

The Retreat at Creekside, LLC.

3744 Wadsworth Road, Norton OH, 44203

kennel@theretreatatcreekside.com

Drop-off Service Contract

This document is an agreement between The Retreat at Creekside, LLC. and the pet owner or their legal agent whose signature appears at the end of this document. The aforementioned pet owner/agent will be referred to as “The Owner”. “The Owner’s” pet(s) will be referred to as “Guest(s)”. The Retreat at Creekside, LLC. will be referred to as “The Retreat”.

- 1.) By signing this agreement and dropping off the Guest(s), The Owner certifies that all information provided to The Retreat (either written or oral) is correct.
- 2.) The Retreat reserves the right to deny admittance to any Guest(s) for any reason at any time.
- 3.) The Owner certifies that they are legal owner of the Guest(s) and they are clear of any pending or active disputes over that fact.
- 4.) The Owner also agrees to abide by all policies set by The Retreat after dropping the Guest(s) off for a service at The Retreat.
- 5.) The Owner also understands that The Retreat reserves the right to deny admittance to any Guest(s) who do not follow our vaccine policy, display signs of untreated or potentially contagious medical conditions, demonstrates aggressive behavior, or who fail to meet The Retreats standard health and temperament policies.
- 6.) The owner is also aware that even though The Retreat’s staff ensure the Guest(s) boarding and receiving services at The Retreat are abiding by The Retreats standard health and temperament policies, The Owner acknowledges that The Retreats staff are not trained veterinarians and are not expected to diagnose or detect illnesses in The Retreat’s Guest(s). The Owner also understands and agrees that vaccines do not completely protect the Guest(s) from illnesses that may affect the Guest(s). The Owner also understands and agrees to assume all risks of illness, disease, harm or otherwise to their pet by allowing them to board at The Retreat.
- 7.) The Owner agrees to pay the service rate that is in effect when the Guest(s) is checked into The Retreat.
- 8.) The Owner agrees that the Guest(s) may not leave the facility until all charges that are due are paid by The Owner or proper payment arrangements are agreed upon by both parties.
- 9.) The Owner agrees to be solely responsible for any and all of the Guest(s) acts or behaviour while in the care of The Retreat, to include payment of costs for injury to staff or other Guest(s) and Owners. This also will include damage to the facility caused by the Guest(s). The Owner further indemnifies The Retreat against any claims made against The Retreat or it’s employees or members or other agents or losses or damages of any kind suffered by The Retreat as a result of The Owner’s failure to inform The Retreat of

any pre-existing condition the Guest(s) may have (such as illness or aggression problems) or which were otherwise caused by the Guest(s).

- 10.) In the event of a medical emergency, The Retreat will attempt to contact The Owner, and the Guest's(s) personal veterinarian as well as any emergency contacts provided by The Owner. The Retreat will follow emergency medical plan that The Owner designated The Retreat to use in case of emergencies.
- 11.) The Owner agrees that if another party, i.e. another person who is not on the approved pick up list attempts to checkout the Guest(s) without express verbal or written confirmation from The Owner, they will be denied access to the Guest(s). The Owner also agrees that only The Owner is allowed to add parties to the approved pick up list. The Owner also agrees that The Retreat's management team will not and cannot override this policy. **Initial: _____.**
- 12.) The Owner agrees that any Guest(s) who is not picked up within the specified time after being notified of service completion will be charged the day boarding rate for the appropriately sized holding run. **Initial: _____.**

Shaving or trimming double coated pets can potentially change the texture of your pet's coat and how the coat grows back in. We reserve the right to refuse a shave-down or trim service that is not medically necessary if there is a possibility it may damage your pet's coat. **By initialing here, you agree that you understand this.** **Initial: _____.**

I understand the potential risks of shaving or trimming double coated pets but agree to proceed with the service. **Initial: _____.**

I agree that if my pet is found to have a **health condition** that would prevent the service from being conducted properly and was not disclosed before the start of service, the service will not be completed. **Initial: _____.**

I understand that there is always the potential for a pet to receive minor injuries (such as nicks and cuts), allergic reaction, etc during any grooming service. **The Retreat at Creekside is not liable for these occurrences.** **Initial: _____.**

I agree that my pet is not under sedation at the time of drop-off for service. **Initial: _____.**

I agree that my pet's image and likeness can be posted onto The Retreat at Creekside, LLC's Social Media Accounts. **Initial: _____.**

I agree to the following payment policy:

All balances for grooming services and products must be paid when the guest(s) is checking out or at time of sale. **We do not bill forward.** For our client's convenience we accept, American Express, Visa, Mastercard, Discover, Cash and Checks. We do not accept post dated checks. A returned check fee of \$25 dollars will be applied to the account of any client who check has bounced. **Initial: _____.**

The Owner's Signature: _____.

Date _____.