



Client Agreement Form

Today's Date: _____ Owner's Name: _____
Pet's Name: _____ Breed: _____
Address: _____ City, State, Zip _____
Mailing Address: _____
Home: _____ Work: _____
Cell: _____ Email: _____

HOW DID YOU HEAR ABOUT US? _____

EMERGENCY CONTACTS AND AUTHORIZED PICK UP PERSONS (Must have identification)

Name _____ Contact # _____ Relationship _____
Name _____ Contact # _____ Relationship _____

CLIENT AGREEMENT

This is an agreement between Pet Hotel Hadley and the Pet Owner (hereinafter called "Owner") whose name and signature appears below. The following are the terms of the services that Pet Hotel Hadley extends to the Owner and their Pet(s) while at the Pet Hotel Hadley. This agreement remains in effect until replaced by a new written agreement or the Owner terminates their association with Pet Hotel Hadley.

- 1. Accuracy:** By execution of this Agreement and leaving the PET with the Pet Hotel Hadley, the Owner certifies that all information provided to the Pet Hotel Hadley, whether written or oral, is accurate. The Owner represents that they are the sole owner of the Pet, free and clear of all liens and encumbrances.
- 2. Disclosure:** The Owner agrees to disclose to the Pet Hotel Hadley all medical conditions and or behavior problems. The Owner specifically represents to the Pet Hotel Hadley that the Pet is healthy, meets Pet Hotel Hadley's published vaccination requirements and has not been exposed to any communicable illnesses within thirty days prior to entering the facility. The Owner represents that each time the Pet is brought into Pet Hotel Hadley, the Owner further agrees to inform Pet Hotel Hadley of any changes in the Pet's condition and/or behavior prior to check in.
- 3. Qualification:** For safety reasons, Owner understands that Daycare services are a privilege only to well-behaved, socialized dogs who have gone through an initial temperament evaluation and who have been deemed "acceptable" for such services, in the sole discretion of Pet Hotel Hadley. Pet Hotel Hadley reserves the right to refuse services to any Pet for any reason, at any time, including, but not limited to: Proof of vaccinations, Pets displaying signs of untreated or potentially contagious conditions and or Pets exhibiting aggressive or unacceptable behavior. All dogs six months of age or older must be spayed or neutered to participate in Daycare. In addition, Owner agrees that if any fleas or ticks are discovered on the Pet during check in or at any time during the Pet's Services, Pet Hotel Hadley will administer a flea bath to the Pet at Owner's expense. Pet must be picked up at closing time, if Pet is not picked up by closing time, he/she will be checked in as an Overnight guest, and an overnight rate per night will apply.
- 4. Assumption of Risks:** Owner acknowledges and is aware that the employees of Pet Hotel Hadley are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the Pets utilizing services at Pet Hotel Hadley. Owner understands that the services allow dogs the opportunity to play in close physical contact with each other. Owner further understands that dogs are pack animals, play with their teeth and paws, and are unpredictable in nature. As a result, no amount of supervision, sanitation, or personalized care from Pet Hotel Hadley can be 100% certain to prevent Pet from being injured or contracting an airborne virus or communicable disease. Despite these precautions, Owner understands these risks are inherent to the Services and hereby releases Pet Hotel Hadley, its employees, or members or other agents, from any and all losses, damages, costs and expenses arising out of or in connection with any injury, communicable disease, airborne virus, or other medical condition contracted by Owner's Pet at Pet Hotel Hadley. In addition Owner acknowledges and is aware that vaccines do not protect against all communicable illnesses that may afflict Pet. The Owner acknowledges and agrees that they are assuming all risks of illness, disease, harm or otherwise, to their Pet to stay at Pet Hotel Hadley. Owner agrees to be held solely responsible for any and all acts and behavior by Pet, while in the care of Pet Hotel Hadley, including costs for injury to staff or other animals, or damage to facilities caused directly by the Pet.
- 5. Medical Attention:** The Health of each Pet is Pet Hotel Hadley's main concern, if we feel the safety or well being of your Pet and/or associates are in jeopardy, a muzzle may be used or services refused or discontinued. If your Pet becomes sick or injured and requires professional emergency attention, we will attempt to contact you, however if time is critical or we are unable to contact you, you hereby grant Pet Hotel Hadley and all its associates full power of decision-making, to transport if needed to enlist the services of a veterinarian and his facility. The expenses incurred shall be your responsibility.
- 6. Payment:** Owner agrees to pay the applicable service rates in effect on the date the Pet is checked into Pet Hotel Hadley, and to pay for any additional services requested. The Owner agrees to pay replacement costs for any and all damages to the facilities caused by their Pet. The Owner agrees that the Pet shall not leave the facility until all such charges due are paid in-full by the Owner. Pet Hotel Hadley shall have, and is hereby granted a lien on the Pet for any and all unpaid charges. Pet Hotel Hadley may exercise its Lien rights within ten days after written notice has been given to the Owner via certified mail.

7. **Abandonment:** If Pet is not picked up by Owner (or an authorized representative of Owner) within 14 calendar days after the day pet is scheduled to depart, Owner understands that Pet shall be deemed to be abandoned and Pet Hotel Hadley has the right to place Pet with a new owner as provided under the Laws of the State of Massachusetts. Owner understands that Pet abandonment may be a criminal or civil violation of the Statutes of the State of Massachusetts. Owner shall remain liable for all fees due and, in addition, agrees to pay any and all costs in prosecution of these statutes. Pet Hotel Hadley will prosecute to the fullest extent allowed by law. Owner is to be notified of such action by receipted mail as specified in said statute, and no further notice shall be deemed necessary.
8. **Multiple Pet Family Members:** If Owner requests to board Pet together with other "family members" in the same suite, Owner acknowledges and understands that actions of Pets may be unpredictable and such an arrangement may significantly increase the chances of injury, aggression and altercations regardless of the amount of supervision. In such case, Owner understands said Pet(s) must be separated and any applicable multiple Pet discounts may no longer apply. Owner hereby holds Pet Hotel Hadley harmless from any such claim or action as a result of boarding Pet(s) together.
9. **Grooming Services:** Owner understands that it is possible for Pet to become ill despite being vaccinated. This is not due to any circumstances or conditions in Pet Hotel Hadley's Grooming Salon. Owner agrees not to hold Pet Hotel Hadley liable in the event their Pet becomes ill during or after their Pet's appointment. Pet Hotel Hadley is not responsible for any allergic reactions resulting from manufacturers recommended usage of any products. A Pet may experience an allergic reaction to grooming products at any time, as flea and tick products are higher in risk to incidence of reactions. Owner should consult with their veterinarian prior to having their Pet treated if there is any question concerning their Pet sensitivity to grooming products. Pet Hotel Hadley is not responsible for any pre-existing medical conditions or the aggravation of those conditions; such as, but not limited to, heart disease, arthritis, obesity, infections, or any other medical problems that may be affected by the grooming process. The health and safety of each Pet is Pet Hotel's number one concern. If Pet Hotel Hadley feels the safety or well being of the Owner's Pet and or Pet Hotel Hadley staff is in jeopardy, a muzzle may be used or services refused, or discontinued.
10. **Entire Understanding:** This Agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives, and assignees of the Owner and Pet Hotel Hadley. Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, or as a result of any claim or controversy involving the alleged negligence by any party to the Agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall as part of the award, determine an award to prevailing Party of the cost of such arbitration and reasonable attorney's fees of the prevailing party. The arbitrator shall apply Massachusetts law to the merits of any dispute or claim, without reference to conflicts of laws and rules. The Parties hereby consent to the personal jurisdiction for the state and federal courts located in Massachusetts and agree that such courts shall have the sole and exclusive jurisdiction for any action or proceeding arising from or relating to this Agreement or relating to any arbitration in which the Parties are participants. The Parties have read and understand this clause, which discusses arbitration. The Parties understand that by signing this Agreement that they will submit any claim arising out of, relating to or in connection with this Agreement or the interpretation, validity, construction, performance, breach, or termination thereof, to binding arbitrations and that this arbitration clause constitutes a waiver of the Parties right to a jury trial and relates to the resolution of all disputes relating to all aspects for the relationship between Parties. It is expressly agreed by Owner and Pet Hotel Hadley that the Pet Hotel Hadley's liability shall in no event exceed the lesser of the current chattel value of a pet of the same breed or the sum of \$200 per Pet.

Please Choose One Of The Following Options And/Or Write Special Instructions Below:

- ☐ Provide treatment for my pet not to exceed \$_____.
- ☐ Please provide whatever treatment is necessary to care for my pet.

SPECIAL INSTRUCTIONS: _____

- ☐ I authorize Pet Hotel Hadley to transport my pet to either my designated veterinary office or hospital.
- ☐ I agree to be responsible for all costs and charges associated with this reasonable treatment and authorize Pet Hotel Hadley to use the credit card on file for payment of any medical charges at the time services are provided or have you contact the vet's office directly.
- ☐ At the discretion of the veterinarian in charge of my pet's care, if my pet is suffering and/or has lost all quality of life, I hereby authorize and request euthanasia for my pet. Please Initial: _____
- ☐ I read/understand all ten sections of this client agreement form.

I agree to all the above terms and conditions of this document.

Owner's Signature: _____ Date: _____

Printed Name: _____

Pet Hotel Hadley Staff Member: _____ Date: _____