



## Zoot Pet Hospital + Luxury Boarding

*Southern Veterinary Partners, LLC*

3981 West Highway 29

Georgetown, TX 78628

(512) 864-9668

[www.zootpets.com](http://www.zootpets.com)

## Boarding Agreement

This is an agreement between Southern Veterinary Partners, LLC dba Zoot Pet Hospital + Luxury Boarding (hereinafter referred to as "Zoot Pets") and the pet owner whose signature appears below (hereinafter referred to as "Owner").

1. Owner agrees to pay the rate for pet care provided in effect on the date pet is checked into Zoot Pets.
2. Owner understands and agrees that they are solely responsible for any harm or damages caused by their pet(s) while at Zoot Pets and agrees to pay for said harm or damages in full.
3. Owner understands and agrees that in admitting their pet(s), Zoot Pets has relied on their representation that their pet(s) are in good health and has not been ill with any communicable condition in the last 60 days. Owner further certifies that their pet(s) have not harmed or shown aggression or threatening behavior towards any person or other pet.
4. Owner understands and agrees that Zoot Pets and its staff will not be liable for any problems that develop, provided reasonable care and precautions are followed. Owner hereby releases them of any liability of any kind whatsoever arising from their pet(s) stay at Zoot Pets.
5. **Owner understands and agrees that if their pet(s) become ill or injured, or if the state of the pet(s) health otherwise requires professional attention, Zoot Pets, in its sole discretion, may engage the services of its veterinarian or administer medicine or give other requisite attention to the pet(s), and the expenses thereof shall be paid by Owner.**
6. Owner understands and agrees that in case of an emergency Zoot Pets will contact Owner or Owner's listed emergency contact. Zoot Pets will use its on-staff veterinarians for emergency treatment. In the event that the hospital at Zoot Pets is closed, the pet(s) will be taken to the local 24-hour veterinary emergency hospital for treatment, and the expenses thereof shall be paid by Owner.
7. Owner understands and agrees that if their pet(s) are not picked up by the end of the business day, Zoot Pets is authorized to take whatever action is deemed necessary for the continuing care of their pet(s), and Owner agrees to pay for any costs associated with continued care.
8. Zoot Pets shall exercise reasonable care for the pet(s) delivered by Owner. It is expressly agreed by Owner that Zoot Pets' liability shall in no event exceed the lesser of the current chattel value of the pet(s) or the sum of \$1000.00 per pet.
9. Any controversy or claim arising out of or relating to this agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

**Owner's Initials:** \_\_\_\_\_

**Zoot Pets strives to provide the best care for all our guests. The following policies are to ensure our guests receive the best care possible in a healthy and safe environment.**

### **Admission**

All pets must be in good general health. Zoot Pets reserves the right to deny admittance to any pets lacking proof of vaccinations and/or pets displaying signs of untreated or potentially contagious conditions and/or aggressive behavior. Although Zoot Pets has skilled veterinarians on staff, its boarding caretakers may not be able to handle geriatric pets needing significant or special care.

**All dogs are required to be spayed or neutered prior to turning 12 months of age in order to be accepted into boarding and/or daycare. Pets in heat will not be accepted.**

Puppies will be accepted as long as Zoot Pets receives documentation of their first two sets of vaccinations. Puppies that are not fully vaccinated will only be allowed to board in the hospital.

For safety, Zoot Pets does not allow pets from different households to be boarded in the same suite.

Prior to participating in any social activity, dogs must be temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive or dominant.

Zoot Pets follows a rigorous program of flea and tick elimination. Upon boarding arrival, all dogs staying the night are given a Capstar to ensure that the facility remains flea free. All pets arriving at Zoot Pets with fleas and/or ticks will be treated on site at Owner's expense.

Zoot Pets reserves the right to charge handling fees for excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care for Owner's pet(s).

### **Vaccinations**

All pets must be current on required vaccinations. For dogs, Zoot Pets requires the DHPP/DAP (Distemper/Parvo), Rabies vaccines every 1-3 years and the annual Bordetella and H3N2 Canine Influenza vaccines. For cats, Zoot Pets requires the Rabies and FVRCP (Feline Distemper) vaccines every 1-3 years. Zoot Pets will consider accepting an alternate vaccination protocol with review from one of its on-staff veterinarians. Entry into the boarding, daycare, and grooming facility will not be permitted without documentation of required vaccines from a licensed veterinarian.

### **Evaluation Days**

One day of daycare is required prior to a first boarding stay for any dog. If Zoot Pets observes extraordinary levels of stress or frailties due to old age or health issues which will prevent a successful boarding stay, Zoot Pets will inform Owner on that day. Zoot Pets will also contact Owner to discuss the next course of action if the pet shows any aggression towards our staff or other animals. It is encouraged that daycare be scheduled a minimum of one week before Owner's boarding reservation.

One day of daycare will also be required if pet(s) have not utilized any services at Zoot Pets in over 36 months.

### **Pre-Boarding Exams**

If Owner's pet(s) are older than 11 years, Zoot Pets may require an exam, at Owner's expense, by one of its on-staff veterinarians prior to or upon check in. Zoot Pets may also request full medical history from Owner's current veterinarian. Additionally, it is Owner's responsibility, at the time of drop off, to notify and/or request veterinary staff to examine any pet(s) with medical issues.

All feline guests, regardless of age, requiring injections during their stay will be required to complete a pre-boarding exam with one of Zoot Pets' on-staff veterinarians prior to the first day of their stay.

**Owner's Initials: \_\_\_\_\_**

## Medications

All medications supplied by Owner must be clearly labeled with the pet's name, name of medication, dosage, and reason for medication. All prescription medications must be in original containers, clearly marked, with legible labels. We will only accept the exact dosages required for administration during your pet's stay. Please do not put medications in baggies with meals or pill boxes.

## Food

Zoot Pets serves Royal Canin Veterinary Formula Gastrointestinal Low Fat dry kibble to all of our canine guests, and Royal Canin Feline Health Nutrition Special 33 dry kibble to all of our feline guests. If you choose to bring your own food, please appropriately label the food with your pet's name and feeding instructions. Please inform our boarding staff of any dietary restrictions.

## Emergencies

In case of emergency, Zoot Pets will contact Owner or Owner's listed emergency contact. Zoot Pets will use its on-staff veterinarians for emergency treatment. If the hospital at Zoot Pets is closed, the pet(s) will be taken to the local 24-hour veterinary hospital at Owner's expense.

## Check-In / Check-Out

You are welcome to check-in/out anytime during our lobby hours. We do ask that you let us know if the time changes from what was previously scheduled.

## Lobby Hours

Zoot Pets will be open Monday through Friday 7:30 a.m. to 6:00 p.m. and Saturday 9:00 a.m. to 1:00 p.m. Sunday pick-up is available from 4:00 p.m. to 5:00 p.m. by appointment only.

## Holidays

Zoot Pets will be closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Year's Day. We will close early on the following days: Thanksgiving Eve, Christmas Eve, and New Year's Eve. **Absolutely no check-ins or check-outs will be permitted on holidays. The facility will be fully staffed, but the lobby will not be available as we will be focused on caring for our guests.**

## Cancellation Policy

Zoot Pets may require a one-night deposit at the time of booking. Deposits will be refunded via store credit. Refunds will not be issued; however, credits can be used for any of our services or products and do not expire. We reserve the right to not issue credit for holiday cancellations within a 7-day window before a reservation.

## Rates and Services

All rates and services are subject to availability and change.

## Payment with Personal Checks

Checks will not be accepted for amounts exceeding \$500.

*I certify that I have read and understand the policies of Zoot Pets set forth in this agreement and I agree to abide by these policies and accept all the terms of this agreement.*

Signature of Owner: \_\_\_\_\_ Date: \_\_\_\_\_