



## **Waiver & Assumption to Hold Harmless**

**THIS AGREEMENT BETWEEN PET OWNER AND WHISKERS N' TAILS, INC. WITH THE EXPRESS PURPOSE OF PROVIDING A SERVICE OF DOG/CAT BOARDING AND/OR DAYCARE AND/OR GROOMING & AGREED UPON SERVICES. THIS AGREEMENT APPLIES TO ALL PETS (PRESENT AND FUTURE) AND ALL VISITS.**

**WHISKERS N' TAILS, INC. WILL PROVIDE: Care of dog/cat up to & including daily feeding (food supplied either by owner or Whiskers N' Tails. - owner's choice), fresh water, exercise, shelter, as would constitute normal care by Whiskers N' Tails. Dog/Cat will be fed as stipulated by owner. Dog will be exercised daily. OWNER WILL PROVIDE: ID collar, copies of up to date rabies, DHLPP & Bordatella vaccinations.**

**AS CONDITION FOR USING OUR SERVICES FOR YOUR DOG/CAT, THE FOLLOWING WAIVER AND ASSUMPTION TO HOLD HARMLESS MUST BE SIGNED:**

By choosing to utilize dog care services at WHISKERS N' TAILS, INC., I agree to the following:

- I agree to pay the rates that are in effect at the time my pet is at Whiskers N' Tails, Inc. I am aware that extra charges may be occurred for such things as grooming, training, etc, and I agree to pay them at the time of pick up.
- I understand that upon entering Whiskers N' Tails, Inc., my dog will be examined for fleas. If fleas are found, a treatment will be given at my expense.
- I understand that this is a cage-optional facility and if my dog participates in interactive (i.e. not caged) daycare and/or activities there is some risk of injury and illness. Despite all dogs being screened for temperament and health and handled with the greatest amount of care and foresight, dogs are not always predictable and the unexpected may occur. I recognize that the benefits of an interactive playgroup are valuable to my dog, and I accept the potential risks.
- I understand that I may bring any items such as bedding, toys, bowls etc. I understand that such items may be soiled, broken or discarded and Whiskers N' Tails is not liable or responsible for the return of such items.
- I further agree to pay veterinary and medical expenses incurred as a result of injury or illness to or caused by my dog.
- I am aware that peak holiday periods may have minimum stay requirements or increased pricing.
- If my pet appears to be ill or injured, I authorize Whiskers N' Tails, Inc. to engage the services of a veterinary at my expense, to give other requisite attention, and to make whatever decisions that are required for my pet's veterinary treatment. I will not hold Whiskers N' Tails, Inc. liable for failure to seek veterinary attention or for decisions made under this contract.
- I understand that Whiskers N' Tails, Inc. will exercise due diligence and care in the guardianship of my pet. I hereby waive and release Whiskers N' Tails, Inc. and its employees and agents from any and all liability from of any nature, for injury or damage, including that which may result from the action of any dog including my own, and I expressly assume the risk of such damage or injury while my dog participates in or attends any functions of Whiskers N' Tails, Inc., while on the grounds or in surrounding areas, or in the Whiskers N' Tails, Inc. shuttle.
- I agree that any controversy or claim arising out of or relating to this contract or the breach thereof shall be settled by arbitration in accordance with the Uniform Rules for Binding Arbitration of the Better Business Bureau (published on [www.labbb.org](http://www.labbb.org)) in effect at the time of initiation or arbitration, and judgment upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof.

On behalf of myself and all other owners of this pet, I have read and agree to the terms of this contract. I warrant that I have the authority to represent any and all other owners of this pet in signing this contract. This is a permanent agreement that applies to all pets (present and future) and all stays at Whiskers N' Tails, Inc.

Los Angeles, California

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Signature of Owner

Date



## RULES & REGULATIONS

In order to ensure the safety and health of all the dog(s)/cat(s) left in our care, we require all our clients to comply with the following Rules and Regulations:

1. **Days & Hours:** We are open **Monday – Friday 8am to 6pm & Saturday 9am to 3pm**. Dog(s)/cat(s) left here after closing will incur additional fees.
  - a. Boarding check-out is from 7am-11am Monday through Friday & 9am-11am on Saturday.
2. **Vaccinations:** All dogs must be current on their Rabies vaccination as required by local law. A copy of the dog(s) current Rabies vaccination certificate must be given to Whiskers N' Tails, Inc. Owners must also provide written proof that their dog(s)/cat(s) have received the DHPP vaccine within the last year and Bordatella in the last six months. Clients on a Holistic regimen must present certification of titers from their veterinarian.
3. **Flea Treatment:** All dog(s)/cat(s) must be on a flea preventative treatment (i.e. Frontline, Advantage) unless otherwise stated by a veterinarian. Flea collars are not allowed, as they can be harmful to other animals if accidentally chewed on. Dog(s)/cat(s) on a holistic regimen must be on a natural holistic flea treatment. PLEASE MAKE SURE YOUR DOG DOES NOT HAVE FLEAS. Whiskers N' Tails, Inc. reserves the right to charge customers for a flea bath and flea medication for any dog(s)/cat(s) that comes with fleas.
4. **Health:** All dog(s)/cat(s) must be in good health. Owners need to verify that their dog(s)/cat(s) are in good health and have not been ill with a communicable condition in the last 30 days. All dog(s)/cat(s) will need to present veterinarian certification of health to be admitted after any illness. Whiskers N' Tails, Inc. may request veterinarian certification of health at any sign of illness from any dog(s)/cat(s) in their care before admitting the said dog(s)/cat(s) back in their care.
5. **Behavior:** All dog(s)/cat(s) must be non-aggressive towards humans and other animals. They must not be object or food possessive or aggressive. Owners need to certify that their dog(s)/cat(s) have not harmed or shown any aggressive or threatening behavior towards any person or animal.
6. **Billing Policies:** Payment is expected when you pick up your dog/cat. We accept cash and MasterCard/Visa credit cards. **NO CHECKS.**
7. **Cancellation Policies:** Cancellations must be in writing and are required **48 hours prior to check-in date**. A fee of 50% of reserved booking will be charged for cancellations within 48-hours of first date of service. Non-cancellations and cancellations within 24 hours of first date of service will be charged full fee for the days reserved.
8. **Holiday Cancellations:** Written cancellations are required **five days prior to check-in date** for a full refund. A fee of 50% of reserved booking will be charged for cancellations within five days of check-in date. Non-cancellations and cancellations within 24 hours of first date of service will be charged full fee for the days reserved.