

## Customer Boarding/Daycare Agreement Form

Cozy Country Pet Care LLC agrees to provide a secure environment for your dog(s), feed as directed by owner, provide fresh, administer medications as directed by owner, and provide compassionate care to your dog(s) while staying here. We also have the right to refuse to care for a dog that, in our sole discretion, shows aggression towards staff or other dogs, displays high anxiety behaviors such as destroying property, excessive barking, and/or excessive urination/defecating in our home.

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### Read each section carefully before electronically agreeing

All statements of "Cozy Country Pet Care LLC" include the business, Christie Wagoner & partners.

To ensure the safety and health of your dog(s) and other guests, we require all guests to comply with the following rules and regulations:

I understand that, despite Cozy Country Pet Care LLC best efforts to maintain the safety of every dog and human, there are certain risks involved with having dogs together in play groups. These risks include but are not limited to scratches, cuts, tooth marks, bruising, pulled muscles, broken toe nails, sore or injured pads, or contracting diseases/infections (ex. Kennel cough, Parvo, worms, fleas, etc.) from other dogs. I will be responsible for my dog's veterinary bills and any other costs incurred due to injury. I have informed and will inform Cozy Country Pet Care LLC immediately upon my pet's exposure to harmful or communicable diseases.

I understand that there is a risk of my pet becoming injured while at Cozy Country Pet Care LLC. I agree that Cozy Country Pet Care LLC will in no event be responsible for any injury to my pet.

My dog(s) has not harmed or shown any aggressive or threatening behavior towards any person or any other dog(s) OR CAT(S). Cozy Country Pet Care LLC has the right at any time to remove a dog from daycare/boarding services due to temperament issues that are not conducive to a dog daycare/boarding environment. Please remember, your dog(s) will be spending time with other dog(s) and cats and the safety and health of all animals is our main concern.

All dogs must have up-to-date vaccinations which shall be provided to Cozy Country Pet Care LLC at time of service or upon demand. Owners must submit written proof from a veterinarian of Distemper, Hepatitis, Para Influenza, Parvovirus, Leptospirosis, Bordetella (Kennel Cough) and Rabies vaccinations. Modified vaccination schedules are allowed; with prior consent of Cozy Country Pet Care LLC. Puppies less than 4 months of age do not require Rabies vaccination.

I understand the risk of KENNEL COUGH in an environment with multiple dogs. Kennel cough (i.e. Bordetella) is a highly contagious upper respiratory infection. It is an airborne virus that pets commonly contract when they have had direct contact with other pets and/or have been exposed to an area where other pets have been: pet stores, daycare and/or boarding facilities, veterinary clinics, dog parks, etc. Symptoms commonly include a deep raspy cough and usually occur 7-10 days after the pet has been infected by the virus. Even pets vaccinated for Bordetella are still susceptible to kennel cough since there are many strains of the infection, like a cold or flu.

My dog is the required age (16 weeks or older) to participate in dog daycare/boarding at Cozy Country Pet Care LLC and has received their third booster of Distemper and rabies vaccine. I understand that dogs over 4 months of age must be spayed/neutered.

I understand that it is highly recommended that dog(s) be protected with flea/tick preventative **at ANY time of year**. Flea/tick collars are NOT allowed. All dogs will be checked for signs of fleas and ticks upon arrival at Cozy Country Pet Care LLC and will not be admitted if signs of fleas/ticks are noticed. If, at any time while at Cozy Country Pet Care LLC, it is noticed, in its sole discretion, a dog has fleas/ticks, treatment will be applied and charged to the owner at the minimum

rate of \$25.00. I authorize Cozy Country Pet Care LLC to provide the flea/tick treatment.

I understand that my dog's nails must be kept trimmed, for the safety of other dogs and Cozy Country Pet Care LLC. **If nails are found to be unreasonably long or sharp upon arrival, their stay will be declined without a refund of payments made.**

I understand that I must provide adequate food for my dog's entire stay at Cozy Country Pet Care LLC. Each meal portion should be placed in a Ziploc bag. If the dog is staying for 7 days or more food may be in a reasonable sized container with a provided measuring device. Dogs in the daycare program may also bring a meal along, with the requirements listed above.

I understand that if I bring medication that needs to be administered to my dog, the medication **MUST** be in the prescribed original container, with instructions for administration. I authorize Cozy Country Pet Care LLC to administer the prescriptions provided and will hold Cozy Country Pet Care LLC harmless for any damages related to administration of the prescriptions. **DO NOT** put medications in the dog food.

I understand that payment is due **PRIOR** to the scheduled reservation. Boarding/drop-in visits/day care are not guaranteed until payment has been received in full. Cozy Country Pet Care LLC reserves the right to cancel a reservation at any time if payment has not been received.

In case of an emergency, Cozy Country Pet Care LLC will make every attempt to contact the owner/emergency contact person and personal veterinarian before administration of care. I agree to pay for all medical expenses incurred as a result of medical treatment, and agree to reimburse Cozy Country Pet Care LLC in the event Cozy Country Pet Care LLC incurs any costs involved in procuring medical treatment for my dog(s). Full payment **MUST** be received within ten (10) days of treatment.

In case of an emergency where I or my designated emergency contact person cannot be reached, I authorize Cozy Country Pet Care LLC to seek medical attention for my dog(s) to treat any and all serious medical conditions. I authorize the amounts indicated on the Registration Form in medical treatment, as may be reasonably determined by Cozy Country Pet Care LLC.

I understand that any images of my dog(s) in a media format (pictures, videos, etc) are property of Cozy Country Pet Care LLC and authorize the use thereof for publicity/advertising purposes.

A pet that is unclaimed at Cozy Country Pet Care LLC for ten (10) days beyond its scheduled discharge date is considered abandoned and will become the property of Cozy Country Pet Care LLC. Every effort will be made to contact Owner if abandonment becomes an issue. If, for any reason, the pet is not going to be picked up on the scheduled dismissal date, Owner shall contact Cozy Country Pet Care LLC to make arrangements to extend the pet's stay and will pay the additional charges based upon the daily rate.

**I understand that overnight boarding is for a 24 hour period.** Any time above 24 hours and before 9 PM will incur a day care fee at a rate shown in Cozy Country Pet Care LLC services and rates. **NO PICK UP WILL BE PERMITTED AFTER 9 PM.** If after 9 PM, the stay will be considered overnight boarding and will require pick up before 10 AM the following day at the boarding rate for Cozy Country Pet Care LLC.

### **Cancellation Policy**

A full refund will be issued if cancellation is made **NO LATER THAN NOON THREE (3) DAYS PRIOR TO RESERVATION** (example: If boarding/drop-in/day care is scheduled for Friday, cancellation must be made via email, text or call no later than noon on Tuesday)

If cancellation is made within the 3 days prior to the stay and after noon the third day, a refund of 50% will be issued for the first 7 canceled days. (example: If a 4 week stay is canceled outside of the above specified time frame, the pet owner will be charged 50% for the first 7 days & a full refund for the remaining three (3) weeks).