



- Owners agree to pay the rate for pet care provided in effect on the date pet arrives for Boarding or Dog Daycare.
- Owners understand and agree that they are solely responsible for any harm or damages caused by their pet(s) while at Memorial Pet Lodge and agree to pay for said harm or damages in full. Owners understand and agree that in admitting their pet(s), Memorial Pet Lodge 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 30 days. Owners further certify that if their pet is a dog, their dog has not harmed or shown aggression or threatening behavior towards any person or harmed or attempted to harm other dog.
- Prior to Memorial Pet Lodge allowing any pet to stay on the premises, Owners must provide Memorial Pet Lodge with a formal vaccination record from a licensed veterinarian indicating that the vaccinations meet Memorial Pet Lodge requirements as follows: DOGS - Rabies (annual or 3 year based on specific documentation by veterinarian), DHPP, BV (bordetella, every 6 months or annual based on specific documentation by veterinarian), CIV (canine influenza virus (recommended only). CATS – Rabies (annual or 3 year based on specific documentation by veterinarian), RCP (respiratory-distemper), Feline Leukemia (recommended only). We encourage owners to provide these records several days prior to arrival for verification.
- Owners understand and agree that if their pet(s) become ill or injured, Memorial Pet Lodge, in its sole discretion, may engage the services of a veterinarian and the expenses thereof shall be paid by the owner.
- Owners understand and agree that if their pet(s) are not picked up by the end of the business day for daycare or the end of the agreed boarding stay, Memorial Pet Lodge 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.
- **ADMISSION:** All pets must be in good general health. We reserve 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. Pets needing significant or special care may not be accepted at Memorial Pet Lodge discretion. Puppies are only allowed if they are at least four (4) months of age and are fully vaccinated. **Pets in season/heat will not be accepted for Daycare.**
- Pets from different households will not be boarded in the same suite without written consent of both pet owners.
- Memorial Pet Lodge follows a rigorous program of flea and tick elimination. Upon Boarding or Daycare arrival, any pets arriving with fleas and/or ticks may be treated at the owner's expense or denied admittance at Memorial Pet Lodge's discretion.
- Memorial Pet Lodge 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 your pet. **MEDICATIONS:** All medication supplied by Owners must be clearly labeled with the pet's name, name of medication, dosage, and reason for medication. All medications must be in original prescription container, clearly marked with legible labels. We will only accept the exact dosages required for administration during your pet's stay. Memorial Pet Lodge may refuse to accept pet's with conditions that require medication that Memorial Pet Lodge personnel are not qualified or are uncomfortable in administering (i.e., shots). Memorial Pet Lodge may charge an additional fee for administering medication, depending on the time it takes to administer.
- **FOOD:** Please appropriately label any food you bring for your pet with the pet's name and feeding instructions. Please inform our staff of any dietary restrictions.
- **EMERGENCIES:** In case of emergency we will contact you or your emergency contact. We will contact your Veterinarian or the local 24 hour veterinary emergency hospital if necessary at Memorial Pet Lodge's discretion.
- **BOARDING CHECK-IN/CHECK-OUT:** You are welcome to check-in anytime during our lobby hours. Check-outs can be made Monday through Friday 7:00 am - 11:00 am, Saturday and Sunday Pick Up is by appointment ONLY. After hours check-in/outs are by appointment only at Memorial Pet Lodge's discretion and with applicable fees.



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- **DAYCARE DROP OFF/PICK UP HOURS:** Monday through Friday 7:00 am – 6:00 pm
- **HOLIDAYS:** Memorial Pet Lodge will be closed to the public on the following holidays: Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, 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 your pets. Feel free to check in by phone and ask for photos.**
- **RATES AND SERVICES:** All rates and services are subject to availability and change.
- **PAYMENT:** Owners agree to pay all boarding fees at the time of check-in if they have not paid in advance through the reservation system. Daycare fees are paid at drop off or in advance through reservations or pre-paid membership package. Owners are required to maintain a valid credit card on file or have a pre-paid punch card. Owners understand that all Memorial Pet Lodge pre-paid punch cards and packages are non-refundable.
- **DEPOSIT AND CANCELATION POLICY:** Holiday/Peak season Daycare and boarding reservations require full payment. Cancellations made three weeks in advance of the first day of stay will not incur a charge. If Holiday and Peak season cancellation is made with less than three weeks' notice, Owners will forfeit the full prepaid amount.
- **Photo & Video Release:** Owners agree to allow Memorial Pet Lodge to photograph and video pet(s) while under contracted services. Owners waive all rights to compensation for any images. Memorial Pet Lodge retains all proprietary and licensing rights to any image of pet(s) taken while in the care of Memorial Pet Lodge and such images may be used in any manner chosen by Memorial Pet Lodge.