

White Knoll Pet Resort

Boarding Agreement

Terms and Conditions

Owner agrees to provide full payment for all services at the time of checkout. Owner agrees to pay the posted rate for boarding in effect on the date Pet is checked into the Pet Resort. Pets picked up after 11:00 AM and during Sunday hours will be charged the full boarding rate for that day. Owner agrees to pay all costs and charges for special services requested such as bathing, administering medication, food, etc.

Due to the social nature of our Pet Resort, there are some inherent risks. These risks include, but are not limited to: transfer of communicable diseases such as Canine Papilloma Virus (Puppy Warts) and Canine Cough. Pet Resort requires proof of current Rabies, Distemper, and Bordetella vaccinations. The Bordetella vaccine is not 100% effective. It is recommended that it be given to your dog at least two (2) weeks prior to Pet's arrival date to increase efficacy.

Pet Resort makes no guarantees in regards to the Bordetella vaccine. Pet Resort shall exercise reasonable care for Pet during boarding, "social activities", and Daycare, utilizing diligence to prevent any harm or injuries to occur to Pet. Owner understands that the "social activities" and Daycare offered by Pet Resort involve the interaction of a variety of dogs of different breeds, with different levels of training and temperament, and that Pet will be allowed to interact with these dogs. Due to the potential risk to the Pet and people that participate during above mentioned services, it is expressly agreed by Owner that the Pet Resort and its owners and employees are not liable to the Owner for any problems, incidents, or injuries that may result during Pet's stay at Pet Resort.

Injuries may include, but are not limited to: broken nails, sore feet, puncture wounds, abrasions and cuts. These injuries are generally benign and can usually be managed by Pet Resort staff or at home. In some cases, veterinary care may be required. The Pet Resort, in its sole discretion, may engage the services of a veterinarian, though all attempts will be made to contact the Owner of the Pet first. However, in the event of an extreme emergency where the Owner of the Pet cannot be contacted, emergency vet care may be sought. Owner authorizes the veterinarian to treat Pet in whatever manner deemed necessary. Owner will be responsible for all veterinary charges upon release of the Pet. Owner also gives full authority for the treating veterinarian and their associates to discuss with Pet Resort any aspect of any illness or injury that the Pet Resort has presented for treatment.

The Owner further agrees to be solely responsible for any and all acts or behavior of said Pet while it is in the care of the Pet Resort. Owner agrees to be financially responsible for Pet Resort property damaged by Pet. Reasonable costs for damage will be payable upon checkout of Pet.

WHITE KNOLL PET RESORT – DAY SPA

Client Grooming Agreement

Current Vaccinations/Veterinarian Information: By signing this contract, owners verify their pets are current on Rabies Proof of Vaccination. Proof of Vaccination shall be provided to White Knoll Day Spa at First Appointment.

Aggressive or Dangerous Pets: Owners MUST inform White Knoll Day Spa if your pet(s) bite, has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. *White Knoll Day Spa reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge a handling fee for Aggressive Dogs in addition to the regular grooming charge.* If the pet should bite, the owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.

Health, Medical Problems & Senior Pets: Grooming procedures can sometimes be stressful, especially for a senior or ill pet or pet and can expose hidden medical problems or aggravate a current one during or after the groom. Because these pets have a greater chance of injury, these pets will be groomed for cleanliness and comfort. In the best interest of your pet this contract/agreement will give White Knoll Day Spa permission to obtain immediate veterinary treatment for your pet should it be deemed necessary. We will do our best to contact you first, then take your pet to your authorized Veterinarian. It is agreed that all expenses for Veterinary care will be covered by the pet's owner upon signing this contract/agreement.

Mat Removal: Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. White Knoll Day Spa does not wish to cause serious or undue stress to your pet, and will not continually de-mat your pet for you. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. Torn skin from mats can also harbor maggots. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn and should be kept out of the sun until the hair grows sufficiently to protect the skin. In some cases pets may also exhibit brief behavioral changes. Prevention is the best defense against matting by scheduling regular grooming appointments. There is an extra charge for dematting.

Puppy's first Haircut: The first grooming experience for a puppy (or any age dog) requires patience and understanding. More time may be necessary to work with younger pets. Gradually adding steps to the grooming process on a regular basis will help to minimize any potential stress. Owners can help their pets accept grooming by regularly massaging pet's paws as well as brushing & combing their coats. Frequent handling of paws can help pets better accept nail clipping or trimming around the feet.

Accidents: There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. Every effort will be made to insure your pet is groomed as safely as possible, but an excited pet can be dangerous to continue to work on. If you arrive to pick up your pet and they are still being groomed, please do NOT talk to them or allow him/her to see you. If you insist on talking to your pet, or the groomer, we reserve the right to end the grooming session, even if the groom is not completed, and the full grooming price will be charged.

Parasites: If you suspect your pet has fleas or ticks, prompt and thorough action on YOUR part will be needed. Flea infestations can lead to tapeworm and other health problems. We do offer effective products and can apply treatment if requested. If fleas or ticks are found during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied. Ticks found will be removed and an additional charge may be applied. If ticks are found, we strongly suggest you have your pet tested for Lyme Disease or other tick borne illnesses. Please note that parasites are a health hazard to your pet as well as to humans.

Hold Harmless Agreement: By signing this contract you (or your Agent) agree to hold White Knoll Pet Resort / Day Spa, its owners, operators, employees, officers and directors harmless from any damage, loss, or claim arising from any condition of the undersigned pet, either known or unknown to White Knoll Pet Resort / Day Spa. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases.

Returned Check Policy: Checks that are returned are subject to a \$30.00 Service Fee. Future appointments must be paid in Cash PRIOR to the start of your pet's next appointment.

Photo Release:

From time to time White Knoll Pet Resort / Day Spa likes to take photos. We require acknowledgment by you, the pet's owner that these photos may be used for business use including but not limited to any advertising, newsletters, social media, brochures, photos in our shop ect. We will try, but cannot guarantee that we will be able to inform you that your pet is in a photo prior to use.

No-shows Late pick-up fees & Cancellations

Continual No shows, continual last minute cancellations (**less than 24 hours notice**) or continual re-scheduling are subject to a **\$25.00 FEE PER PET** which will be added to your next ticket or billed to your last known address. You may only reserve another appointment with a personal check or money order for a full groom and the no-show fee will be included (no refund if appointment is not kept), or Pre-Payment for same will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis. Please be respectful of our time as we are a by-appointment business, and another client could have taken your appointment if we knew.

Please be on time to pick-up your pet(s). We work by Appointment and do not have the staff or facilities for your pet to stay after the groom has been completed. To enforce this policy If you or the person picking up your pet from Day Camp or A Spa appointment is 20 minutes or more, later than the time of call for pick-up, at the 20 minute mark Day Camp/applicable rates may apply for each pet dropped off by you waiting past allotted Spa/Day Camp time. In addition, if your dog is not picked up by closing for the day, and additional \$50.00 kennel charge may also apply.

Please note - No Shows or Last Minute Cancellations during Holiday weeks will result in per-payment prior to ALL future appointments.

White Knoll Pet Resort
K9 Aquatic and Wellness Center
AGREEMENT AND RELEASE
Terms and Conditions

And acknowledge that I voluntarily have allowed my dog(s) to use the swimming facilities at White Knoll Pet Resort, K9 Aquatic and Wellness Center.

This agreement is made between White Knoll Pet Resort LLC, and the undersigned client, who has read and understands the rules and regulations and makes the following acknowledgments and agrees to the following terms.

I agree that in admitting my dog(s) to White Knoll Pet Resort LLC K9 Aquatic and Wellness Center, it is my representation that my dog(s) is/are in appropriate health and have no signs of contagious diseases/infections or internal/external parasites including but not limited to fleas, ticks, roundworm, etc. K9 Aquatic and Wellness Center has the right to refuse any dog that does not meet the health requirements.

I agree to indemnify and hold harmless White Knoll Pet Resort LLC in the event that my dog(s) causes harm to a person or another dog(s) while in the care of White Knoll Pet Resort LLC. White Knoll Pet Resort LLC has the right to refuse any pet that does not meet temperament requirements. I am aware my dog presents with the following behavior issues: (circle all that apply) aggression toward: Other Dogs People Other Animals.

By signing this release of liability and allowing my dog(s) to use the pool, I hereby fully and forever release, indemnify, and discharge White Knoll Pet Resort LLC, their, employees and agents from any claims, demands, damages, rights of action or causes of action present or future, whether the same be known or unknown, anticipated or unanticipated, resulting from or arising out of my dog(s)'s use or intended use of the pool.

I fully and forever release and discharge White Knoll Pet Resort LLC, and their employees and agents from any and all negligent acts and omissions in the same.

I have carefully read this release of liability, I understand it, and fully agree with its contents.

DO NOT SIGN IF YOU DO NOT UNDERSTAND OR DO NOT AGREE WITH THESE TERMS.

White Knoll Pet Resort - Dog Park - Waiver & Release Form

Acceptance of Risk and Release of Liability and Waiver: Acceptance of the terms and conditions of this release and adherence to the established Dog Park Rules & Regulations are conditions of the 'Dog Tag' approval, retention, and renewal. Tags may be revoked for non-compliance.

Thank you for choosing WKPR Dog Park! By participating in this activity you must understand that you and others who accompany you are at your and their own risk (and the risk of your dog). You are solely responsible for supervising your dog and determining whether or not this is an appropriate activity. Dogs and permit holders of varying degrees of skill, training, and experience use this facility.

You are solely responsible for determining if you and/or your dog are physically fit and adequately skilled to use this facility. If you or your dog is pregnant, disabled, or suffering from any illness, injury or impairment it is always advisable to consult a physician or veterinarian before undertaking any dog training or exercise activity.

This waiver and release form refers to "your dog" "my dog" or "the owner of the dog" it includes you whether you are or you are not the legal owner of the dog. You are the person responsible for the dog while using this facility.

Warning of Risk

Dog activities are intended to provide a fun and rewarding experience for you and your dog. Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury, including death to the dog, its owner/handler or other persons or animals. Dogs are pack animals and when "off lead," even the best trained dogs will act instinctively. Understandably, not all hazards and dangers associated with dog activities can be foreseen. Certain inherent risks include the propensity of any dog to behave in dangerous ways that may result in injury to you, another person or dog. Other risks include, but are not limited to, the inexperience, negligence or irresponsibility of a dog owner/handler; the inability to predict a dogs reaction to movement, sounds, objects, persons, or other animals; and actions by the dog due to fright, anger, stress, insect bites or natural reactions such as jumping, pulling, resisting and biting. Other risks include the hazards associated with environmental and traffic conditions, acts of God, inclement weather, slips and falls, premises defects, equipment failure, failure in instruction/supervision, and all other circumstances inherent to dog and/or outdoor activities.

It must be recognized that it is impossible for White Knoll Veterinary Hospital LLC or White Knoll Pet Resort LLC to guarantee absolute safety. Should you attempt to break up a dog fight or restrain a dog, including but not limited to your dog, you may be severely mauled and/or attacked by your dog or other dogs or another dogs owner/handler.

Waiver and Release

Please read this form carefully and be aware that in consideration for permission to use this facility, you will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which you or your dog might sustain as a result of participating in any and all activities connected with and associated with use of this facility and surrounding area.

I recognize and acknowledge that use of this facility and the surrounding area for dog activities and participating in dog activities entails certain risks of damage, loss or injury to animals, persons or property (including to me, other persons, my dog and other dogs or animals), and I voluntarily agree to assume the full risk of and responsibility for any injuries, damages, loss, liability, costs and expenses, regardless of severity, extent or amount, that (a) I, my dog or any other person accompanying me might sustain or incur as a result of my presence in this facility and surrounding area or my participating in any and all activities connected with or associated with use of this facility and surrounding area or (b) any other person or animal might sustain as a result of my or my dog's actions or conduct in connection with or arising out of my presence in this facility and surrounding area or my participating in any and all activities connected with or associated with use of this facility and surrounding area.

I do hereby agree to waive, relinquish, release and forever discharge (a) the White Knoll Veterinary Hospital LLC or White Knoll Pet Resort LLC and its officers, directors, employees and agents, and (b) any volunteer assisting or working on behalf of White Knoll Veterinary Hospital LLC or White Knoll Pet Resort LLC or any of its officers, directors, employees or agents (including but not limited to any volunteer that is a director, officer or member of White Knoll Veterinary Hospital LLC or White Knoll Pet Resort LLC, an Illinois not-for-profit corporation), from any and all claims or causes of action for damages, injury, loss, liability or expenses that I may now have or which may accrue hereafter to me or any other person claiming through my or on my behalf and arising out of, connected with, or in any way associated with use of this facility and surrounding area.

I further agree to indemnify and hold harmless and defend (a) The White Knoll Veterinary Hospital LLC or White Knoll Pet Resort LLC and its officers, directors, employees and agents, and (b) any volunteer assisting or working on behalf of the White Knoll Veterinary Hospital LLC or White Knoll Pet Resort LLC or any of its officers, directors, employees or agents, from and against any and all losses, claims, damages, liabilities, cause of actions and expenses (including but not limited to court costs and attorney fees) occurring, growing out of, incident to, or resulting directly or indirectly from my use of this facility and surrounding area, including without limitation any losses, claims, damages, liabilities, cause of actions and expenses on account of personal injury to or death of any person or animal, or damages to property of any person or entity.

I HAVE READ AND FULLY UNDERSTAND THE ABOVE IMPORTANT INFORMATION, WARNING OF RISK, ASSUMPTION OF RISK AND WAIVER AND RELEASE OF ALL CLAIMS. IF REGISTERING ON-LINE OR VIA FAX, YOUR ON-LINE OR FACSIMILE SIGNATURE SHALL SUBSTITUTE FOR AND HAVE THE SAME LEGAL EFFECT AS AN ORIGINAL FORM.

Payment & Pricing

Please make checks payable to White Knoll Pet Resort LLC

\$35.00 First Dog

\$20.00 Second Dog

\$15.00 Third Dog

**Limit 3 dogs per person