

MOONSHADOW PET RESORT OWNER AGREEMENT

1. I understand this is a legally binding agreement between myself, the Owner, and Moonshadow Pet Resort.
2. I further understand and agree that by admitting my pet(s) to daycare, grooming or boarding, Moonshadow Pet Resort has relied upon my representation that my pet(s) are in good health, does not have and has not had within the last 30 days any communicable diseases, and has not harmed or shown any aggressive or threatening behavior towards any person or any other animal.
3. I further understand that Moonshadow Pet Resort and their employees, volunteers, and independent contractors will not be held liable for any problems that may develop, provided reasonable care and precautions have been followed, and I hereby release them from 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 Moonshadow Pet Resort without liability on its part for loss or damage from disease, theft, fire, death, escape, injury, or harm to persons, other pets, or property by my pet(s), or other unavoidable causes. Further, said pet owner is responsible for any and all damage caused by said pet to persons, property and other pets. The owner waives and relinquishes any and all claims against Moonshadow Pet Resort, its employees, volunteers, independent contractors and affiliates.
4. I understand Moonshadow Pet Resort can refuse a pet anytime at its sole discretion.
5. **Emergency Contact:** I agree to provide Moonshadow Pet Resort with contact information where I can be reached while away. I have provided an emergency contact and phone number of an individual authorized to oversee any major problems that should arise. If I or my emergency contact cannot be reached for any reason in a timely manner, I authorize Moonshadow Pet Resort to resolve emergencies at its sole discretion.
6. **Hurricane Evacuation Plan:** I understand that I or my emergency contact will have 48 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 are unavailable to pick-up my pet during this timeframe, Moonshadow Pet Resort will resolve my pet(s) evacuation at its sole discretion. In addition to my daily boarding rates, a one-time fee of \$650.00 will apply to cover the necessary costs associated with my pet(s) evacuation.
7. **Emergency Care:** I understand that if my pet(s) develop any problems, becomes ill, or if the state of the pet(s) health 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.

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8. **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 in its 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 and supplement administration fee of \$3.00 per pet dosage will apply.
9. Pet(s) must be free of fleas. I understand if my pet(s) has an infestation they will be treated with Capstar at my expense. A fee of \$15.00 per treatment will apply. The pet(s) will be given the minimum number of treatments needed to eliminate the infestation. Moonshadow Pet Resort will not be held liable for infestations within homes. Pet(s) must be free of fleas.
10. **Vaccinations and Preventatives:** I understand my pet(s) must be current on all vaccinations including Distemper Combo, Bordetella and Rabies for dogs and FVRCP and Rabies for cats. I understand my pet(s) must adhere to a regular flea, tick and heartworm treatment plan as directed by my pets' veterinarian or Moonshadow Pet Resort has the right to refuse admittance of my pet(s). Vaccinating your pet against influenza is highly recommended. Proof of vaccinations are required annually. I understand that while pet(s) are at Moonshadow Pet Resort, it may be stressful to my pet(s). I will not hold Moonshadow Pet Resort responsible for induced illness, injury, illness contracted during care, behavior change or weight loss or weight gain during or after their stay.
11. **Business Hours:** I understand business hours are as followed Monday through Saturday 8:00am to 12:00pm and from 3:00pm to 5:00pm. Sunday business hours are from 3:00pm-5:00pm. I understand a fee of \$10.00 per hour per pet will apply for all pick-ups and drop offs not completed during stated business hours. Special arrangements may be arranged in advance for pick-ups. \$10.00 per pet and any associated transportation fees will apply for pick-ups and drop-offs completed outside of normal business hours. I understand Moonshadow Pet Resort is closed for pick-up and drop-off on New Year's Day, Martin Luther King Day, President's Day, Easter Sunday, Mother's Day, Memorial Day, Father's Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.
12. **Rates:** Boarding rates are \$47.00 per day for a single dog and \$44.00 for all subsequent family dogs per day up to four. Cat boarding rates are \$25.00 per day for a single cat and \$22.00 for all subsequent cats per day up to four. Small exotic pets and birds are \$18.00 per day per pet. Doggie daycare rates are \$30.00 per day per dog and package rates are 15 days for \$390.00 (expires 60 days from date of purchase), 30 days for \$720.00 (expires 120 days from date of purchase) and 45 days for \$990.00 (expires 180 days from date of purchase). Doggie daycare will be closed during holiday intervals and blackout dates. I understand that pet(s) picked up after

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3:00pm will be charged for the full day. Sunday morning pick ups/ drop offs can be accommodated for an additional \$30.00 charge and must be scheduled in advance. Extended reservations must be completed 24 hours prior to your pre-booked departure date. A \$10.00 fee will apply if less than a 24-hour notice is not provided.

Pet sitting is available on Johns Island. Pet sitting rates are \$35.00 per visit per dog and \$25.00 per visit per cat, exotic and/or bird. A \$5.00 fee for each additional pet and \$3.00 for up to three individualized services will apply. Transportation pick-up and drop off is available. Final transportation rates are at the discretion of Moonshadow Pet Resort after consideration of time of day, location and mileage.

A 25% non-refundable deposit is required for all holiday reservations and the three days preceding and following all holidays. A \$3.00 per day per pet charge will be added on Martin Luther King Day, President's Day, Mother's Day, Father's Day and Columbus Day and the three days preceding and following respective holidays. A \$5.00 per day per pet charge will be added on Easter Sunday, Memorial Day, Independence Day and Labor Day and the three days preceding and following respective holidays. An \$8 per day per pet charge will be added on Thanksgiving, Christmas and New Years day and the three days preceding and following respective holidays. Cancellations can be completed 48 hours prior to arrival to avoid a one-day boarding stay charge on all other dates. No-shows will incur a charge equal to 50% of the total estimated boarding stay and services but no less than a one-day boarding stay charge. A \$2 per day per pet charge will be added Thursdays-Sundays for all summer weekends between June and August.

13. **Payment:** I understand all charges I incur shall be payable upon pick-up, drop-off or at the final pet sitting visit. Should pet(s) not be picked up 10 days after the scheduled departure date pet(s) 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.
14. I understand Moonshadow Pet Resort furnishes bowls, toys and bedding for my pet(s), and therefore, recommends leaving all personal items from home at home. If any items are brought, Moonshadow Pet Resort is not responsible for any loss or damage to personal items. I also understand that any items left behind from my pet(s) stay will be kept for 30 days only. If personal items are not retrieved after 30 days, Moonshadow reserves the right to dispose of or donate them at its sole discretion.
15. I 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, faces, likeness, voice, and appearance in connection with exhibits, publicity, advertising, and promotional materials, I would like to receive free email promotions and discounts and newsletters to the email address provided. I may unsubscribe from emails from Moonshadow Pet Resort at any time.

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16. I certify that I have read, understood and agree to comply all rules, regulations and policies set forth in the Moonshadow Pet Resort Agreement, and that such rules, policies and regulations constitute the sole and entire agreement of the parties hereto with respect to the subject matter in the Moonshadow Pet Resort Owner Agreement, and supersede all prior agreements, representations, and warranties, both written and oral, with respect to such subject matter. It is understood by Moonshadow Pet Resort and Owner that all provisions of this Moonshadow Pet Resort Owner Agreement shall be binding upon both parties thereunto for this visit and all subsequent visits. I have had sufficient time to read this agreement in its entirety. I understand the agreement and voluntarily agree to be bound by the terms.

Initial

Name(s) of Pet(s)

Name of Owner

Signature of Owner

Date