



GENERAL SERVICE AGREEMENT

In exchange for my pet being permitted to attend **Pawlins** for day and overnight boarding, I make the following representations and agree to the following policies, procedures, terms and conditions:

1. **REQUIREMENTS:** My animal meets the following requirements: He/she is four (4) months of age or older and have completed all rounds of juvenile vaccines; is spayed or neutered (if over six (6) months of age); is current on Rabies, Distemper, Leptospirosis, Canine Influenza, Bordetella, and has a negative Intestinal Parasite Screen; is in good health and free of fleas and ticks. Cats must have completed all vaccinations and boosters including Rabies and FVRCP and provide proof of being FELV/FIV negative. It is the owner's responsibility to provide ongoing verification of current vaccinations. I agree to complete and sign all Pawlins forms prior to my pet(s) attending daycare and/or boarding. If upon check-in you are unable to verify that all required vaccines are current, you can choose to cancel your reservation, or you may elect to have River Road Veterinary Hospital update your vaccinations at your cost. Your holiday deposit may be forfeited if you elect to cancel your reservation.

2. **HEALTH:** I will confirm that my pet(s) are healthy and have been free from any condition that could potentially jeopardize other guests. **Pets that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted.** All pets will be examined for signs of fleas or ticks at check-in and will not be admitted to daycare or boarding if fleas or ticks are noticed. I agree to the cost to have my pet(s) treated before admission to daycare or boarding. The "spot check" is not a foolproof process, so if at any time during care, my pet is noticed to have fleas or ticks, treatment will be applied and charged to me for a fee. Pawlins expects that all clients to utilize flea and tick preventatives.

3. **PAYMENT:** I agree to pay for all services, products, and fees with the credit card number I have provided, or by cash or check at the time I pick up my pet after each visit to Pawlins. I give permission for Pawlins to charge my credit card for any unpaid fees, services, or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason.

4. **VETERINARIAN LIABILITY AND CARE:** I agree to allow Pawlins to obtain medical treatment for my pet at **River Road Veterinary Hospital** if it appears that he/she is ill, injured, or exhibits any other behavior that would reasonably suggest that my pet may need medical treatment. I agree that I am fully responsible for the cost of any such medical treatment. We will make a reasonable attempt to contact you before any treatment is started. If we are unable to contact you, you agree to pay up to \$250 to stabilize your pet.

5. **HOURS OF OPERATION:** Please respect the posted business hours. Pawlins will impose a fee for drop-offs or pick-ups outside of the normal hours. An extra \$15.00 will be added for the first 15 minutes and then \$1.00 per minute thereafter. I agree that Pawlins will require my pet(s) to board if not checked-out one hour after closing time, and that I will be charged for boarding.

6. **DEPOSITS: Holiday bookings:** A 50% deposit is required during holiday periods (New Year's, Mardi Gras, Spring Break, Easter, Jazz Fest Weekends, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas). Your reservation will not be secured until we receive payment.

7. **CANCELLATION/NO-SHOW POLICY: Holiday bookings:** 100% of the deposit will be forfeited if the event of a no-show. 50% of the total reservation amount will be charged if less than 72 hours' notice is given.

8. **BEHAVIOR:** I understand that aggressive dogs are not permitted to attend Pawlins, and that if my dog acts aggressively or exhibits unacceptable behavior that they may be separated from the other dogs. **Pawlins** will use reasonable efforts to consult pet parents about behavioral issues and ways to address them, however some dogs may be asked not to return to Pawlins.

9. **DOG CAM, PHOTOS AND VIDEO RELEASE:** I agree to allow Pawlins to use my pet's name and any images or likeness of my pet taken while he/she is at Pawlins, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and I release to Pawlins all rights that I may possess or claim to such image, likeness, recording, etc.

10. **PERSONAL PROPERTY:** I understand that I am solely responsible for any harm, including to any other pet(s), to the employees or invitees of Pawlins, or to the equipment, facilities, or other property of Pawlins, caused by my pet(s). I also agree that Pawlins shall not be responsible or liable for any lost or damaged personal property belonging either to me or my pet.

11. **ABANDONED PETS:** I agree that I will pick up my pet by the time he/she is scheduled to leave. Any pet that is left at Pawlins without any contact from the owner will be considered abandoned upon the seventh day. I understand that if I abandon my pet at Pawlins, Pawlins will, by default, become the legal owner and guardian of the pet. Pawlins will, in its sole discretion, determine whether to try to rehome and adopt the pet or will relinquish the pet to an unrelated shelter of its choice. I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY PET AT Pawlins, I MAY BE UNABLE TO RETRIEVE POSSESSION OF MY PET AND WILL HAVE NO RECOURSE AGAINST Pawlins.

12. **ACCEPTANCE AND ACKNOWLEDGEMENT OF PARTICIPATION RISK:** I fully understand that: (a) there are inherent and potential risks involved with interactions between humans and pets, as well as between dogs and other dogs, which may result in property damage or bodily injury, including permanent disability, sickness or death to human or pet; and (b) there may be other risks not known to me nor readily foreseeable at this time (collectively, "risks"). I fully accept and assume all risks and responsibility for all risks, including, without limitation, all losses, costs and damages incurred as a result of my or my pet's participation.

13. **ARBITRATION:** I agree that any controversy or claim arising out of or relating to this agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this agreement, shall be settled in accordance with the rules of the American Bar Association,

and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction. The arbitrator shall, as part of his award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

14. LEASHES AND COLLARS: I understand that my dog(s) are required to have quick release collars with identification (no buckle or chain collars). I understand that Pawlins will provide my pet(s) with a quick release collar if needed and I agree to pay for that collar. I will not to use a retractable leash and agree to keep my dog(s) on a leash at all times when on the Pawlins property. I also agree to transport my cat(s) to and from Pawlins in a carrier.

15. RATES AND FEES: Rates and fees are posted in the lobby at Pawlins at the time of check-in and will take precedence over those included in other documents or on the Pawlins website.

16. HURRICANE EVACUATION POLICY: I understand that New Orleans is in a Hurricane prone area, and; therefore, I agree to provide Pawlins with 3 reliable contacts who are available and willing to retrieve my pet(s) within 24 hours of notification of an evacuation for a hurricane or any other reason. Owners or contacts who fail to pick up the pet(s) in the event of an evacuation agree to a fee of \$1000 per pet and an additional fee of \$200 per day per pet to be charged and is due in full at the time of pick-up if Pawlins staff had to evacuate my pet(s) from the building.

BOARDING: I agree that I will provide my pet(s) food in an airtight, rodent proof container. Each meal for boarding needs to be divided into individual ziploc bags and placed inside an airtight container. If this is not done, I agree to a small charge for this to be done by staff. If I do not provide food, I will be charged a standard price per cup for our in-house food.

DAYCARE: I understand that my dog(s) must pass an interview and evaluation process in order to join the daycare program. I also understand that the staff of Pawlins may shorten or lengthen play time at their discretion for my dog(s) based on what is deemed safest and best for that dog based on the staff's training. I also agree that if my dog(s) do not attend daycare frequently enough, my dog(s) may need to undergo a re-evaluation and the associated fees may apply. This is to ensure the safety of my dog and the other guests. Discounted packages are provided only if they are paid in advance. Pre-paid packages are non-refundable and expire 6 months from purchase date.

GROOMING: Pets are accepted for grooming only under the following conditions:

- The pet is fit and healthy. Any grooming which takes place on an elderly animal or animal with health problems will be at the owner's risk. Grooming may expose pre-existing health/skin problems for which Pawlins cannot be held liable.
- If signs of fleas or ticks are observed, flea or tick treatment will be applied at a cost.
- De-matting/thinning out of matted hair may cause patchiness and hair loss. Consent to remove the matted hair is on this understanding.
- If matting is extreme: shaving so close to the skin may result in the dog being cut and/or the skin to split. Your written permission recognizes this as a possibility and that extra costs may be incurred.
- Shaving/stripping of pets will dramatically change the pet's appearance and the hair will be very close to skin. This may expose pre-existing skin conditions. Your written permission will be required to perform this service.
- The grooming process can be a stressful experience to some dogs. This is especially true in elderly animal and animals with a history of seizures. Please understand that while we take extra

care with elderly animals there is still a greater risk of complications during grooming.

- Payment will be made as per price list/quote and owners must collect pets at time stated. (Uncollected pets will be charged a sitting fee) Prices are subject to change at groomer's discretion.
- Sedation grooming is available and must be scheduled at least 24 hours in advance. Specific drop off and pickup times are required.

All Pawlins General Terms and Conditions are subject to change at any time without notification.

Signature: _____

Date: _____