

## MOONSHADOW PET RESORT OWNER AGREEMENT

1. I understand this is a legally binding agreement between the Owner and Moonshadow Pet Resort.
2. I further understand and agree that by admitting my pet(s) to daycare or boarding Moonshadow Pet Resort has relied upon my representation that my pet(s) is/are in good health, does not have and has not had within the last 30 days any communicable diseases, and has/have not harmed or shown any aggressive or threatening behavior towards any person or any other dog.
3. I further understand that Moonshadow Pet Resort and their staff, volunteers and independent contractors, will not be liable for any problems that developed, provided that reasonable care and precautions are followed, and I hereby release them of any liability of any kind whatsoever arising from my pet(s) attendance and participation at Moonshadow Pet Resort. All pet(s) are boarded or otherwise handled or cared for by kennel without liability on kennel's part for loss or damage from disease, theft, fire, death, escape, injury, or harm to persons, other pets, or property by said pet, or other unavoidable causes, due diligence and care having been exercised. Further, said pet owner is responsible for any and all damage caused by said pet to persons, property and other pet(s). Incidents are assessed on a case by case basis. The owner waives and relinquishes any and all claims against Moonshadow Pet Resort, its employees and/or contractors.
4. **Emergency Contact:** agrees to provide Moonshadow Pet Resort with contact information where he/she can be reached while away. Client shall also provide an emergency contact and phone number who is authorized as the responsible person to oversee any major problems that should arise. If Owner or emergency contact person cannot be reached for any reason in a timely manner, Owner authorizes Moonshadow Pet Resort to resolve emergencies at its sole discretion.
5. **Hurricane Evacuation Plan:** I understand that I or my emergency contact will have 24 hours to pick up my pet(s) from the time a hurricane watch is issued within our regional area. I further understand that if I or my emergency contact is unavailable to pick up my pet during this allotted timeframe, Moonshadow Pet Resort will resolve my pet(s) emergency evacuation at its sole discretion. In addition to my daily boarding rates, a one-time fee of \$500.00 will apply for the evacuation of each of my pet(s) to help cover the necessary time and resources associated with my pet(s) evacuation.
6. **Emergency Care:** I further understand that if my pet(s) develop any problems, becomes ill, or if the state of the pet(s) health otherwise requires professional attention, Moonshadow Pet Resort, at its sole discretion, will engage the service of a veterinarian of its choosing, administer medication, and I as the owner assume full financial responsibility for any and all expenses incurred and expenses thereof shall be paid by myself as the Owner.

7. **Administration of Medication:** I further understand that in order for medication to be administered to my pet(s), I must complete the "Medication Intake Form" and provide specific instructions for care. I have delivered medication to Moonshadow Pet Resort in the original container and understand medications will not be accepted already mixed with my pet(s) food under any circumstance. I acknowledge Moonshadow Pet Resort is unable to provide boarding services to pets requiring insulin injections for diabetes. In addition to my daily boarding rates, a medication administration fee of \$3.00 per pet dosage will apply.

8. Owner further agrees that pet(s) must be free of fleas. Moonshadow Pet Resort will not be held liable for infestations within homes. If pet(s) has an infestation the pet(s) will be treated at the owner's expense: \$15.00 for each treatment of Capstar. The pet(s) will be given the minimum number of treatments needed to eliminate the infestation.

9. **Vaccinations and Preventatives:** All dogs must be current on all vaccinations including Distemper Combo, Bordetella and Rabies. All cats must be current on vaccinations including FVRCP and Rabies. All pets must adhere to a regular flea, tick and heartworm treatment plan as directed by pets' presiding veterinarian or Moonshadow Pet Resort has the right to refuse admittance of pet(s). Vaccinating your pet against influenza virus is highly recommend. Proof of vaccinations will be required every year. Owner recognizes and accepts that while pet(s) are at Moonshadow Pet Resort, it may be stressful to the pet and will not hold Moonshadow Pet Resort responsible for induced illness, injury, behavior change, or weight gain or loss during or after their stay.

10. I understand Moonshadow Pet Resort can refuse any pet any time at their own discretion.

11. Moonshadow Pet Resort business hours are as follows: Monday thru Saturday 8:00am to 12:00pm and from 3:00pm to 5:00pm. Sunday 3:00pm to 5:00pm. Owner understands and agrees a late fee of \$10.00 per hour per pet will be charged for any late pick-ups. This fine is charged regardless of reason for lateness or prior notification from the owner that they will be delayed. Special pick-up scheduling may be arranged outside of normal business hours for an additional \$10.00 per pet and transportation fees.

12. Dog boarding rates from October 1st-May 31st are \$33.00 and \$30.00 for all subsequent family dogs up to four and from June 1st-September 30th and designated holidays for a single dog are \$35.00 and \$32.00 for all subsequent family dogs up to four. Cat boarding rates from October 1st-May 31st are \$18.00 for a single cat and \$15.00 for all subsequent family cats up to four and from June 1st-September 30th and designated holidays are \$20.00 for a single cat and \$17.00 for all subsequent family cats up to four. Small exotic pets and birds are \$15.00 per day. All charges are per day. Doggie day care rates are \$18.00 per day and package rates per dog are \$220.00 for 15 days, or \$380.00 for 30 days and must be used within 6 months of purchase. Owner understands and agrees that pets picked up after 12:00pm, or on Sunday shall be charged for an additional day. Owner understands and agrees to a late fee of \$10.00 per pet per hour will be charged for any late pick-ups. Pet sitting is available for John's Island residents. Pet Sitting rates are \$40.00 per day per dog and \$30.00 per day per cat and exotic pets and birds.

A \$5.00 fee for each additional pet and \$3.00 for up to three individualized services will apply. Transportation for pick-up and drop off is available. Final transportation rates are at the discretion of Moonshadow Pet Resort after consideration of time of day for pick up, location, and mileage. A 25% non-refundable deposit is required for all holiday reservations and the three days preceding and following holidays. Designated Holidays are: New Year's Day, President's Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and Martin Luther King Day. All charges incurred by owner shall be payable upon pick-up or at final pet sitting visit. Should pet(s) not be picked up 10 days after the scheduled departure date pets will be transferred to an animal shelter as legally permitted by South Carolina Statute Title 47-3-75. Rates are current as listed and are subject to change without prior notice.

13. **Payment:** Payment for all services is due at time of pick-up of pet. All charges are non-refundable. A \$40.00 returned check fee will apply. Owner shall be liable to Moonshadow Pet Resort for all for all unpaid charges. All prices are subject to change without prior notice.

14. I further grant Moonshadow Pet Resort the right without reservation or limitation to photograph, videotape, and/or record me and my pet(s) and to use me and my pet(s) names, face(s), likeness, voice, and appearance in connection with exhibits publicity, advertising and promotional materials. I would like to receive free email promotions, discounts, and newsletters to the email address provided. I may unsubscribe from emails from Moonshadow Pet Resort at any time.

15. I certify that I have read, understand and comply with the rules, regulations and policies set forth herein. It is understood by Moonshadow Pet Resort and Owner that all provisions of the Agreement shall be binding upon both parties thereunto for this visit and for all subsequent visits. I have had sufficient opportunity to read this entire Agreement. I understand this Agreement, and I voluntarily agree to be bound by its terms. **Initial**\_\_\_\_\_

**Signature of Owner** \_\_\_\_\_ **Date** \_\_\_\_\_

# MOONSHADOW CUSTOMER INTAKE FORM

DATE	HOW DID YOU HEAR ABOUT US?		
<input type="text"/>			
OWNER FIRST AND LAST NAME	EMAIL ADDRESS		
PHONE NUMBER	CELL		
ADDRESS			
CITY	STATE	ZIP	
EMERGENCY CONTACT NAME		EMERGENCY CONTACT PHONE NUMBER	
VETERINARIAN NAME		VETERINARIAN PHONE NUMBER	

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<b>PET(S) NAME</b>	<b>BREED</b>	<b>AGE/wt.</b>	<b>COLOR/MARKINGS</b>
1ST	1ST	1ST	1ST
2ND	2ND	2ND	2ND
3RD	3RD	3RD	3RD

MY PET HAS SPECIAL MEDICATION NEEDS.	IF YES, I HAVE COMPLETED THE MEDICATION INTAKE FORM.
Yes	Yes
No	No

HAS YOUR DOG BITTEN ANYONE?	IF YES, PLEASE EXPLAIN.
Yes	
No	