

# Tails of Terra Linda Pet Resort – Service Agreement

---

## Welcome

Thank you for choosing Tails of Terra Linda Pet Resort. Please review the following policies to ensure a smooth and enjoyable experience for you and your pet.

## Preparing for Your Stay

### Daycare

- Dogs must be on leash
- Daycare reservations are ***STRONGLY*** recommended.
- During high travel seasons, daycare availability may be substantially diminished. Even if your pet is a regular visitor and we have previously accommodated drop-ins, we may not have space for your pet without a reservation. Our priority is the safety and health of all pets in our care.

### Belongings

- Accepted: blankets, toys, leashes, collars, special shampoo, medications
  - ▶ If your pet chews/consumes toys, beds, blankets, please let us know so that we can ensure the safety of your pet while you are away.
- Not accepted: rawhides, bully sticks, or similar products.
- Food must be pre-portioned and labeled. If food is not provided, your pet will be fed Science Diet Sensitive Skin and Stomach kibble or equivalent
- Medications must be in original containers with written instructions. Please describe how you give your pet their medication to ensure smooth delivery while in our care. **Additional fees may apply.**

### Playgroups

- Dogs must pass their temperament evaluation ***AND*** must continually display an amiable attitude toward other dogs in order to participate in playgroups
- Playgroup assignments are based on size and temperament.
- Restrictions:
  - Intact males over 6 months are not allowed in playgroups.
  - Intact females who are in heat or have recently been in heat will be placed in our Personal Care Program. This includes females who have had an ovarian-sparing spay procedure.
- Dogs must be physically capable of group play ***AND*** appear to enjoy group play or they will be assigned to Personal Care.

### Personal Care Program

- \_\_\_\_\_ (initial here). If your pet requires individualized potty breaks or play time due to behavioral or medical concerns, your pet will be charged an **additional \$28 per day** above the regular boarding rate. Criteria includes but is not limited to:
  - ▶ Intact Status
  - ▶ Aggression

- ▶ Medical conditions like orthopedic lameness, poor visual or auditory acuity, wounds, etc.

- \_\_\_\_\_(initial here). We make every effort to communicate with you about your pet's behavior while in our care and your pet's needs. In the event we determine that your pet requires personal care during their stay (due to negative inter-dog behavior or development of a medical condition), your pet will be transferred to personal care and you will be responsible for the additional charges.

### Property Damage

- A \$250 fee may apply for damages to Deluxe or Premier Suites.
- Clients concerned about potential damage are encouraged to discuss room options with staff.

### Pre-Paid Packages

- Valid only for designated service
- Not transferable across pets
- Non-refundable
- Do **NOT** guarantee a reservation—your desired room must be booked separately

### Rates & Timing

- Check-in by 4:30 PM
- Check-out by 12 PM
- Late checkout (after 12PM): +\$35
- After-hours pickup (when available): +\$20 (+\$40 on holidays)

## Legal Terms and Conditions

### 1. Admission & Health

- All dogs must be a **minimum of 5 months** of age in order to board at Tails of Terra Linda
- Pet admission is at ToTL's sole discretion. Tails of Terra Linda reserves the right to refuse service.
- \_\_\_\_\_(initial here). Owner affirms sole ownership of the pet and certifies the **pet has not had a communicable disease** in the past 30 days. Furthermore owner affirms pet is in good health to partake in boarding or day care activities.
- Proof of current vaccinations is required for daycare and must be delivered prior to scheduling boarding.
- Pets must be **flea-free**. Treatment will be administered at the owner's expense if fleas/ticks are found.
- Evidence of a **negative fecal test** in the preceding 6 months is required for daycare or boarding of dogs.
- Cats must have documentation of a negative FeLV/FIV test in order to be allowed to play in the activity room.
- Nail trims are **required** for overgrown nails (\$28) to reduce the risk of injury

### 2. Health Risks & Liability

- ToTL staff are not veterinarians and cannot guarantee detection or prevention of illness.
- Routine fecal screenings and vaccines may not prevent all diseases. Owner assumes all risks of illness, injury, or death.

- ToTL's liability is limited to \$2500 or the current value of the pet, whichever is less.
- Owner is responsible for any damage or injury caused by their pet and agrees to indemnify ToTL.

### 3. Behavior & Social Interaction—Injury and Aggression Policy

- A **temperament test** is required for all dogs prior to any stay. Cats must be able to be safely handled by staff.
- Your dog's fitness for day care and playgroup will then be assessed on an ongoing basis to ensure the safety of all pets. If your pet develops anti-social behaviors, they will be transitioned to the Personal Care Program with associated fees and/or they will not be able to board at ToTL
- While Tails of Terra Linda Pet Resort makes every effort to ensure the safety and well-being of all pets in our care, pets interact with each other and injuries can occur. The Owner/Guardian acknowledges that even well-socialized dogs may engage in altercations under certain circumstances.
- \_\_\_\_\_(initial here). If a pet ***intentionally*** causes injury to another pet while in our care, **the Owner/Guardian of the pet causing the injury will be responsible for any resulting medical expenses.**
- Tails of Terra Linda Pet Resort is not liable for injuries that occur as a result of normal dog interactions or play, unless it is determined that the injury resulted from negligence on the part of the facility or its staff.
- All pet owners accept the risk of minor injuries such as scratches or nicks during play or boarding.
- Owners are responsible for any behavior-related incidents involving their pets.

### 4. Payments & Cancellations

- \_\_\_\_\_(initial here). A credit card is required to hold all lodging reservations. A **non-refundable** deposit of \$150 per pet will be collected 10 days prior to your reservation. During peak holiday periods (described below), a **non-refundable** deposit of \$300 per pet will be collected 10 days prior to your reservation.
- When your pet is dropped off for boarding, a deposit for 50% of your pet's planned stay will be collected. If your pet's stay extends beyond the initial plan or there is a change in care status, an additional deposit may be required.
- All fees must be paid before the pet leaves the facility.
- During the following holiday periods, a minimum 2-night stay is required for overnight boarding.
  - Christmas/New Year's Holiday Time
  - Thanksgiving
  - Independence Day
  - Labor Day
  - Memorial Day
  - Ski Week
  - Spring Break
- "No-call, no-show" reservations may require a non-refundable, full-stay deposit to reserve future boarding space.
- Early pickups during holidays are charged the full reservation period.

### 5. Medical Emergencies

- \_\_\_\_\_(initial here). ToTL is authorized to seek veterinary care if needed, as outlined in the ToTL Medical Emergency Authorization Form. Owner is responsible for all medical costs.
- In case of urgent care, emergency, or death, ToTL will notify the owner or designated emergency contact as soon as reasonably possible.
- In case of a non-urgent medical issue, the owner will be notified by phone/email when possible, or at the time of pet's discharge.

## 6. Legal Terms

- All disputes are subject to binding arbitration under California law and the rules of the American Arbitration Association.
- \_\_\_\_\_(initial here). By signing the agreement, parties waive their right to a jury trial.
- Pets may be recorded for promotional purposes.
- Policies and prices are subject to change with reasonable notice. Continued use indicates acceptance.

## Acknowledgment

By signing below, I confirm that I have read and understood the terms of this Service Agreement. I accept all associated risks and responsibilities.

Pet Name: \_\_\_\_\_

Client Name (print): \_\_\_\_\_

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_