



Daycare/Boarding Agreement

- 1. Services** Schertz Pet Manor agrees to provide the specific services to our guests as indicated on each of their reservations.
- 2. Payment for Services** You (the pet parent) agree to pay Schertz Pet Manor for the services we provide to your pet(s) during each visit at the rates set forth at the start of such visit (collectively the "charges". Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day you leave your pet(s) at "check in". Half day Daycare is up to 4 hours/ Full day daycare is up to 8 hrs, anything over 8 hours is considered boarding. If you do not pay your bill in full at check-out, Schertz Pet Manor Staff are required to return your pet to you at time of check-out. You understand, however, that you will remain liable for all charges incurred during your pet's stay, and Schertz Pet Manor reserves the right to collect any unpaid balance. Schertz Pet Manor accepts all major credit cards, PayPal, Venmo, apple pay, cash and checks.
- 3. Reservations** Reservations are accepted but not guaranteed without verification of Schertz Pet Manor requirements.
- 4. Cancellations** If you need to cancel your pet's boarding reservation, please do so at least 48 hours (2 days) prior to your arrival date so that others on our waiting list may be able to utilize that reservation. We currently do not have a cancellation fee, but if multiple cancellations without 48-hour notice occur, a deposit will be required prior to any further booking.
- 5. Emergency Contact** You must provide an adult, over the age of 18, as your emergency contact. If you are unable to be reached in case of an emergency. Your Emergency Contact must be someone other than you and should not be someone traveling with you. Schertz Pet Manor will make every effort to reach you (The guest's parent), however in the event all points of contact have been exhausted this Emergency Contact is authorized to make any and all decisions including those related to the health of your pet and the expenditure of funds, for or on the behalf of you and your pet. In the event of a natural disaster, you agree that Schertz Pet Manor, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your pet until you or your emergency contact can pick up your pet.
- 6. Check-In and Check-out** Schertz Pet Manor is located at 7021 Robin Hood Way Schertz, Tx 78154, you drive up the long driveway where a Schertz Pet Manor Staff will be waiting to welcome you and our guests inside. Schertz Pet Manor staff will get your pet's items put in their own bins, medications and foods appropriately put away and guests checked into our APP Gingr.
- 7. Guest Health/Behavior** We reserve the right to refuse to accept a guest at check-in for any reason, including without limit, if it appears to us that the guest is sick, injured in pain or exhibiting behavior that could jeopardize the health or safety of other pets or our staff.

*No guest may stay with Schertz Pet Manor unless the guest is healthy, and we have confirmation from a licensed veterinarian that the pet has received all vaccinations required by Schertz Pet Manor. The exception is if the pet is under a licensed veterinarian's care.

*You represent that your pet has no illness, injury or behavior problem (including aggressive/biting behavior) that has not been disclosed to us.

*Schertz Pet Manor is equipped to care for Senior pets with chronic conditions and may administer medications outlined by a licensed veterinarian.

*You the pet owner represent that your pet has not been exposed to rabies, distemper or parvovirus within 30 days prior to beginning their vacation with us.

*If your pet has been treated for a contagious illness, Schertz Pet Manor will not be able to provide daycare/boarding for up to 14 days from the date of said treatment.

*You acknowledge that in the event your pet bites another pet or person that animal control may be notified as per Texas State Regulatory Laws, which Schertz Pet Manor is legally responsible to adhere to.

*In the unfortunate event your pet passes away while in our care, we will make arrangements to hold your pet until you or your emergency contact are able to pick up your pet; if you wish, at your expense, we will arrange to have your pet cremated.

8. Contact with other Guests While your pet is vacationing with Schertz Pet Manor, he or she will commingle and socialize with other pets. Every effort will be made to ensure **the safety of our guests. You acknowledge and agree that in the unlikely event your pet is injured, YOU RELEASE SCHERTZ PET MANOR AND ITS STAFF FROM ANY LIABILITY FOR SUCH INJURY.** If your pet injures another pet or any person, you will be solely responsible for any injury to the other guest(s) as well as your own pet(s), and you **RELEASE SCHERTZ PET MANOR AND ITS STAFF FROM ANY LIABILITY FOR SUCH INJURY.**

9. Communicable diseases Schertz Pet Manor Daycare and boarding requires all guests to be vaccinated, however it is still possible for a guest to become ill. You understand the risk and agree that Schertz Pet Manor is not liable for any expense to illness suffered by your pet during or after its stay, including but not limited to tracheobronchitis (k9 cough) or H3N2/H3N8(K9 Influenza)

10. Guests not picked up on departure date If a guest is not picked up at their scheduled check out date, it is Schertz Pet Manors understanding that you wish to continue your pets stay and will be charged accordingly. For daycare half day programs will be charged for full day anything past 4hours, and full daycare programs past 8hours **will be charged boarding, which is \$35.00 per calendar day. If your pet is deemed** abandoned under local, state or federal laws or regulations, Schertz Pet Manor will follow Abandoned Pet Procedure.

11. Sole Ownership You represent to us that you are the owner(s) of said pet(s) and that you are fully authorized to enter into this agreement. All the information provided about you and your pet(s) in this agreement is true, accurate and complete. In a custody dispute we will require proof of ownership, a written property settlement agreement or court decree. You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorney's fees, resulting from misrepresentations by you or your representatives or resulting from your pets vacation including, without limitation, any person claiming to be the owner of your pet and any person claiming damage or injury by your pet.

12. Photos/ Video During your pet(s) vacation/ or daycare we may take photo and video of your pet(s) receiving services. You hereby grant us the perpetual, irrevocable, royalty free right and license to publish, distribute, adapt, modify, or otherwise use the photo/video, or any portion thereof, in any manner for any commercial or non-commercial purpose without your notice, review or approval.

13. Miscellaneous Provisions This written agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for in this Agreement. This agreement shall bind us and our staff and you and your heirs and assigns. The law that applies to the Agreement is the law of the state of Texas and municipality where your pet(s) is to stay. If there are disputes that result in litigation, the courts of the state of Texas and municipality where your pet is to stay shall have exclusive jurisdiction.

14. Definitions The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form means as follows: "we," "us", "staff", means Schertz Pet Manor LLC., its associates and its subsidiaries. "You", and ""your" shall mean Pet Parent(s) signing this agreement. "Pet" or "your pet", "guests" shall mean the dog(s) and cat(s) staying at Schertz Pet Manor or daycare and shall refer to the Pet(s) designated by the pet parent in this Agreement.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

Pet Parent(s) Signature

DATE

Pet Parent(s) Name-print please

CELL NUMBER

Address(street or mailing address)

Email Address

City/State/Zip Code

Emergency Contact* who can act on your behalf for all purposes under this Agreement:

Emergency Contact Name _____ **Cell Number** _____

Relationship to Pet Owner _____

Emergency Contact #2 Name _____ **Cell Number** _____

Relationship to Pet Owner _____