



# Customer Agreement

*By signing the Enrollment Application or the Easy Check-In Form (both separate documents), you are acknowledging that you have read and understand the terms as stated below.*

Dogs must be currently vaccinated against Rabies, Canine Cough and Distemper/Parvo in order to stay at Nauset Pet Services. Due to the increase in Canine Cough, we require your dog be vaccinated at least seven days before staying with us and recommend that you revaccinate if the expiration date is within a few months of your dog's stay. Proof of up to date vaccinations is REQUIRED.

Cats must be currently vaccinated against Rabies, FVRCP and Feline Leukemia in order to stay at Nauset Pet Services. Proof of up to date vaccinations is REQUIRED. An indoor cat with a negative leukemia test can board without the vaccination; however, the negative test must be current within the month.

\*\*\*Please fax (508-247-9209), email ([waggin@nausetpetservices](mailto:waggin@nausetpetservices)) or mail (2685 Nauset Road Eastham MA 02642) your vaccination record ahead of the scheduled boarding date.

## Terms

### 1. Drop off times for pets:

during the summer season      Mon. – Sat. 8-4

Sun. 11-12 and 4-4:30

Please note that on Saturdays in the *off-season* we close at noon.

Check-out time is noon. After 12:00 p.m., you will be charged for another day, unless your pet is being groomed, bathed, or is in day care. Nauset Pet Services will try to accommodate special requests, but your cooperation in dropping off and picking up during specified hours is appreciated.

Hours of Operation do differ slightly from the above drop off times. We are open Monday-Saturday from 8-5 and Sundays 11-12 and 4-5. Please note that on Saturdays in the off-season we close at noon.

### 2. For the safety of your pet, all animals must be delivered and picked up in a crate,

carrying case or on a leash.

3. If Nauset Pet Services is picking up or dropping off your pet a prearranged time and location will be mutually agreed upon between customer and Nauset Pet Services.
4. If using Nauset Pet Services Pick Up and Delivery Service:
  - a) Owner indemnifies and holds harmless Nauset Kennels Corporation, its employees, officers, directors and shareholders from any claim of damage or injury resulting from the transportation of the pet to and from the business, including but not limited to, motor vehicle accidents.
  - b) When necessary, owner agrees to provide Nauset Pet Services with a key to the Owner's home to facilitate pick up and drop off. Nauset Kennels will keep the key secure and return it when dropping off pet. Owner indemnifies and holds harmless Nauset Kennels Corporation, its employees, officers, directors and shareholders from any claim of damage to the house or injury to the pet as a result of having access to the property.
  - c) If Nauset Pet Services picks up your pet then Nauset Pet Services shall transport in a kennel vehicle or employee vehicle using the method of restraint they deem best. Owner acknowledges and understands that there may be more than one animal being transported at a time and Owner agrees to indemnify and hold harmless Nauset Pet Services for any injury or damage to person or property (including their pet) resulting from multiple animals being transported together. Owner has no knowledge of his pet being aggressive towards other animals. If pet is known to be aggressive towards other animals, owners are responsible for informing Nauset Pet Services.
  - d) Nauset Pet Services reserves the right not to enter a home, even when an arrangement has been made to pick up or drop off the pet.
  - e) If arranging for pick up or drop off, please remember that travel plans can change out of your control. If you arrange to have your pet dropped off at home and your plans change and you cannot be there, you must call us in advance to alter your delivery plans. Please understand that depending on the time you call, the best decision for your pet may be to stay another night with us.
  - f) Nauset Pet Services will not be responsible for directives from owners that are not prepared in advance and or unclear.
5. When dropping off the pet, Owner agrees to provide Nauset Pet Services with any necessary medication. **All other items**, toys, beds, etc. should be left at home unless medically necessary since Nauset Pet Services cannot guarantee the return of these items or their condition if returned.
6. In the event of an illness or an emergency in the sole determination of the personnel at Nauset Pet Services, *Owner* agrees to pay for all attendant bills, including but not limited

to, veterinarian bills, medication, transportation and boarding at a pet hospital.

7. Owner recognizes that your dog may play or board with other dogs. Scratches, punctures and other “playground” type injuries may occur. Owner waives and relinquishes any and all injury claims made against Nauset Kennels, Inc. DBA Nauset Pet Services resulting from these interactions. We do, however, appreciate being informed of any such instances.
9. Owner also recognizes that injuries can occur in any situation, even if the dog is boarding alone and never comes in contact with any other pets. While extremely rare, such occurrences are possible. We never wish any of our pets an injury or illness.
8. Owner recognizes that in any situation where dogs are together, i.e. a kennel, the dog park, the vet’s office, there is always a chance of developing kennel cough. While all of our dogs are vaccinated against kennel cough, the vaccine is not one hundred percent. Owner waives and relinquishes any claims made against Nauset Pet Services for a dog contracting kennel cough. Owner also agrees to notify the kennel if symptoms develop while the dog is no longer in our care.
9. Owner recognizes that your cat will be in an open cat room with other cats. Although rare, injuries do occur, typically scratches. Owner waives and relinquishes any and all injury claims made against Nauset Pet Services, Inc. resulting from the open cat room.
10. Owner recognizes that the owners and employees of Nauset Pet Services are human and do make mistakes. While we work extremely hard to ensure that this never happens, it does. We will do everything within our power to remedy the situation as we see fit.

## **Fee Schedule**

1. Full payment of all charges must be made prior to discharge of the pet. Full payment must be made by cash, check or credit card. There will be a \$25 fee assessed for any returned check.
2. Owner is responsible for any damage done to Nauset Pet Services property by the pet, including replacement materials and labor costs.
3. Boarding Fees are as follows:

Dogs \$25.00/day

Cats \$15.00/day

Additional fees will be charged as necessary and on a case by case basis. We may find that your pet requires extra care while boarding with us and you will be charged accordingly. Some examples of additional fees include:

- Any pet that has special needs (i.e. incontinent pets, dogs unable to walk) - \$5.00 or more extra per day

- Additional charge for administration of medicines - \$2.00 or more extra per administration (insulin, multiple medications, timed medications, etc.)

### *Optional Services*

Bathing - prices vary by size and breed

Tinkle Walk - 3x per day \$8.00 extra per day

Walks - \$8.00 extra per 20 minute session (\$5 for additional dog)

Personal Play Time - \$8.00 extra per 20 minute session (\$5 for additional dogs)

Pick up and Delivery prices vary by location

4. Owners shall be responsible for boarding fees until the pet is picked up. If there is any delay in pick up Nauset Pet Services must be notified immediately. If Owner has not picked up pet after ten (10) days of the scheduled pick up time, Nauset Pet Services may deem the pet abandoned and will work in conjunction with the town dog officer to determine a course of action. Owner is still responsible for all costs associated with the abandoned pet, including but not limited to boarding, bathing, and veterinary services.
5. For any boarding stay over two weeks, Nauset Pet Services requires fifty percent deposit of the estimated charge at drop off.
6. During holidays, school vacations and summer months, we require a \$25 deposit for *each* dog/\$15 for *each* cat. The deposit is applicable towards boarding. If your reservation is cancelled within 48 hours of your reservation, we will refund the deposit or apply it towards a future reservation. Refunded deposits will be made by check only. If refunding via credit card, a \$5 transaction fee will be deducted from the total refund.
7. Owner hereby indemnifies and holds harmless Nauset Kennels Inc., DBA Nauset Pet Services, its employees, directors and officers from any claims of damages or injury to pet or other persons or property in relation to Owner's boarding his or her pet. Owner acknowledges he/she has read the rules and regulations and fee schedule and agrees to all of the terms set forth above.

On a personal note - We **really** dislike having to include this legal mumbo-jumbo. Unfortunately, our society, which we have created, dictates the necessity of such legal conversations.

We love your pets and will do our absolute best to ensure their well-being while they are with us.