OLDE TOWNE PET RESORT POLICIES and ADMITTANCE AGREEMENT

OWNER: PET NAME:

ADMISSION: We reserve the right to prohibit admittance of pets lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior.

THE ESSENTIAL VACCINES: DOGS four months and older need up-to-date Rabies, Distemper, and Bordetella inoculations. CATS four months and older need up-to-date Rabies and the vaccine commonly known as "FVRCP."

HOURS of OPERATION: We currently provide 24-hour coverage of care for pet guests. Staff is available by phone for your after-hour needs. We are open to the public as follows: Monday - Friday, 6:30 AM-7:00 PM; Saturday, 8:00 AM-5:00 PM; Sunday, 11:00 AM-4:00 PM. We close in honor of major Federal holidays. We request that guests check-in no earlier than 2:00 PM and checkout by Noon so that we may prepare the suite for the next guest. Late check-outs or early check-ins shall incur a fee for the additional care and services needed by your pet. We make every attempt to accommodate requests for extended stays and early check-ins, including the maintenance of waiting lists during holiday and peak seasons.

DEPOSITS, CANCELLATIONS, & RATES: We accept reservations with a required, one-night deposit. For reservations cancelled 5 days prior to arrival, we fully refund your deposit. During holidays and peak season, we require two nights' deposit, refundable if cancellations are made 10 days prior to arrival. We reserve the right to require a three-night minimum stay. Cancellation of salon and day spa services within 24 hours of appointment time shall incur a 50% service charge. All rates and services are subject to availability and change.

HOUSE SPA BATH & GROOMING: Every canine guest staying 3 nights or more must receive our House Spa Bath. (This is not included in the suite package, but which we provide at a discounted rate). For spa bath or full-grooming services, additional labor fees may apply if your pet requires labor-intensive service, such as under-coat removal or coat de-matting.

FOOD FOR YOUR PET'S HEALTH: Our house food includes no corn, wheat, or soy (common allergens) and consists of human consumption-grade ingredients. Designed for sensitive stomachs, it is particularly excellent for boarding, when new stimuli may cause digestive upset in some pets, even when on their own food. If you choose to bring your own food, we ask that you please prepare each meal's serving size in a separate baggie for each day of your pet's stay.

WAIVER OF LIABILITY & MEDICAL NEED: In the rare case of an emergency or health concern, we will contact you. We shall administer aid and non-prescription treatments, as needed. If veterinarian attention is deemed necessary, we shall take your pet to your veterinarian of record; or, to a 24-hour, veterinary emergency hospital if your vet is not available. With admittance, you accept responsibility for any expenses resulting from such outside treatment, as needed in the event of accidental injury, illness, or symptoms, arising during or after your pet's stay with us. Please understand that despite OTPR's commitment to the highest standard of pet care and supervision and to facility design and cleanliness, accidental injury and illness may occur. Pet owners are solely responsible and liable for any and all actions of their pet during the stay at OTPR, including, and not limited to, injury themselves or to another pet, an OTPR staff member, or a member of the public.

Your signature acknowledges your awareness and acceptance of our policies, for this and all future visits. Thank you for your trust in allowing us to care for your pet, a member of your family and of ours.

Signature of Owner _____