



Guest Agreement

This agreement is by and between Willow Lodge Pet Resort, LLC (hereinafter called "Willow Lodge") and the pet owner whose name is _____ and whose signature appears below (hereinafter called "Owner"). Following are the terms of service for the stay of Owner's pet and Willow Lodge:

1. DISCLOSURE: By signing this Agreement and leaving Pet with Willow Lodge, owner certifies to the accurate disclosure of all information provided to Willow Lodge either in writing or orally about the Pet and Owner specifically represents that he or she is the sole owner of the Pet, free and clear of all liens and encumbrances. Owner agrees to disclose to Willow Lodge all known medical conditions and/or behavior problems, which may affect Pet's care. Owner specifically represents to Willow Lodge that Pet is healthy and meets Willow Lodge's published vaccination standards. Owner represents that each time Pet is brought to Willow Lodge, Owner is recertifying that Pet is in good health and has not had any communicable illness of any kind for 30 days prior to visit. Owner further agrees to inform Willow Lodge of any changes in Pet's condition and/or behavior prior to subsequent visits. Willow Lodge reserves the right to refuse service to any Pet for any reason, at any time, including, but not limited to: pets lacking proof of vaccinations, pets displaying signs of untreated or potentially contagious conditions and/or pets exhibiting aggressive or unacceptable behavior. For the purposes of this Agreement, the terms "Pet" or "Pets" refer to all pets under said ownership of Owner who utilize services at Willow Lodge, either now or in the future.

Owner's Initial: _____

2. PAYMENT: Owner agrees to pay the applicable service rates in effect on the date Pet is checked into Willow Lodge and to pay for any additional services requested by Owner. Payment for all accommodations and services reserved will be paid for at time of check-out, including all additional or ancillary services. Returned checks are subject to a fee of \$25.00.

Owner's Initial: _____

3. ASSUMPTION OF RISK: Willow Lodge agrees to exercise reasonable care of Pet during its stay and, if applicable, during transport. Owner is aware that employees of Willow Lodge are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the pets at Willow Lodge. Owner acknowledges that no amount of vaccination requirement, sanitation or personalized care can prevent pets from contracting an airborne virus or communicable disease. Owner further understands that pets are pack animals, lead with their teeth, paws/claws, are unpredictable in nature and no amount of supervision can be 100% certain to prevent pets from being injured. Owner understands these risks of illness, disease or harm and hereby releases Willow Lodge, its employees, members or other agents, from any and all losses, damages, costs and expenses arising out of or in connection with any communicable disease, airborne virus, or any other medical condition or injury contracted by Owner's Pet at Willow Lodge. Furthermore, if Pet is transported to or from Willow Lodge by Willow Lodge staff, Owner holds Willow Lodge harmless in the event of injury or accident during transportation.

Owner's Initial: _____

4. ABANDONMENT: If Pet is not picked up by Owner (or authorized representative of Owner) within 14 calendar days after the pet is scheduled to depart, Owner understands that Pet shall be deemed abandoned and Willow Lodge has the right to place Pet with a new owner. Owner shall remain liable for all fees due and will be notified of such action by receipted mail, no further notice shall be deemed necessary.

Owner's Initial: _____



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5. ACTS OF BEHAVIOR: Owner agrees to be solely responsible for any and all acts or behavior of Pet while in the care of Willow Lodge, including payments of costs of injury to staff or other animals or damage to facilities caused by Pet. Owner also understands that squirt bottles, and in extreme cases, muzzles may be used for the protection of other pets or staff. Owner further agrees to indemnify Willow Lodge and its agents against any claims made against Willow Lodge or its employees or members or other agents or losses or damages of any kind suffered by Willow Lodge or its agents as a result of Owner's failure to inform Willow Lodge of any pre-existing condition Pet may have (such as illness or aggression problems) or which were otherwise caused by Pet.

Owner's Initial: _____

6. MEDICAL ATTENTION: In the event of an injury, emergency or when Willow Lodge, in its sole discretion, deems medical care is important to Pet's health (including, but not limited to: vaccinations, fleas, ticks, diarrhea, rashes, etc.), Owner authorizes Willow Lodge to obtain medical attention for Pet from a local veterinary clinic. In such event, Owner grants to Willow Lodge and said veterinary clinic the full power of decision-making involving the medical treatment of Pet (including transport and care to and from any agent) and agrees to pay for all costs associated with said treatment. Owner agrees to hold said veterinary clinic, its employees and agents, harmless from any and all claims as a result of treatment provided to Pet. Every attempt will be made to notify owner and transport to your preferred veterinarian prior to obtaining medical care.

Owner's Initial: _____

7. MULTIPLE FAMILY MEMBERS: If Owner requests to board Pet together with other "family members" in the same suite, Owner acknowledges and understands that (regardless of the amount of supervision) such an arrangement may decrease Willow Lodge's ability to detect issues, diseases and illnesses. Furthermore, because actions of pets may be unpredictable, this arrangement may also significantly increase the chance of injury, aggression and/or altercations. In the event of injury, aggression and/or altercation between "family members", Willow Lodge, in its sole discretion, may separate said "family members" and Owner agrees to pay for all costs associated with increased lodging.

Owner's Initial: _____

SIGNATURES:

Owner Signature: _____ Date: _____

Printed Name: _____

Owner Address: _____

Willow Lodge Representative: _____

Printed Name: _____ Date: _____

OTHERS AUTHORIZED TO PICK-UP MY PET(S):

Name: _____ Relationship: _____

Name: _____ Relationship: _____