

The Four Paws Hotel and Day Resort  
8145 Industrial Park Drive  
Grand Blanc, MI 48439  
michelle@thefourpawshotel.com  
810.771.7266

## POLICY ACKNOWLEDGMENT AND AGREEMENT

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I, the undersigned, as owner of the following guests (Print Pets Name): \_\_\_\_\_, hereby acknowledge that the following policies of The Four Paws Hotel and Day Resort have been provided to me and I further agree to the following:

1. **Evaluation** – All guests of The Four Paws Hotel and Day Resort must participate in and satisfactorily pass a temperament evaluation. All guests will be charged a one-time non-refundable enrollment and evaluation fee of \$25.00. The evaluation and passage thereof is solely within the discretion of the employees of The Four Paws Hotel and Day Resort for the safety of their animal guests and employees. The Four Paws Hotel and Day Resort reserves the right to refuse animal that may be a hazard to itself, another animal or the staff as a result of its aggressive, anti-social, or physical state or tendencies and may, at its discretion, re-test any dog we deem necessary.
2. **Vaccinations and General Health** – All guests of The Four Paws Hotel and Day Resort must be in good health. For the protection of all dogs and cats, a pet with a communicable disease or a pet that has been adopted from a shelter must be in the owner's home for a period of not less than 30 days prior to their admittance. Pets must be current on their vaccinations as required by The Four Paws Hotel and Day Resort. Additionally, proof of a satisfactory fecal flotation test within the six months prior to the animal's first stay at the facility must be provided from a veterinarian. Proof of current vaccinations must be provided prior to the animal's stay at the facility. Pets found to have **fleas during check in will be given a mandatory flea bath at the owner's expense.**
3. **Inappropriate Behaviors** – In appropriate behavior can result in termination of day care or boarding privileges. This behavior may, but is not limited to, the following: bullying, biting and fighting. If the staff of The Four Paws Hotel and Day Resort has any concerns regarding your pet's behavior, we will candidly discuss the same and strive to recommend other options that may be appropriate.
4. **Reservations and Cancellations** – There is a two night minimum for our state rooms, suites, and cat condominiums during weekends and peak periods. A three night minimum stay may be required during holidays. A \$50 deposit is required to confirm your holiday boarding reservation. This deposit will be forfeited if less than five (5) days is provided during the holiday season. First time boarding customers must pay a 50% deposit at the time of drop off. Additional notice of a cancellation is requested in order to accommodate clients that may be on a waiting list.
5. **Calming agents** – Natural aids (including a variety of essential oils) may be used to help make your pets' stay pleasurable. Should you have any questions or concerns regarding these techniques, please notify our staff.
6. **Feeding & Personal Belongings** – The Four Paws Hotel and Day Resort strongly recommends that our clients provide their pets' regular diet for their stay. Because we understand that your animal

may be comforted by items from home, toys, blankets and beds from home can be brought when your loved one is coming to stay with us. Please note, however, that we reserve the right to remove any item that may pose a hazard to your animal or any other animal in our care. The Four Paws Hotel and Day Resort will also strive to take care of those items that are brought with your guest. We will not, however, be held responsible for lost, damaged or destroyed belongings that are brought to The Four Paws Hotel and Day Resort.

7. **General Business Hours and Late fees** – The general business hours for of The Four Paws Hotel and Day Resort are as follows:

Daycare: Monday through Saturday 7:00 am to 7:00 pm

Boarding drop off or pickup: Monday through Saturday 7:30 am to 6:30pm;

Sunday **pick-up only** 9:00am to 10:00am or 4:00pm to 6:00pm

Pickup outside of these hours must be arranged by special request and may include an additional charge. **Non-package members will be charged for animals that are not picked up by the close of general business hours (\$10.00 per 15 minutes past closing) without prior arrangement.**

8. **Transportation of Animals** – Should an emergency occur, it is imperative that we are able to get a guest immediate medical attention. I understand and acknowledge that The Four Paws Hotel and Day Resort is authorized to seek immediate medical attention at the closest veterinary center that is able to provide the necessary treatment should an urgent situation arise. If your pet needs to be rushed to such a facility, we will notify you after we have secured medical treatment in an effort to avoid any delay.

#### **AGREEMENT REGARDING WAIVER OF LIABILITY AND ASSUMPTION OF RISK**

As an animal owner, I realize that there is always a certain risk that my animal may injury people, other animals or property of another. Although the staff of The Four Paws Hotel and Day Resort will make EVERY EFFORT to screen the temperament of their guests and supervise the play of all animals, there is an inherent risk present when dogs play off-leash. The Four Paws Hotel and Day Resort cannot, therefore, be held responsible for any injury and/or death that may occur while the dog is in our custody.

In exchange for the services rendered on my behalf, I release The Four Paws Hotel and Day Resort and its owners, members, employees, successors and assigns from any and all liability, claims, demands, causes of action, loss, damage or injury to a person or property, including any death or serious injury that may result while I or my pet(s) may be on the premises of The Four Paws Hotel and Day Resort or at any event sponsored by The Four Paws Hotel and Day Resort.

I likewise agree to be responsible for my own actions and those of my pet(s) and I will hold harmless and indemnify The Four Paws Hotel and Day Resort and its owners, members, employees, successor or assigns from any and all liability for claims, demands, causes of action, loss damage or injury to person or property, including any death and serious injury which may be caused by myself or my pets with on the premises of The Four Paws Hotel and Day Resort or at any event sponsored by The Four Paw Hotel and Day Resort.

By signing the undersigned, I acknowledge that I have been provided a copy of the above policies and agree thereto.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_, \_\_\_\_\_,