



Pet Lodging Agreement

The following is an agreement between The Pet Inn (TPI) and the owner and/or authorized agent (Pet Parent).

Pet Health. It is our primary goal at The Pet Inn to provide a safe, secure, and enjoyable experience for all guests during their stay with us. If at check-in it appears that a guest is sick, injured, has an incision with or without sutures, an E-collar, or exhibits behavior that could jeopardize the health or safety of TPI staff or other guests we may be unable to accept the pet for lodging. If your pet has been diagnosed with any contagious disease or communicable illness, all prescribed medications for the disease or illness must be completely finished by the pet and a clean bill of health must be confirmed by the treating veterinarian prior to check-in. You agree that, to the best of your knowledge, your pet has not been exposed to any communicable illnesses, is not infected with any communicable illness, is not in the late stages of a terminal illness, nor carrying any external or internal parasites. You acknowledge that your pet is capable of walking without assistance and has bodily control when urinating and defecating. In the event that we find that your pet is sick, injured, or exhibits behavior that could jeopardize the health or safety of TPI staff or other guests, the pet will need to be picked up by the Pet Parent or agent immediately and/or receive medical treatment at Mueller Pet Medical Center at the Pet Parent's expense.

Vaccinations. For the safety of all our guests, all pets must be current on all required vaccinations prior to lodging at TPI. Since vaccinations cannot be completed before four months of age, we cannot accept pets younger than four months of age for lodging. To enable the maximum protection and help ensure your pet's health, TPI strongly recommends that all vaccinations be administered two weeks prior to check-in. If they are not administered two weeks prior to check-in, you acknowledge that your pet is not fully protected by the vaccine. You also acknowledge that although your pet may be properly vaccinated, vaccinations do not provide 100% protection, and therefore there is a slight risk that your pet may still become ill while staying at TPI.

Injury or Illness. You acknowledge that while TPI makes every effort to keep your pet safe and healthy, there is still a slight possibility that your pet may become ill or injured during their stay. Every Pet Parent who lodges their pet at TPI must sign the Pet Health Care Agreement which is a separate document from this Pet Lodging Agreement. Please refer to the Pet Health Care Agreement for all eligible expenses for reimbursement due to injury or illness. It is possible your pet will be exposed to elements outside of this facility that are beyond TPI's control including but not limited to the weather or natural wildlife. It is also possible that any pre-existing condition may be aggravated during his/her lodging experience. You acknowledge all risk of illness or injury in lodging your pet at TPI. In the unlikely event your pet does become ill or injured, we will make every effort to contact you or your agents with the information you have provided. If we are unable to contact you or your agents, we will proceed in the best interest of your pet with veterinary recommendations. If TPI staff is unable to care for your pet due to medical needs beyond TPI's level of care, your pet will be transferred to Mueller Pet Medical Center for further medical attention.

Contact with Other Pets. With information you provide about your pet's temperament and with the screening procedures utilized by our trained Pet Care Associates, we will determine if your pet is eligible for group play. At TPI, all guests are pre-screened for their temperament and ability to play well with others prior to attending any group play event. There are instances, when a pet's temperament can change. Therefore, you understand there are risks involved in lodging your pet or placing your pet into a group play environment at TPI where they will come in contact with other pets. While we supervise all group events with trained personnel, we cannot predict nor totally control all actions. You also acknowledge that when your pet is in group activities, it is possible for your pet to become soiled, wet and/or be exposed to other animals that may not have been recently bathed. The TPI staff is not required to bathe your pet unless it has been added as a paid service by the Pet Parent.

Charges and Cancellations. Deposits received by TPI are only refundable when the pet's reservation is cancelled seven days prior to the scheduled arrival date. If the reservation is not cancelled seven days prior to the scheduled arrival date, all money deposited is forfeited. All charges incurred during your pet's reservation are due the day of check-out. There are no exceptions. All deposits received are applied to charges incurred during your pet's stay.

Pet Separation. If your pet needs to lodge with us for a longer period of time than originally scheduled, you are responsible for calling TPI before the scheduled day of departure. In order to extend your pet's stay you will be required to pay for the services rendered on the original reservation. TPI will make every attempt to contact you given the information received. If you or your authorized agent has not picked up your pet for 10 days past their last known departure date and TPI has not been able to make contact with you or the authorized agent, TPI may consider the pet abandoned. At that time TPI will be authorized to take appropriate action, while following state and city guidelines regarding abandoned animals. In the extremely unlikely event your pet is in a life-threatening situation, TPI will bring your pet to Mueller Pet Medical Center where they will do everything they can to save your pet's life. The expenses of these actions may be your responsibility. By signing this agreement, you acknowledge that TPI and MPMC are not liable if you become permanently separated from your pet.

Photo and Video Release. I agree to allow TPI to use my pet's name and any images or likeness of my pet taken while at The Pet Inn, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade, or promotional materials.