



Pet Care and Service Agreement

1. **Services.** We agree to provide the specific services (“Services”) to your Pet for each of your Pet’s visits. We will exercise reasonable judgment as we provide the Services.
2. **Payment for Services.** You agree to pay us for the Services we provide to your Pet during each visit at the rates set forth at the start of such visit (collectively the “Charges”). Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day you leave your Pet for services. Hotel check out time is by 10am on the Departure Date and additional Charges will be due for late check out. If you do not pay your bill in full at check-out, Affinity Retreat is required to return your Pet to you at the time of check-out. You understand, however, that you will remain liable for all Charges incurred during your Pet’s stay, and Affinity Retreat reserves the right to collect any unpaid balance.
3. **Reservations.** Reservations are accepted but not guaranteed without verification of Affinity Retreat requirements.
4. **Cancellations.** If you need to cancel your reservation, please do so at least (1) day prior for Grooming and Daycare services and (2) days prior to your arrival date for Hotel services. Affinity Retreat reserves the right to charge late cancellation fees.
5. **Your Agent*.** You must provide an adult, over the age of 18, as your Agent. Your Agent must also be someone other than the primary Pet Parent(s) and should not be someone traveling with you if you are leaving town. If we cannot reach you, you authorize us to contact your Agent. You agree that your Agent shall have your full and complete authority to make any and all decisions, including those related to the health of your Pet and the expenditure of funds, for or on behalf of you and your Pet.
6. **Emergencies.** In an emergency or natural disaster, every effort will be made to contact you or your Agent to retrieve your Pet. You agree that Affinity Retreat, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your Pet until you or your Agent can retrieve the Pet. You understand it may not always be possible to safely evacuate your Pet.
7. **Check-In and Check-Out.** The lobby is open for check-in and check-out as posted at your local Affinity Retreat. Hours vary dependent on the specific service requested (Grooming, Daycare or Hotel). We may require government issued identification before releasing the Pet(s) as we want to be sure we only release your Pet to you, your Agent or such other individual(s) designated by you in writing as authorized to pick up your Pet.
8. **Pet Health and Behavior.** We reserve the right to refuse to accept a Pet at check-in for any reason, including without limit, if it appears to us the Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff.
 - No Pet can stay with us unless the Pet is healthy and we have confirmation from a licensed veterinarian or approved designee that the Pet has received all vaccinations required by Affinity Retreat.
 - If at any time your Pet is found to have fleas or ticks, we may provide the appropriate flea or tick removal treatment, and you authorize us to provide such service at your additional expense.
 - You acknowledge that Affinity Retreat is not responsible for allergic reactions resulting from the manufacturer-recommended usage of any products. Although a pet may experience an allergic reaction to grooming products at any time, Flea and Tick products are associated with a higher incidence of reactions. Please consult your veterinarian prior to having your pet treated if you have any questions concerning your pet’s sensitivity to such treatments.
 - We may accept certain older Pets and we may administer routine medication for chronic conditions, but we are not equipped to care for acutely sick Pets or aggressive or biting Pets.
 - You represent that to the best of your knowledge, your Pet has not been exposed to rabies, distemper, or parvovirus within 30 days prior to beginning its stay with us.
 - If your Pet has been treated for a contagious illness, we cannot accept your Pet for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.
 - You acknowledge that we may contact appropriate authorities if your Pet bites another Pet or any person.
 - You acknowledge and agree that in the unlikely event your Pet becomes ill or injured, or if your Pet has a pre-existing condition which is aggravated by its stay, and requires professional attention we will attempt to notify you or your Agent at the telephone numbers you provide on the reverse side. If we cannot reach you or your Agent, Affinity Retreat at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Pet, and you authorize us to provide any such service at your additional expense. In cases we believe to be critical, we may take your Pet to the veterinarian first before trying to contact you. If you refuse medical treatment for your Pet, Affinity Retreat, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your Pet as comfortable as possible until picked up by you or your Agent, and you authorize us to provide any such service at your additional expense. If we cannot reach you or your Agent, we will make healthcare decisions for your Pet based on the recommendations of available professionals.
 - You acknowledge that your Pet’s use of Affinity Retreat’s facilities including indoor/outdoor play spaces are “at will” and subject to your pet’s behaviors in this environment. Affinity Retreat is not responsible for injury or loss as a result of your Pet’s improper usage of facilities including but not limited to climbing, jumping, digging under or destroying fencing, kennels, doorways or other facility resources provided for the purpose of ensuring the security and safety of Pets in the play spaces.
9. **Contact with Other Pets.** While your Pet is staying with us, he or she will come into contact with other Pets. Every effort will be made to ensure the safety of our guests by enforcing strict restrictions on Pets as set forth in Affinity Retreat’s procedures.
 - You acknowledge and agree that in the unlikely event your Pet is injured by another Pet, YOU RELEASE AFFINITY RETREAT AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.
 - If your Pet injures another Pet, you will be solely responsible for any injury to the other Pet(s) as well as your own Pet, and YOU RELEASE AFFINITY RETREAT AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.

