

# GENERAL TERMS AND CONDITIONS

The pet owner whose signature appears below (hereinafter called "Owner") agrees to the following Terms and Conditions when using the facilities and services of Canine Club LLC d/b/a Canine Connection (hereinafter called "CC").

## Health:

1. All pets must be in good health. Owner certifies that his/her pets are in good health and presently are and have been free from any condition that could potentially jeopardize other pets. **Pets who have been ill with a communicable condition within the last 30 days will require veterinarian certification of health to be admitted or readmitted at CC (examples include but are not limited to: oral papillomas, Kennel Cough, and Giardia).**
2. Owner specifically represents to CC that his/her pet(s) has not been exposed to Rabies, Distemper, Leptospirosis, Parvovirus, Feline Leukemia or other contagious diseases within a thirty-day period prior to boarding.
3. Owner agrees that dogs who have contracted Kennel Cough (bordetella or canine infectious tracheobronchitis) may not be readmitted to CC for 14 days after last sign of illness.
4. All dogs must have up-to-date vaccinations. Owners must submit written verification from a veterinarian that their dogs have current **Distemper, Hepatitis, Leptospirosis, Parainfluenza, Parvovirus, Rabies, and Bordetella (Kennel Cough) vaccinations. Puppies must have completed all rounds of juvenile vaccines.** It is Owner's responsibility to provide on-going verification of current vaccinations. Owner may be charged a "special needs fee" if it is necessary for our staff to secure verification from the pet's veterinarian.
5. All cats must have up-to-date vaccinations. Owners must submit written verification from a veterinarian that their cats have current FVRCP and Rabies. Specifically, the vaccines required are Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia, and Rabies. It is Owner's responsibility to provide on-going verification of current vaccinations. Owner will be charged a "special needs fee" if it is necessary for our staff to secure verification from the pet's veterinarian.
6. **Newly acquired pet(s) may not utilize CC services until quarantined in a home environment for a minimum of 14 days.** Pets that have stayed for any amount of time in a shelter also require a minimum 14 day quarantine in a home environment before admittance to CC.
7. CC does not accept female pets who are in heat or pregnant into our facility.
8. Owner must complete the Pet Profile for each pet using services at CC for the first time.
9. Owner agrees to provide up-to-date Pet Profile information, contact information, emergency contacts, hurricane contacts, and health information if originally submitted information changes.
10. If, at any time during care, a pet is noticed to have fleas or ticks, treatment will be applied or a pill will be administered to remove fleas or ticks, and Owner will be charged a fee for the service provided. All pets will be examined for signs of fleas and ticks and pets will not be admitted if fleas or ticks are found. CC expects that all pets utilize flea and tick prevention. However, as flea and tick prevention methods do not guarantee that pets cannot become infested, CC is not responsible for any eradication costs.
11. If the pet becomes ill or if the state of the pet's health otherwise requires professional attention, CC, in its sole discretion, may engage the services of a veterinarian, administer medicine, or give other requisite attention to the pet, and the expenses thereof shall be paid by Owner.
11. CC prefers Owner provide the amount of medication necessary for the pet's stay. Owner is responsible for providing a means to administer pet(s) medication such as food, pillers, syringes, etc. Owners who fail to provide a means for administration will be charged an additional fee. **Pets who are aggressive or difficult to medicate may need to seek boarding at a veterinarian's office.**
12. CC staff does not administer injectable medications.

## General:

1. Owner agrees to pay all costs and charges for services provided, and all veterinary costs for the pet during the time said pet is in the care of CC. Cash, check, MasterCard/Visa, Discover, American Express or Canine Connection Gift Card are accepted. Owner further agrees that the pet shall not leave CC until all charges are paid to CC.
2. If Owner does not pick up the pet within 5 calendar days after the day the pet was due to be picked up and owner remains unreachable through provided means of communication, the pet shall be deemed to be abandoned, and necessary steps will be taken to turn the pet over to the proper authorities.
3. **Owner specifically represents that he or she is the sole owner of the pet, free and clear of all liens, encumbrances and claims of ownership.**
4. CC may display Owner's pet(s) photo on our website or social media. Web cams are viewable by the public and shared on our website.
5. CC is in no way responsible for lost, missing, stolen, or damaged items.
6. Owners may drop off and pick up any time during regular business hours. **A late charge of \$1.00 per minute after closing will be charged for late daycare or boarding pick-up. CC will require pets to board if not checked-out by 9:00 p.m., and Owner will be charged applicable boarding fees. Pets not picked up on originally scheduled date during Holiday Seasons will be charged one night of boarding at the rate of the available space and an additional \$50 fee for each night a pet overstays their reservation. Reservation extensions made with CC prior to additional boarding days may not be charged an additional fee, but owner agrees to pay the rate of the available space.**
7. **Quick release collars with identification are required (i.e., no buckle or chain collars).** If necessary, CC will provide an appropriately sized quick release collar at the price listed in the CC reception area.
8. All dogs must remain on a leash while entering and leaving CC property, including CC's parking area. **Retractable leashes are not allowed.** Cats must travel to and from the facility in a secured carrier. Cats who are not contained in a carrier may not enter the facility.
9. Owner certifies that his/her pet(s) have not harmed or shown any aggressive or threatening behavior towards people or other animals. Owner is financially responsible if his/her pet initiates harmful behavior resulting in injury to self, other pets, staff, or clients.
10. Owner is financially responsible for any damages to the property created by his/her pet(s) while staying at our facility.
11. By leaving his/her pet with CC, Owner certifies to the accuracy of all information given about said pet. Owner recognizes that the staff at CC has agreed to accept the pet for care based upon the information provided by Owner.
12. Rates and fees are subject to change. The rates and fees published in the CC reception area take precedence over those included in any other document or on the CC website.
13. Owner agrees that CC and its staff and volunteers will not be held liable for any problems or injuries that may occur while the pet is in the care of CC provided reasonable care and precautions are followed by CC staff, and that CC'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 \$200 per animal boarded. Owner further agrees to be solely responsible for any and all acts or behavior of said pet while it is in the care of CC.
14. All Canine Connection General Terms and Conditions are subject to change at any time without notification.
15. This General Terms and Conditions contains the entire agreement between CC and Owner.

## Evacuation:

1. Owner agrees to provide reliable contacts to CC who are available and willing to retrieve Owner's pet(s) in the event of an evacuation.

2. CC reserves the right to evacuate the facility for any reason.
3. Owners or contacts who fail to retrieve pet(s) in the event of evacuation agree to a fee of \$1000 per pet and an additional fee of \$200 per day per pet to be charged and due in full at time of pick-up if the responsibility falls with CC to evacuate Owner's pet(s) from our facility.
4. CC will refuse services to Owners who fail to provide reliable contacts to whom we can release pet(s) to in the event of an evacuation.

### Boarding:

1. Owner certifies that his/her pet(s) have not harmed or shown any aggressive or threatening behavior towards people. Owners agree to remove pets deemed aggressive by CC staff.
2. Owner agrees to pay the rate for boarding in effect on the date his/her pet is checked into CC for boarding (as posted in CC's reception area).
3. All food brought to CC must be stored in an airtight/rodent proof container. Opened food bags will not be accepted. Food for boarding must be divided into separate meals. This is to ensure proper amounts per meal. If this is not done, CC may charge Owner a "special needs fee."
4. CC can provide CC's own dry food for Owner's pet a standard price per cup. Wet food can be purchased at our retail location and prices vary. Should Owner's pet run out of food during the pet's stay, and CC is required to travel off-site to purchase food for your pet, a "special needs fee" will be charged.
5. Owner shall refrain from bringing to CC any pet bedding or other belongings that cannot fit into a standard size washer and dryer.
6. Reservations are required. **Non-holiday cancellations not made by 6:30 p.m. one business day prior to the scheduled boarding will result in a charge of half the total scheduled boarding amount.**
7. Deposits, if required, are non-refundable upon cancellation or failure to show for reservation. Deposits are refundable if cancelled 72 hours in advance. Example: holidays and festival season.
8. Pets may check-in at any time during business hours but reserved spaces are not guaranteed to be available for occupancy until 8 p.m. on the day of check-in. Arrivals before previous pet has checked out of our facility will be accommodated in the most similar space available until after 8 p.m., or earlier if previous pet(s) check out early.

### Daycare:

1. **All CC forms must be signed by Owner before enrollment.**
2. All dogs must be spayed or neutered. Puppies may not participate in daycare after 6 months of age, or descended maturity in male dogs, unless spayed or neutered.
3. Daycare reservations are required. **Cancellations not made by 6:30 p.m. one business day prior to the scheduled daycare day will result in a charge at full fees and invoiced to the Owner.**
4. Owner certifies that his/her dog(s) have not harmed or shown any aggressive or threatening behavior towards people or other dogs. Owner agrees to be financially responsible if his/her dog initiates harmful behavior resulting in injury to self, another pet, staff, or client.
5. All dogs must pass the CC behavior assessment interview for enrollment in our daycare program. All dogs must be non-aggressive. Please remember that Owner's dog will be spending time with other dogs and that their safety and health is our main priority.
6. CC will provide quality and reasonable care for dogs left in its care, but cannot provide constant observation of every dog. Although it is supervised play, Owner's dog still might acquire an occasional nip, scratch or puncture. **Owner acknowledges that his/her pet will be interacting in a manner that include the use of teeth, nails, physical activity, and physical contact.**
7. CC has the right to limit or shorten the length of play time at its discretion.
8. CC has the right to reject any dog that becomes aggressive or threatens to harm other dogs or staff.
9. All dogs must have a complete, up-to-date, and approved enrollment form on file. If frequent attendance is not met, Owner's dog may be required to undergo a re-assessment and fees may

