

Philadelphia Pet Hotel and Villas 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
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, showing teeth, 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. If needed, are we able to serve our house wet food (Hill's Prescription Diet W/D) to stimulate your baby's appetite and/or help with any loose or liquid stool?

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

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

7. Does your pet have any known medical conditions?

8. 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. Are we able to administer medications using spray cheese or peanut butter?

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Additional Pet Information

NAME
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SEX / DOB
SPAYED OR NEUTERED Y OR N
NAME
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NAME
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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 K9 cough), and Bivalent Canine Influenza (H3N2/H3N8) 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, heart worms, parasites, etc. Cat guests must be negative for FELV and FIV.
- 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 pass a group play evaluation in order to participate in group play. Guest must be reevaluated for group play if six months time has elapsed since last visit. The Pet Hotel reserves the right to remove any guest from group play who creates an unsafe play environment.
- 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 while being in heat.**
- Intact Females and Males may not board together in the same room under any circumstance.
- Guest must be able to be handled by ALL members of the Pet Hotel staff as well as pass a thorough behavior assessment prior to boarding if people selective. Behavior Evaluations are offered by reservation only on Tuesday and Wednesday. The Pet Hotel reserves the right to decline boarding to any guest who we deem to be a danger to him/herself, staff, destructive to property, or who otherwise creates an undue hardship for other guest(s) to be boarded in the same vicinity.
- 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. Medication charges will be determined during the boarding stay at the discretion of management based upon the type of medication, ease of administration, and the extent to which your baby requires special handling to administer medications. The Pet Hotel will not administer any injectable medication during 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: M-F: 7A-4P, Sat: 9A-3P, Sun: 9A-3P. Clients checking in with medication must arrive no later than 2PM on the check-in day.
- (b) Hotel check-out is by close of business each day: M-F: 7A-5P, Sat: 9A-4P, 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 11:59PM 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 Pet Hotel after business hours. In order to ensure the safety and security of our guests, Pet 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 cat or dog during a boarding stay as the purpose of this number is to facilitate late & holiday check-out service only. The Pet Hotel requires full payment at check-in to take advantage of our late & holiday check-out service.
- (d) Holiday check-out service is offered on all major holidays with the addition of a \$50 fee and advance payment.
- (e) All Pet Hotel charges will be paid by cash or credit card on the date services are rendered or at check-out. Pet Hotel guest(s) will not be released until payment has been made in full.

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- (f) The Pet Hotel requires a credit card be on file to facilitate emergency medical care. 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.
- (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.
- (h) The Pet Hotel will never share your personal information with any person or entity without your 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 a one night non-refundable deposit to book all reservations. Deposits are non-refundable, however are transferable with at least 7 days notice of cancellation. Reservations canceled within 7 days of the check-in date will result in the one night deposit being applied as a cancellation fee.
- (l) The Pet Hotel has a two night minimum stay requirement for reservations checking in on Friday or Saturday all year long. Owners who would like their baby to stay only one night may do so by paying a surcharge equal to one night boarding room rate.
- (m) 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.
- (n) The Owner, emergency contact, or authorized agent of the Owner must be available for contact at all times. Failure to provide the Hotel with up-to-date contact information will void this contract and boarding/daycare privileges will be immediately revoked.
- (o) The Pet Hotel is unable to facilitate any routine, follow-up, or non-emergency vet visit for your pet while in our care.
- (p) 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, 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.
- 3. _____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.
- 4. _____INT. Owner understands that the Pet Hotel will consider a cat or dog to be abandoned three business days following the scheduled check-out day under the following conditions: (i) Owner fails to respond to phone and/or email communication attempts, (ii) Owner fails to pay Pet Hotel for services rendered, and (iii) cat or dog is not picked up by owner or authorized representative of the owner. If a guest is determined to be abandoned by meeting the above outlined conditions the cat or dog will be surrendered to Animal Care & Control Team of Philadelphia.

OWNER'S NAME PLEASE PRINT

PHILLY PET HOTEL CONCIERGE

SIGNATURE

SIGNATURE

DATE

DATE