

# **Puppingham Palace & Puppingham Palace II**

## **Terms & Conditions**

-Hours of operation are 7:30-6:00 M-F and 9-5:00 Sat-Sun (unless otherwise stated). All daycare must be picked up by close. Early or Late drop off/pick-ups are subject to an extra fee. Any dogs not picked up within 30 minutes of close will be boarded in general kennel or previous accommodations (if available) for the night.

-Check-out time for boarders is 12:00pm Monday-Sunday. Dogs leaving after this time will be charged a late pick-up fee of \$20 UNLESS they are receiving bath or groom. All charges must be paid in full upon pick-up of your dog.

-All boarding appointments must be secured with a \$20 nonrefundable and non-transferable deposit.

-RIGHT OF REFUSAL: Puppingham Palace reserves the right to refuse admittance to any dog or dismiss any dog that does not meet or maintain the health, temperament or other daycare/boarding standards. The determination shall be made at the sole discretion of Puppingham Palace.

-RELEASE OF LIABILITY: Owner understands and agrees that during normal dog play, Owner's dog may sustain injuries. Dog play is monitored by Puppingham Palace staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision. Owner further understands and agrees that neither daycare/boarding nor any of its employees, staff, or volunteers will be liable for any illness, injury, death, and/or escape of Owner's dog(s) provided that reasonable care and precautions are followed, and Owner hereby releases Puppingham Palace staff or volunteers of any liability of any kind whatsoever arising from or as a result of Owner's dog(s) attending Puppingham Palace.

-VETERINARIAN LIABILITY AND CARE: Owner agrees to Puppingham Palace to obtain medical treatment for Owner's dog(s) if he/she appears ill, injured, or exhibits any other behavior that would reasonably suggest that dog(s) may need medical treatment including anesthesia. Owner agrees to be fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment. Owner gives permission to Puppingham Palace to use Owner's vet or nearest 24-hour vet hospital for required treatment.

-WEAKENED IMMUNE SYSTEM: Owner understands special-needs dogs, young puppies, and senior dogs naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the Owner is waiving any claim for injury or illness experienced by Owner's dog while in our care.

-PHOTO AND VIDEO RELEASE: We love to post pictures and videos on Facebook, our website, and/or in magazine ads. Owner agrees to allow Puppington Palace to use Owner's pet's name and any images or likeness of Owner's pet taken while he/she is at Puppington Palace, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and Owner releases to Puppington Palace all rights that Owner may possess or claim to such image, likeness, recording, etc.

-In the event Owner's dog passes on while in our care, our policy is to transport Owner's dog to Owner's vet (within 15 miles) where he/she will be held until Owner can be reached by the Vet for further instructions. If Owner's vet is closed or outside of our transport distance, then we will transport to nearest 24-hour facility.

-Puppington Palace reserves the right to immediately change your dog's type of boarding/daycare if we believe it is necessary to protect the health and well-being of your dog, other dogs, or our staff. We will do our best to contact you, provided we are given accurate contact info, should this become necessary.

-Owner is aware that by leaving pet at Puppington Palace, or any other pet facility, they are at a higher risk of contracting canine cough (kennel cough) or other similar viruses. Canine cough (kennel cough) is similar to the flu in humans and, while all dogs in our care are vaccinated, no vaccination is 100% effective. While we maintain a very high level of cleanliness interaction with other dogs carries inherent risks.

-Dog owner attest that the dog is friendly and has shown no prior aggression toward DOGS. Dog owner understands they are responsible for any injuries caused by his or her dog in an act of aggression and any medical care needed as a result.

- If Dog has known behavioral issues that contradict this clause dog-dog reactivity/aggression agreement much be signed by owner and representative of Puppington Palace.

-Dog owners attest their dog is HUMAN friendly and understand they are responsible for any injuries caused by his or her dog and any medical care needed as a result.

-The Dog Owner, who is the owner/caregiver of dog(s) claimed on this contract, agrees to hold Puppington Palace, its agents, and employees harmless and indemnify them against all legal defense

costs, fees, and business losses arising from any claims made or caused to be made against Puppington Palace, for which it, its agents, or employees are not ultimately held responsible.

-This indemnification includes, but is not limited to, any claims related to personal injury, property damage, or other liabilities resulting from the actions of the Dog Owner or their dog(s) claimed on this contract, while on the premises of Puppington Palace.

-Puppington Palace uses SMS communication to converse with clients about appointments, updates, and informational responses. By providing your mobile number and opting in, you agree to receive SMS messages from Puppington Palace. These messages are limited to conversational messages related to your interactions with us.

- Message frequency may vary. On average, 1-2 messages per interaction.
- Message and data rates may apply. Please check with your mobile carrier for details.
- To opt out of receiving SMS messages at any time, reply STOP to any message you receive from us. For assistance or more information, reply HELP or contact us at the details provided on our website.
- Your use of our SMS messaging program is also subject to our Privacy Policy, available at <https://www.puppingtonpalace.net/contact-us>.