

Chenal Pet Palace & AR Pet Resort **Guest Contract**

This is a Contract between *Chenal Pet Palace and AR Pet Resort* (hereinafter called "CPP/APR") and the pet owner whose signature appears below (hereinafter called "Owner").

1. Owner agrees to pay the rate for boarding in effect on the date pet is checked into CPP/APR (as rate posted on website).
2. Owner further agrees to pay all costs and charges for special services requested, and all veterinary costs for the pet during the time said pet is in the care of CPP/APR.
3. Owner further agrees that the pet shall not leave CPP/APR until all charges are paid to CPP/APR by Owner.
4. By signing this Contract and leaving his pet with CPP/APR, Owner certifies to the accuracy of all information given about said pet, that CPP/APR's liability shall in no event exceed the lesser of the current chattel value of a pet of the same species or the sum of \$500 per animal boarded. The Owner further agrees to be solely responsible for any and all acts or behavior of said pet while it is in the care of CPP/APR.
5. Owner specifically represents that he or she is the sole owner of the pet, free and clear of all liens and encumbrances.
6. Owner specifically represents to CPP/APR that the pet has not been exposed to rabies, distemper, parvo virus, feline leukemia or other contagious diseases within a thirty-day period prior to boarding.
7. CPP/APR reserves the right to prohibit admittance of pets lacking proof of current vaccinations, and/or pet displaying signs of potentially contagious diseases and/or behavioral signs of aggression.
8. All charges incurred by Owner shall be payable upon pick-up of pet. CPP/APR shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from boarding the pet at CPP/APR. If Owner does not pick up the pet within 15 calendar days after the day the pet was due to be picked up, the pet shall be deemed to be abandoned. The person into whose custody the pet was placed for care shall try for a period to find a new owner for the pet.
9. EMERGENCIES: If the pet becomes ill or if the state of the pet's health otherwise requires professional attention, CPP/APR, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet, and the expenses thereof shall be paid by Owner. CPP/APR will contact you, your vet, and/or use the After-Hours Emergency Clinic located in Maumelle, AR.
10. This Contract contains the entire agreement between the parties. All terms and conditions of this Contract shall be binding on the heirs, administrators, personal representatives and assigns of Owner and CPP/APR.
11. Upon admission for services, your signature acknowledges your awareness and acceptance of our policies. Thank you for your trust in CPP/APR in caring for your pet.

CPP/APR Representative _____

Pet Owner _____

Date _____

Considerations & Guidelines Prior to Boarding/Daycare

Chenal Pet Palace and Arkansas Pet Resort (hereinafter called CPP/APR) wants you and your pet to have the best possible experience with us. To best ensure, we recommend that you and your pet consider the following suggestions.

_____ As a family owned business, we understand that leaving your pet is not unlike taking a child to day care, school, or camp. Please know that all our pet guests are treated as one of the family. Just like family and school, it is possible that conflicts will occur, from scratches and upset bellies to nefarious little critters attaching to bodies.

_____ Naturally, there are risks associated with doggy boarding and daycare. From allowing dogs to run and play, to meeting friends, to exercising all energies comes with risks as well as rewards. Please know that we are always mindful of your pet in group play. We monitor both temperament and play style to find the best suited friends for your four-legged friend.

_____ Since dogs are natural pack runners, it is recommended that your pet comes to day-care a few times prior to an extended overnight stay. This lets your pet meet four-legged friends. This also allows your pet and you to become acquainted with the staff of CPP/APR as well as the environmental surroundings. Your pet is the most important reason we are here. We want the best for your pet while he or she is in our care. Playing, meeting new friends, and becoming a second home to your pet is important to us.

_____ If your pet is aggressive or a known aggressive breed, s/he will NOT be able to have a room with an outside access (dog door) or play in group play *until* we have assessed your pet's behavior.

_____ We are committed to keeping our facilities sanitized and clean. We take every step possible to minimize the risk of conflict, illnesses, and/or flea/tick problems. Though there is always the possibility of risks, we do try to combat all areas. We ask *you* as a pet parent to keep your pet's vaccinations current and up-to-date as well as maintaining *your* pet's flea and tick program. Please remember this is Arkansas, fleas and ticks very rarely have a dying season.

_____ We are not always available for full tours of our facilities. During high volume times of the year, we may limit or not allow time for tours. This is a safety issue as well as a measure by us to make your pet's stay more comfortable. When we are a full house, the less we disrupt the schedule of our guests, the happier they are as guests. We reserve the right to limit the visits to our boarding guests by family, family friends, or neighbors during busy times of the year.

_____ It is important to remember that during holiday times (particularly Thanksgiving, Christmas, and Spring Break), we are at our fullest with guests. Please let your pet get to know us prior to a new stay. This, possibly, will relieve nerves and anxiety on both you and your pets. Keep in mind, that no one likes to be thrust into a strange environment.

_____ At both locations we are equipped with a generator. The generator will run the entire facilities, including air conditioning, heater, and lights. The phone lines are all dependent on the phone company. Sometimes during inclement weather, the phone lines are down but we are always here taking care of your pets. We operate on an inclement weather policy (7 am to 4 pm).

_____ **BATH?** We try our best to keep all guests *relatively* clean. Please remember that all guests play, whether here for the day or overnight. Playing not only involves physical action of wrestling with new mate, but also rolling in acrid smells. All dogs do it. **Let us know if you would like for your pet to have a BATH on day of check-out.**

Please note, that these are just suggestions that could help you and your pet have a happy stay with us.

Thank you for letting your pet become a part of our family.