



Pet Lodge & Spa

CUSTOMER AGREEMENT

for Day Care, Boarding, Grooming and Training Services

This contract is the only agreement between you as the pet owner and "Pet Lodge & Spa" (Arca International Investments LLC). There are no verbal agreements or other contracts written or implied. This agreement covers your pet for boarding, day care, grooming and training services effective the date of this agreement. Because we care about the safety of our guests, we regret that we cannot accept pets for boarding, day care or grooming that have harmed or shown aggressive behavior towards any person or other dogs. **ALL MALES 1 YR+ MUST BE NEUTERED.** As an indoor play dog park, it is important that all of our lodging and day care guests are socialized. We will assess your dog during their first visit and advise you of their behavior as a guest.

Owners must certify that their Pets are in good health and have not been ill with any communicable condition in the 30 days prior to any stay. Pets who have been ill in the 30 days prior will require veterinarian certification of health before they can stay at Pet Lodge and Spa, is the owners responsibility to read this document and bring the veterinary certification if needed. if the owners don't bring the certification and the pet present any ill episode during any of the services that we provide, it will be the owners responsibility for not informing.

The pets that take any of our services need to be protected from external and internal parasites. the method to protect must be of internal consume, no external collar o liquid chemical product because pets can get intoxicated as they interact with other pets. if the pet got any type of parasites during our services or in our facilities, will be the owners responsibility because they are asked to keep their pets with protection and health, keeping in mind that we follow a constant protocol of cleaning and disinfecting.

Proof of current vaccinations must be furnished prior to your pet's stay.

Required Vaccinations for Dogs:

**Rabies
DHLPP or DAPP
Bordetella or Bronca-Shield**

Required Vaccinations for Cats:

**Rabies
FRVCP**

Important:



Vaccination date must be 10 days prior to your pet's reservation or appointment UNLESS the new vaccination date overlaps the previous vaccination date in our files. If we do not have your pet's previous vaccination records, they must be furnished to us to avoid the 10 day wait period.

Your Name _____

Address _____ City, State, Zip _____

Mobile 1 _____ Mobile 2 _____

Email _____ Home Phone _____

Facebook _____ Instagram _____

EMERGENCY CONTACT _____ Phone _____

VETS OFFICE _____ Phone _____

Vets Address _____

#1Pet Name _____ Breed _____ Gender _____ DOB _____

Color _____ Weight _____ Spayed/Neutered Yes No

Is your pet on Flea/Tick preventative? Yes No If so, what kind? _____ Last Applied _____

*Please circle and explain all that apply to your pet:

How socialized is your dog with other dogs: Very social Somewhat social Don't know

Aggressive towards Dogs or people: _____

Takes Medication(yes/no, type of medication, doses): _____

Escape artist(jumper/runner) : yes _____ sometimes: _____ no: _____

(note: Pets who attempt to Escape will be taken under the owners risk and responsibility)

Bathing Notes: _____

Has hip dysplasia: _____ Has Allergies: _____ Specific Condition _____

Additional Notes: _____

Feeding: We will feed your dog with your food and according to your directions. Please make sure that **each meal of dry food is in a zip lock bag.** We will accommodate food that needs to be refrigerated, frozen, or



heated. Please give specific **FEEDING INSTRUCTIONS** for your pet: We only feed the food and treats that you provide.

Type of food _____ How much _____ When? AM Noon PM

Preparation Instruction: _____



Specific to Boarding and Daycare Services:

Pet Lodge & Spa compromises to provide a boarding or daycare service to the pets that qualify with all the requirements that the company requests. our service involve dogs to share spaces and interact based on their physical and behavioral characteristics. the dogs will be moved to their room, their group yard and the main yard depending on operative internal factors. they will go to the main yard around 3-6 times per day, this will vary and won't be necessarily a specific amount of times that the pets go out to the main yard.

Our crew members are constantly monitoring, interacting and taking care of your pets in order to keep them happy and enjoying the experience at pet lodge. at the same time they are keeping organized and maintaining our facilities and elements on it, in order to operate and provide the boarding and daycare service. additional to this, when the dogs go out to the main yard, eventually they will be in a larger group than the group yards.

For cats we offer a secure and comfortable space, with toys, scratchers and hammocks. the cats will remain in their rooms with their cat litter, water, toys, furniture to work out and bed or hammock. They will be taken to a common area in the cats section to play and interact with members of our crew.

Specific to Grooming Services:

Owners must inform Pet Lodge & 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. If the pet should bite, the pet owner agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage.



Grooming procedures can sometimes be stressful, especially for a senior or ill pet and can expose hidden medical problems or aggravate a current one during or after the groom. Grooming of senior or ill pets will be for cleanliness and comfort. If a pet presents any medical or physical episode or passes away during grooming services, the customer will take responsibility of any medical bill and won't be able to claim or sue for the case because they agree to take the service at their own risk.

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. If fleas or ticks are found at check-in for boarding or day care or during the grooming process, your pet will receive a flea bath to kill the parasites and an extra charge will be applied, also will stay in isolation until the external parasites leave the pet. Ticks found will be removed and an additional charge may be applied.

Grooming is one of the services that takes a lot of caution as pets behave and react in many different ways, the groomer and front desk employee can authorize or can deny a customer's pet to take the service based on the behavior during or before the groom, the customers' requirements, the pet health, age and physical condition. Also the groomer can adjust a different price from our chart of prices if the pet requires extra work.

We are willing to provide a high quality service to everyone, we as any other place that provides services for pets are not exempt from accidents to occur, that is why we implement a lot of care in our protocol. In case of an accident or issue that compromises or affects the pet's health, well-being or life, any cost or bill related to that particular case will be covered by Pet Lodge & Spa insurance, if the insurance doesn't cover the bills and costs related, the customer is going to assume all those expenses. For more detailed information check Additional Terms and Conditions.

Specific to Training Services:

The training program offers different options for our customers. We have a 6 weeks group program perfect for starting training lessons, basic tricks, work on behavior and more. The classes will be one day per week and if the customer missed a class, that class won't be refunded and they can't reschedule it because it is a onetime class. Each class group will be up to 6 dogs. The customers are required to be at each class as they are an important part of the learning process of the dogs.

We also offer one on one program in which the customer and the dog will be in a totally personalized class that lasts for one hour, in this class the trainer will work on a specific aspect that the customer wants to work on their dog. Note that sometimes customers are on group classes and want something particular for their dogs, in that case the trainer will require the customer to take a one on one class or more if needed.

The performance and evolution of the learning process of a dog is a two way path, so it is very important that the customers collaborate and do their part following the tasks that the trainer informs.



to do. which means that for better results the customer also need to work on training their dogs based on the trainer parameters and advices.

We are willing to provide a high quality service to everyone, we as any other place that provides services for pets are not exempt from accidents to occur, that is why we implement a lot of care in our protocol. In case of an accident or issue that compromises or affects the pets or customers health, well being or life, any cost or bill related to that particular case will be covered by pet lodge & spa insurance, if the insurance company does not cover the bills and costs related, the customer is going to assume all those expenses. For more detailed information check Additional Terms and Conditions.

Additional Terms and Conditions:

BECAUSE WE CARE ABOUT THE SAFETY OF OUR GUESTS, WE REGRET THAT WE CANNOT ACCEPT PETS FOR BOARDING OR DAY CARE THAT HAVE HARMED OR SHOWN AGGRESSIVE BEHAVIOR TOWARDS ANY PERSON OR DOGS.

This is a legally binding contract between Arca International Investments LLC. ("Pet Lodge & Spa") and the pet owner whose signature appears below (hereinafter called "Owner") pursuant to the following "terms and conditions" as set forth herein.

1. Owner agrees to pay the rate for day care, boarding, grooming and training in effect on the date your pet is checked into Pet Lodge & Spa. And further agrees to pay all costs and charges for special services requested during the time the pet is in the care of Pet Lodge & Spa.
2. Owner agrees that the Pet shall not leave Pet Lodge & Spa until all charges are paid to Pet Lodge and Spa by the Owner of the pet.
3. The Owner represents and warrants that all the information provided to Pet Lodge & Spa is accurate and correct, and that Owner has disclosed all facts material to the animal and its stay at Pet Lodge & Spa, whether or not directly asked about in this contract.
4. The Owner(s) of the within named animal specifically represents that they are the sole owner of said animal and that there is not now any lien or mortgage against said animal.
5. The Owner specifically represents to Pet Lodge and Spa that the Pet has not been exposed to rabies, distemper, or has been ill within a thirty-day period prior to boarding.
6. All charges incurred by the Owner shall be payable upon pick-up of Pet. Pet Lodge & Spa shall have, and is hereby granted, a lien on the Pet for any unpaid charges resulting from boarding and other services provided to the Pet by Pet Lodge & Spa. The Owner agrees that in the event any charges are not paid when due in accordance with this contract, Pet Lodge & Spa may exercise it lien rights under 30 days written notice given by Pet Lodge & Spa to the Owner by certified mail to address shown on this contract or email that the customer submits. The lien will be for an amount to pay boarding, day care, training and grooming costs and other delinquent charges, plus all costs incurred in the collection of these charges, including reasonable attorneys' fees. It is the owner's responsibility to keep Pet Lodge advised regarding the pet's departure date. If a pet does not get picked up by the agreed upon departure date, Pet Lodge will place the pet in a shelter after 5 days. we don't accept checks of any kind.
7. A deposit of \$50 dollars will be required for all reservations for holidays and will be added as a credit on the customers billing. if the customer cancel the reservation in the time-lapse of 48



hours prior the check-in date the deposit won't be refunded without exception. the manager on turn is authorized request for this deposit on long weekend or busy seasons that are not necessarily holidays.

8. Pet Lodge and Spa shall exercise reasonable care for your Pet while they are with us. Pet Lodge and Spa insurance will cover the cost or bill of an ill, damage, health problem or accident of any type that can affect the pet or the customer but if the insurance does not cover by any reason or does not assume the bills or costs, the customer will be completely responsible to assume those bills, costs or expenses. Also the company Arca International Investments LLC shall not be held responsible for any liability with respect to the animal and customer listed in this agreement, of any kind, character, or nature whatsoever, arising out of or from day care, grooming, training or boarding this animal, or any damages which may accrue from any other cause whatsoever including loss by fire, theft, running away, death, injury to persons, animals, or property, or death or injury to any other animal caused by the within named animal during the term of this contract, whether this animal be on the premises of Pet Lodge & Spa or not, and the owner of said animal agrees hereby to be and is solely responsible for any and all acts of behavior of said animal at any time within the term and time of the contract. If the animal becomes ill, or if the state of the animal's health otherwise requires professional attention Pet Lodge and Spa will communicate with the customer or contact information via email or phone call as soon as possible to inform and if the customer don't contact back immediately pet lodge and spa may, in its sole discretion, engage the service of a veterinarian (any in the close proximity to Pet Lodge & Spa), administer medicine, or give other requisite attention to the animal. Every effort will be made to contact the owner to keep them informed about their pet's condition. The owner of the listed pet is responsible for all Vet charges incurred, PLUS \$100 paid to Pet Lodge & Spa to compensate staff needed to take care of your pet if a trip to a Vet is necessary.
9. This contract is governed by and shall be interpreted pursuant the laws of Florida; and any action brought related to this contract shall be filed with the courts in and for Lake County, Florida and the prevailing party shall be entitled to recovery of reasonable attorneys' fees and costs.
10. This Contract contains the entire agreement between the parties. All terms and conditions of this agreement shall be binding on the heirs, administrators, personal representatives, and assigns of the owner of the within named animal.
11. The unenforceability of any portion of this contract shall not affect the unenforceability of any other portion of this contract; and any portion of this contract not enforced shall not constitute a waiver said portion or any other portion of this contract.
12. Additional Terms and Conditions incorporated herein by reference. Any additional term inconsistent with the above shall be unenforceable. The Company and the Owner hereby agree to the following additional terms:
13. Pet Lodge and Spa will not be responsible for Damaged, Lost or Stolen items.
14. Payments made by Cash or Credit cards/Debit cards only.
15. (no refund based on missing classes only refund on pets that passed, no guarantee depends on customer, insurance 2\$,



**Pet Owner hereby acknowledges having read this contract
and having the necessary authority to execute the same.**

Owner Signature _____

Print Name: _____

Date: _____