APR reserves the right to take legal action to recover all fees and expenses, including reasonable attorney's fees accrued by APR in boarding Owner's pet(s).

**11. ABANDONED ANIMALS.** Pursuant to Iowa Code Section 162.19, if a pet is left with APR and Owner does not claim the pet by the agreed date, the pet shall be deemed abandoned and Notice of Abandonment and its consequences shall be sent within seven (7) days by certified mail to the last known address of Owner. For fourteen (14) days after mailing of the Notice, the Owner shall have the right to reclaim the pet upon payment of all reasonable charges, and after the fourteen (14) days, the Owner shall be deemed to have waived all rights to the abandoned pet. If despite diligent effort an Owner cannot be found for the abandoned pet, within another seven (7) days APR may humanely destroy the abandoned animal.

**12. EXCLUSIONS, LIMITATIONS, WAIVERS, & HOLD HARMLESS.** Owner hereby agrees that APR shall not be responsible for any loss or damage for Owner's pet(s), and Owner hereby agrees to hold APR harmless for any claim, loss or damage of any kind that it may have against APR.

**13. JURISDICTION.** This agreement shall be governed by the laws of the State of Iowa. Any controversy or claim arising out of or relating to this agreement, or a breach of this agreement, shall be resolved in the Iowa District Court for Story County, Iowa.

**14. ATTORNEYS FEES.** If any controversy or claim arises out of or relating to this agreement, APR shall be entitled to recover all costs expended, including reasonable attorneys fees to collect or enforce a judgment.

**15. ENTIRE AGREEMENT.** This agreement constitutes the entire agreement between APR and Owner. Any prior negotiations, oral agreement or representations are superseded by this written agreement. This agreement shall only be modified or amended by a written document executed on behalf of the APR and Owner.

**16. SEVERABILITY.** If any portion of this agreement is for any reason declared invalid or unenforceable, the validity of any of the remaining portions will not be affected and the remaining portions will remain in full force and effect as if the agreement had been executed with such invalid portion(s) eliminated.

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Printed Name

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Signature

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Date

## CUSTOMER INFORMATION

### PRIMARY OWNER

### ADDITIONAL CONTACT (optional)

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Primary Phone: \_\_\_\_\_

Secondary: \_\_\_\_\_

Secondary: \_\_\_\_\_

Additional Pick-up and Drop-off Permission: \_\_\_\_\_

Veterinarian Name: \_\_\_\_\_ PH: \_\_\_\_\_

### DESCRIPTION OF PET (Please fill out this section for each pet on a separate sheet)

Species:  dog  cat

Name: \_\_\_\_\_ Age: \_\_\_\_\_ Female Spayed: Y/N Male Neutered: Y/N

Breed: \_\_\_\_\_ Color/Markings: \_\_\_\_\_

**Proof of Vaccinations:** DOG:  Rabies  Bordetella  DHLPP CAT:  FVRCP  Rabies

Special Needs: \_\_\_\_\_

FEEDING SCHEDULE		
MORNING	NOON	EVENING

MEDICATION SCHEDULE		
MORNING	NOON	EVENING

List All Meds and Dosages: \_\_\_\_\_

\_\_\_\_\_