



Rules, Requirements and Client Acknowledgement

We are glad you and your beloved pet have come to us for service! We know there are many choices out there for pet lodging and doggie daycare and we appreciate your business. We want to ensure that our policies related to the services we are providing for you and your pet are clearly understood. By signing this acknowledgement, the undersigned client confirms that they have read and understand the policies or risks indicated as applicable.

Reservations

Kennel space availability cannot be guaranteed during holidays and peak seasons if reservations are not made in advance.

- During holidays and peak seasons, we will be requiring a **\$35.00 non-refundable deposit** when making reservations.
- Check in and check out is available from 7am to 7pm seven days a week, with the exception of major holidays. Please see Holiday schedules for Holiday hours where the lobby hours are reduced.
- **Any overnight guest checked out before 2 pm will not be charged for that day. Any guest checked out between 2:00 pm and 7:00 pm will be charged a fee of \$18.00 for the first 3 hours. After 5:00 pm, an additional \$5.00 (per pet) will be added to the late fee (\$23.00).**
- **All guests checking in are charged for the day of check in regardless of the check in time.**
- Certain forms are required to be completed at the initial check in: a guest profile and service agreement as part of the registration process. Please make sure to keep vaccine records up to date and available.
- **A 50 % deposit is required for any reservations totaling 30 days or more.** Any extended stays require full payment in advance.

It is the responsibility of the client/owner/guardian to make sure that all of client contact information is current. Casa de Amigos Animal Hotel will not accept guests without a local emergency contact. An emergency contact is a person able to retrieve the guest and make crucial decisions for the guest. The client/owner/guardian must have a current local emergency contact on file with Casa de Amigos Animal Hotel.

Terms and Conditions

Payment is due when services are rendered. A \$25 returned check fee is applicable for all returned checks. We reserve the right to not accept check as payment for future stays.

Overall Health

- All dogs visiting Casa de Amigos Animal Hotel must be in apparent good health. We require proof of Veterinary exam within one year of visit and current vaccinations. Any pet with a communicable condition will not be allowed to board or play at Casa de Amigos Animal Hotel for the safety and protection of other boarders and day care attendants. We require newly adopted shelter animals to have 30 days in-home prior to admittance to our facility. Pets that have been ill with a communicable condition within the past 30 days will not be admitted to Casa de Amigos Animal Hotel. Pets must be on an effective flea control program; if fleas are found at check-in, a mandatory dose of Capstar will be given at the Owner's expense (cost is \$5). Casa de Amigos Animal Hotel allows animals on medications to board and charges a medication fee for this service.

Casa de Amigos Animal Hotel will not accept the following:

- Female dogs that are in heat
- Guests that have a terminal illness and are in the late stages of that illness.
- Guests that have had a communicable illness of any kind at any time during the 30 days prior to check in.
- Guests that have been exposed to a communicable illness of any kind during the 30 days prior to check in.
- Guests that require medical treatment beyond the dispensing of oral or topical medication (i.e. shots, drains, bandage changes, sutures, etc.) unless treatment is pre-arranged with our sister company, Monterey Animal Hospital.
- Guests that have been in a shelter at any time during the 30 days prior to check in.

Vaccinations

Our vaccination policy is designed to protect the health of all animals visiting our facility. **Our vaccination policy has been created to meet California state law.**

We require that proof of vaccinations be given during or before the time of check-in. If your veterinarian has advised against certain vaccination protocols for your pet, we will not require those vaccinations and will accept your veterinarian's letter and your release of liability in the event your pet contracts a disease. Guests cannot have had a communicable illness of any kind for 30 days prior to check in.

Canine

- Rabies vaccination every 3 years for pets over 1 year of age, in all cases.
- Bordetella every 1 year and recommend DHLPP every 3 years.
- Canine Influenza vaccine yearly, (after two-part series).
- Guests must be at least four (4) months of age to stay with Casa de Amigos Animal Hotel unless special arrangements are made in advance.
- For group play, guests must be fully vaccinated and previously socialized with other dogs.

Feline

- All cats must have current vaccinations for Rabies & FVRCP
- Guests cannot have had a communicable illness of any kind for 30 days prior to check in.
- Guests must be at least six (6) months of age to stay with Casa de Amigos Animal Hotel unless special arrangements are made in advance.

Behavior Requirements

Our boarding set-up requires that all dogs/cats can be handled for feeding, outside time and for the cleaning of cages and runs by our staff. **Unsuitable behavior can result in termination of boarding privileges.**

Unsuitable animal behavior includes, but is not limited to, growling, hissing, snapping, biting or excessive stress exhibited in continual barking, pacing, drooling and/or physical destruction of property.

Specialized Care Program

Casa de Amigos Animal Hotel Specialized Care Program encompasses two categories: Behavior and Medical. Guests placed in the Specialized Care Program may incur fees of \$20/day in addition to the room rate. A guest may be enrolled into the Specialized Care Program during their stay, at the discretion of the owner, Dr. John Wilson, if needed for the guests' safety, or the safety of the other guests.

Reasons for the Specialized Care Program include but are not limited to: Guests that are aggressive and display behavior that is not conducive to the safety of the staff or other guests, that have behavioral issues that are a danger to the guest, or that have medication needs beyond regular Casa de Amigos Animal Hotel medication schedules.

Group Play

Group play is closely supervised at all times. Casa de Amigos Animal Hotel provides areas for group play outdoor. All participants must have all required vaccinations. All participants have undergone a brief behavioral assessment to determine if they possess the appropriate attitude/disposition to join our group play.

Food, Toys & Bedding

Although our prices include providing food for all guests, guests can develop intestinal distress with a sudden change in diet. We recommend that you provide us with the food your pet regularly eats. We do not accept raw food diets. Toys and bedding are provided in all runs and cages. You are welcome to bring your own bedding and toys for your animal. Please bring only the amount of food your pet will require during their stay.

Daycare Dog Social Skills & Attendance Requirements

Unsuitable dog behavior can result in termination of daycare privileges. Unsuitable behavior includes, but is not limited to, bullying, growling, biting, fighting and excessive barking. We will discuss all circumstances and concerns candidly with you and recommend training or behavior rehabilitative options that may remedy any undesirable behavior. We reserve the right to re-test any dog we deem necessary if we have not seen them in 3 months or more.

Additional Information

Overnight boarding is charged just like when you stay at a hotel. Check-out is no later than 2:00pm. **Late check-out will result in an additional fee of \$18.00 for the first 3 hours. After 5:00 pm. an additional \$5.00 (per pet) will be added to the late fee (\$23.00).**

In order to make your pet's stay as comfortable as possible, we recommend bringing and feeding their own food, so as not to cause digestive distress and to maintain their routine. We would request that you package each feeding portion of the dry kibble in re-sealable plastic lunch bags. We also gladly accept their bed or blanket from home, their favorite toy and their favorite treats. We have house food here that will be fed to all animals that do not bring their regular diet with them. Casa de Amigos is proud to offer KURANDA pet beds for our boarders that do not chew and destroy furniture/bedding. We offer KONG toys at the request of owner.

Boarding may be stressfull for some pets, even with frequent stays. We try and make all pets comfortable but being away from home and human parents may affect your pets behavior, weight and overall health. It is not unusual for your pet(s) to experience diarrhea and/or change of appetite upon returning home. In some cases, pets can develop scratches/scuff marks on their nose from rubbing it on the kennel bars.



OWNER AGREES

1. That the undersigned is/are solely responsible for any harm caused by my pet(s) while my pet(s) is/are attending Casa de Amigos Animal Hotel.
2. That in admitting my pet(s) to the center, Casa de Amigos Animal Hotel has relied on my representation that my pet(s) is/are in good health, does not currently have and has not had within the last ten (10) days any communicable diseases, and has/have not harmed or shown aggressive or threatening behavior towards any person or any other dog.
3. That any problem that develops with my pet(s) will be treated as deemed best by owners, employees, and agents of Casa de Amigos Animal Hotel in their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
4. To follow all policies of Casa de Amigos Animal Hotel described in the Client Acknowledgment form attached here to and made a part hereof.
5. To pay for all services rendered and fees assessed as described in this agreement.
6. To provide proof of required vaccinations for each pet utilizing center annually.

RELEASE AND WAIVER OF LIABILITY AND ASSUMPTION OF RISK

I understand when dogs are around, there is increased risk of illness, accident, injury both in boarding and group play situations. In exchange for the opportunity to utilize Casa de Amigos Animal Hotel, I hereby release and discharge Casa de Amigos Animal Hotel and its owners, members, employees, successors, assigns and all affiliated parties from any and all liability, claims, demands, causes of action, loss, damage or injury to person or property, including any death and serious injury which may result while my dog(s) or cat(s) are on the premises of Casa de Amigos Animal Hotel.

I also agree to be responsible for any liability caused by my dog(s) or cat(s), and that I will hold harmless and indemnify Casa de Amigos Animal Hotel and its owners, members, employees, successors, assigns and all affiliated parties from any and all liability, claims, demands, causes of action, loss damage or injury to person or property, including any death and serious injury which may be caused by myself, my guest(s) or my dog(s) while they are on the premises of Casa de Amigos Animal Hotel.

I hereby certify that I am eighteen (18) years of age or older and have the legal capacity to enter into a binding contract under the laws of the State of California. I intend for this release to be binding upon my heirs, beneficiaries, next of kin, personal representative or executor, and assignees.

I have read, understand, and agree to abide and be bound by the terms and conditions of this Boarding & Daycare Agreement in its entirety. I understand that Casa de Amigos Animal Hotel management reserves the right to alter or amend the dog center rules at any time without prior notice.

Owner # 1 Signature

Printed Name

Date

Owner # 2 Signature

Printed Name

Date