

Philly Pet Hotel Client Contract

OWNER INFO	PET INFO
NAME	NAME
PRIMARY PHONE	BREED
ALT PHONE	SEX / DOB
EMAIL	SPAYED OR NEUTERED Y OR N
ADDRESS	VET NAME
	VET PHONE
	VET FAX
EMERGENCY CONTACT	AUTHORIZED PICKUP PARTIES
NAME	NAME
PHONE	PHONE
EMAIL	EMAIL

BEHAVIOR/MEDICAL QUESTIONNAIRE

1. Has your dog or cat ever shown any signs of aggressive behavior (growling or biting) toward humans or other animals?

2. Has your dog or cat ever been asked to leave a boarding, daycare, grooming, or any related pet care facility?

3. Is your pet possessive of food, toys, bedding, and his/her home and owner? If applicable, does your pet need to be separated from his/her family member during feeding?

4. Does your dog have group play experience with similar sized dogs in groups of at least 15 dogs or more?

5. Has your dog ever climbed or jumped over a fence or enclosure?

6. Does your pet have any known medical conditions?

7. Will your dog or cat require medication to be administered while in our care? If yes, please provide medication instructions, including: drug name, dosage with frequency/timing of delivery to your dog or cat, and prescribing vet's name and number.

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Additional Pet Information

NAME
BREED
SEX / DOB
SPAYED OR NEUTERED Y OR N
NAME
BREED
SEX / DOB
SPAYED OR NEUTERED Y OR N
NAME
BREED
SEX / DOB
SPAYED OR NEUTERED Y OR N
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CONTRACT BETWEEN THE PET HOTEL & PET OWNER

This is an agreement between Philadelphia Pet Hotel & Villas (hereinafter called "The Pet Hotel" or "Hotel") and the Pet Owner whose name and signature appears below (hereinafter called "Owner"). Any mention of the words you or yours in the agreement refers to the "Owner" and any mention of the words we, ours, or us in the agreement refers to "The Pet Hotel." Following are the terms of service for the stay of Owner's pet as a guest of The Pet Hotel. The Pet Hotel will not provide services to any guest whose Owner refuses to sign our client contract. Owner testifies by signing this contract that all information provided to The Pet Hotel is accurate and complete to the best of the Owner's knowledge. Please seek legal counsel if you do not understand our client contract.

Pet Hotel guest must satisfy the following requirements:

- Guest must be at least 4 months of age.
- Guest must be current on Rabies, Distemper, and Bordetella (bi-annual kennel cough) vaccinations. Owner must provide the Pet Hotel with proof of all vaccinations prior to arrival. Please speak to our Concierge Team regarding PA state specific requirements. The Pet Hotel can administer the Bordetella vaccine for a cost of \$30. **VACCINATION REQUIREMENTS CANNOT BE WAIVED, EVEN IF A LETTER FROM VETERINARIAN CAN BE PROVIDED.**
- Guest must be in good health, clear of all communicable diseases, parasites, etc.
- Guest does not have any stitches, staples, sutures, or open wounds.
- Guest must be current on an approved flea/tick product prior to entering the Pet Hotel. If the dog or cat's treatment will expire during a boarding stay, Owner must provide the medication to The Pet Hotel and provide the information requested in question #7 above in the behavior/medical questionnaire.
- Guest must wear a quick release collar in order to participate in group play.
- Guest must be spayed/neutered if over the age of 6 months in order to participate in group play.
- **Female guests are not permitted to utilize any hotel service to include boarding, daycare, or grooming while being in heat.**
- Guest must be able to be handled by **ALL** members of The Pet Hotel staff as well as pass a thorough behavior assessment in order to participate in group play activities. **Evaluations are offered on a first come, first serve basis Tuesday - Thursday and guest must arrive no later than 8AM.**
- Guest medical conditions and medications must be pre-registered with management. Management must approve all reservations that include medication, and the Pet Hotel reserves the right to refuse service to any guest that, in our professional opinion requires medical boarding. **The Pet Hotel will not administer any injectable medication during a daycare day or a boarding stay.**

1. _____ INT. Owner agrees to comply with the following policies:
 - (a) Hotel check-ins are accepted only during normal business hours up to 1 hour prior to closing.
 - (b) Hotel check-out is by close of business each day: M-F: 6A-7P, Sat: 7A-5P, Sun: 9A-4P.
 - (c) Late check-out service is offered each business day for an additional \$25 fee and will extend the boarding check-out time until 11PM on the **scheduled** check-out date only. All late check-out arrangements must be made in advance at check-in and only pre-approved pick-up parties will be granted access to the Hotel after business hours. **In order to ensure the safety and security of our guests, Hotel staff will ask for the identification credentials of any owner or authorized pick-up party. Upon arrival, please call our after hours number: 215.840.7441. This phone number may not be used to check on your dog or cat during a boarding stay as the purpose of this number is to facilitate late & holiday check-out service only.** The hotel requires full payment at check-in to take advantage of our late check-out service.
 - (d) Holiday check-out service is offered on all major holidays for an additional \$50 fee. Please reference our late check-out policy above for additional details.
 - (e) All Hotel charges will be paid by cash or credit card on the date services are rendered or at check-out. Hotel guest(s) will not be released until payment has been made in full.
 - (f) The Pet Hotel requires a credit card to be kept on file to be used to pay for medical care, cancellation, and no-show fees. In case of emergency, the Pet Hotel will make every effort to contact the owner or emergency contact. Owner hereby authorizes the Pet Hotel to seek medical treatment from any 24 hour emergency hospital that the Pet Hotel deems appropriate. Owner certifies that there is at least \$500 available credit on the credit card provided to the Hotel.
 - (g) Owner grants permission to the Pet Hotel to take photos or videos of guest for any multi-media or print use, and relinquishes all rights to said photos or videos. Owner understands that no royalties or other compensation will be provided.

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- (h) The Pet Hotel will never share your personal information with any person or entity without your express written consent. The Pet Hotel will only release vaccine records for vaccines that were given at the Pet Hotel.
- (i) The Pet Hotel requires all dogs or cats to be licensed in the county in which they live.
- (j) Exit baths are strongly encouraged although not required.
- (k) The Pet Hotel requires at least 7 days advance notice to cancel all non-holiday boarding reservations. You authorize the Pet Hotel to charge your credit card \$50 if any non-holiday boarding reservation is canceled within 7 days of the check-in date. Reservations made within 7 days of the desired check-in date require a \$50 non-refundable deposit. **BOARDING NO-SHOWS:** You authorize the Pet Hotel to charge your credit card \$200 if you no-show for a boarding reservation.
- (l) The Pet Hotel requires a *non-refundable* \$100 deposit for all holiday boarding reservations; holidays include: New Year's Day, President's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas.
- (m) Philly Pet Hotel has a two night minimum stay requirement over all major holidays listed in the deposit section of our price menu. Philly Pet Hotel also requires a two night minimum stay over weekends during our peak season. This applies to all reservations beginning Memorial Day weekend through Halloween with a check-in date of either Friday or Saturday.
- (n) The Pet Hotel requires all dry dog food to be pre-packaged by serving size. Failure to follow this policy will result in the assessment of a \$25 per stay charge to be paid during the check-in process.
- (o) The Owner, emergency contact, or authorized agent of the Owner must be available for contact during all boarding stays and daycare visits. Failure to provide the Hotel with up-to-date working contact information will void this contract and boarding/daycare privileges will be immediately revoked.
- (p) The Pet Hotel is unable to facilitate any routine, follow-up, or non-emergency vet visit for your pet while in our care.
- (q) The Pet Hotel reserves the right to refuse service to any guest whose Owner fails to comply with the policies outlined in this client contract.

- 2. _____ INT. Owner agrees to release The Pet Hotel from liability for any lost or damaged personal property.
- 3. _____ INT. Owner agrees to release, indemnify, and hold Philadelphia Pet Hotel & Villas harmless from any and all manner of damages, claims, loss, liabilities, costs or expenses, causes of actions or suits, whatsoever in law or equity (including, without limitation, attorney's fees and related costs) arising out of or related to the services provided by Philadelphia Pet Hotel & Villas, except which may arise from the sole gross negligence or intentional and willful misconduct of Philadelphia Pet Hotel & Villas, including, without limitation: (i) any inaccuracy in any statement made by yourself or information provided by you to Philadelphia Pet Hotel & Villas, (ii) your dog or cat, including but not limited to destruction of property, dog bites, injury, and transmission of disease, and (iii) any action by yourself which is in breach of the terms and conditions of this contract. Furthermore, Owner agrees to accept the potential risks associated with dog and human interaction and interaction between dogs which could result in property damage or bodily injury including but not limited to permanent disability, sickness or death to human or dog. Owner agrees to accept and assume all risks and responsibility for all risks, including, without limitation, all losses, costs, damages, and veterinarian expenses incurred on behalf of Owner's pet.
- 4. _____ INT. Owner agrees to release the Pet Hotel from liability for accidental injury resulting from boarding multiple dogs or cats in the same accommodation. In order to ensure the safety of our guests, the Pet Hotel reserves the right to make changes to room assignments and/or split reservations.

OWNER'S NAME PLEASE PRINT

PHILLY PET HOTEL CONCIERGE

SIGNATURE

SIGNATURE

DATE

DATE