



## **Wag On Inn Kennel & Cattery, LLC**

### **TERMS & CONDITIONS**



Boarding rates are \$23 per day per dog. Two dogs sharing the same run \$35 per day for both dogs. Dogs must be compatible. If dogs prove to be incompatible, they will be separated and the charge will revert back to \$23 per day per dog. We

Special Needs Dogs: Dogs requiring extra attention and care will be charged an additional \$10. per day. IE: Blindness, paralysis, special equipment, etc.

Boarding is \$16 per day per cat. Two cats sharing the same pen from the same family \$24 per day for both cats. Cats must be compatible. If cats prove to be incompatible, they will be separated and the charge will revert back to \$16 per day per cat.

Holidays: In order to hold holiday reservations, Wag On Inn will now require advance payment of a minimum of three day deposit, non-refundable in the case of cancellation. There is an additional \$3 per day charge per pet for all holidays. Holiday days will include New Years Day, Presidents Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the Friday immediately following Thanksgiving, Christmas Eve, Christmas, and New Years Eve. **NO DROP OFF OR PICKUP ON ACTUAL HOLIDAYS.**

Payment: 100% of payment is due at time of pick up. Wag On Inn accepts payments by credit card, cash, or checks.

Hours: Monday – Saturday 9 a.m. to 5 p.m.; Sunday: Open for pre-arranged pickup only between 3 p.m. and 4 p.m. We are unable to accept pets or allow for pet pickups outside these stated hours **UNLESS** a kennel attendant has agreed to allow for a drop off or pickup 30 minutes early or 30 minutes late for a charge of \$10. This option is only open when a kennel attendant is able and willing to be here outside normal kennel hours.

Check out time: Customers who have **PLANNED** morning pickups booked will be given the first hour of business to pick up pets without charge for that day. It is strictly enforced that any pet not picked up prior to 10 a.m. will be charged for that day. This courtesy **ONLY** applies to reservations made in advance and will not be offered when unplanned changes occur.

Reservations: A credit card is required to hold a reservation for all new customers. Minimum notice of 72 hours is required for all customers in case of cancellations to avoid being charged. Customers failing to show up or call regarding changes will be charged three days of kennel charges during holiday periods and 24 hours for all other days.

Changes to Reservations: Early returns of scheduled reservations require 72 hour notice in order to receive an adjustment in billing. Late pickup requires 24 hour notice prior to original pickup time, is dependent on space availability, and becomes an unplanned pickup where the free courtesy pickup hour will not be offered.

Cancellations: We require 72 hour notice for all cancellations to avoid charges.

**Release:** Wag On Inn will not release any pet(s) to ANYONE other than the owner(s) listed on the Intake Form. It is the responsibility of the pet owner to list anyone else you are giving permission to pick your pet up.

**Altercations:** It is understood that risks of altercations are always present within a pet boarding kennel. The staff here at Wag On Inn will always try to ensure every pet's safety however, sometimes situations do occur. Any injuries resulting from altercations between pets are the responsibility of the pet owner themselves.

**Aggression:** Any pet exhibiting aggressive behavior towards a person or another pet will not be allowed out of their individual pen. They would not likely be allowed back to the Kennel for future visits.

**Persistent Barkers:** Due to noise ordinances in the community, excessive barking cannot be allowed. Because of this, I have been forced to occasionally use bark collars for excessive barking offenders only.

**Veterinary Care – Illness, Injury, or Death:** Any costs resulting from the necessity of veterinary care of your pet are the responsibility of the pet owner. The choice of veterinarian is at the discretion of Wag On Inn.

**Abandonment:** Any pet(s) whose owner(s) fail to pick them up on the agreed date without making prior arrangements will be considered abandoned. Abandoned pet(s) will remain at Wag On Inn for three (3) days past the expected pick up date before being taken to the local pet shelter. Wag On Inn Kennel & Cattery, LLC will not be responsible for the care of said pet after that time period. Any balances left unpaid will be owed to Wag On Inn Kennel & Cattery, LLC and will be sought after through legal routes when necessary.

**Escape and Run Away:** While every effort is made to secure a safe environment for your pet, there is a rare chance that an animal may escape and/or run away. Therefore, Wag On Inn cannot be held liable if such an event occurs.

**Heat Cycle:** Female dogs that are currently exhibiting signs of their heat cycle will not be allowed to rotate into the free run pens with other dogs. This is to protect them from breeding situations, as well as to keep males under control.

WAG ON INN KENNEL & CATTERY, LLC reserves the right to refuse any services for any animal, at any time and for any reason. Wag On Inn cannot be responsible for personal toys or items brought by home.

**Release of Liability.** Please read carefully before signing. I/We certify that ALL owners of said pet named on Wag On Inn Kennel's Intake Form are listed and have read, fully understand the above terms and conditions and agree to release Wag On Inn Kennel & Cattery, LLC, its owners and employees from all liability should any illness or injuries, mild or severe be inflicted upon my/our pet while in the care of Wag On Inn Kennel. I/We also agree to pay promptly in full, at time of pick up of said pet any and all charges incurred by Wag On Inn Kennel & Cattery, LLC. I/We also give permission to any and all Veterinary Hospitals of Wag On Inn's choice, it's owners and employees to treat our pet as deemed necessary for the pet's health and well being and will be solely responsible for payment of any charges incurred in such care and treatment. My/our signatures on the bottom of the Intake Form are proof of acceptance to all terms and conditions above and release of liability clause. Signatures are required before any services will be rendered by Wag On Inn Kennel & Cattery, LLC.