



Red Dog Pet Resort & Spa
CLIENT AGREEMENT

Red Dog Pet Resort & Spa® staff cares for your loved ones 24 hours a day. We offer Boston's ultimate pet experience and promise to always care for our Guests as if they are one of our own. We guarantee that you and your pet will experience the Red Dog Difference.

The terms and Conditions of Service apply to all reservations for boarding and day care and all boarding, day care and other services provided by Boston Red Dog Pet Resort & Spa®. In these Terms and Conditions, Boston Red Dog Pet Resort & Spa® may be referred to as Red Dog, "we" or "us", the customer and pet owner is referred to as "you" or "owner" and the customer's pet(s) is/are referred to as the "Guest(s)".

1. You specifically represent that you are the sole Owner of the Guest or that you have been granted authority by the Owner has given you the authority to place the Guest with us.

2. You agree to pay the total charges rendered for all days reserved on the date Guest is checked into the Red Dog Pet Resort & Spa® and will pay for any additional services requested or deemed necessary by Red Dog in our reasonable discretion when you pick up the Guest. In any case of nonpayment, whether negligence or abandonment, you will remain liable to Red Dog for all unpaid charges incurred for the duration of the Guest's stay. Prices are subject to change without notice and seasonal rates may apply. We will require a credit card on file for any boarding stays over two weeks which will be charged every two weeks.

3. You specifically represent to Red Dog Pet Resort & Spa® that, to your knowledge, the Guest is in good health and has not been exposed to any contagious diseases within a thirty day period prior to check-in. You further agree to provide Red Dog with proof of the three required vaccinations (Rabies, Distemper & Bordetella) upon request prior to entry into Red Dog Pet Resort & Spa® and to complete the Canine Guest Profile in its entirety prior to check-in.

4. Even with current vaccinations, it is still possible for the Guest to become ill during or after his/her stay. You are aware that by dropping the Guest off at Red Dog there is a risk that the Guest may contract kennel cough, upper respiratory illness, diarrhea, nicks, cuts, scrapes, other viruses and/or punctures during his/her stay. You understand that this is not due to any circumstance or condition at Red Dog and agree to not hold Red Dog liable in the event that Guest becomes ill or injured before or after his/her stay.

5. You understand that if flea or ticks are discovered on the Guest while staying at Red Dog, we must treat the Guest appropriately to protect the Guest's health and the health of other Red Dog guests and hereby give Red Dog permission to carry out such treatments at your additional expense.

6. YOU ARE ASSUMING ALL RISK OF ILLNESS, DISEASE, HARM OR OTHERWISE TO GUEST BY ALLOWING GUEST TO STAY AT RED DOG. AS A MATERIAL INDUCEMENT FOR RED DOG TO ACCEPT THE GUEST, YOU HEREBY RELEASE RED DOG FROM ANY CLAIMS, LIABILITY, LOSSES AND DAMAGES ARISING OUT OF OR CONNECTED WITH THE GUEST'S STAY AT RED DOG WHETHER BASED ON BREACH OF CONTRACT OR NEGLIGENCE.

7. You understand that in the unlikely event of an emergency or natural disaster, every effort will be made to contact you or your Emergency Contact to retrieve the Guest. You agree that Red Dog Resort & Spa® at its sole discretion, is authorized to transport, and/or to make

temporary alternative arrangements to house and care for the Guest until either you or your Emergency Contact can come pick up the Guest. You also understand that it may not always be possible to safely evacuate the Guest in an emergency.

8. You understand that while the Guest is staying at Red Dog Pet Resort & Spa® he/she may come in contact with other Guests. You acknowledge and agree that in the unlikely event that the Guest is injured by another Guest, that you will not hold Red Dog responsible for that injury.

9. YOU AGREE THAT YOU ARE SOLELY RESPONSIBLE FOR ANY DAMAGE, INJURY OR HARM THAT THE GUEST MIGHT CAUSE TO ANY OTHER ANIMAL, PERSON AND/OR PERSON DURING HIS/HER STAY AT RED DOG AND THAT YOU WILL INDEMNIFY AND DEFEND RED DOG FROM AND AGAINST ALL CLAIMS, LIABILITY, LOSSES AND DAMAGES ARISING OUT OF CONNECTED WITH ANY SUCH DAMAGE, INJURY OR HARM.

10. You hereby grant Red Dog permission to use the Guest's name and any images or likeness of the Guest taken while he/she is staying at Red Dog in any form or format, for use, at any time, in any media, marketing, advertisement, illustration or promotional materials.

11. You agree that Red Dog will not be liable or responsible for any loss, theft or damage to any personal item belonging to you or the Guest. You are aware that you should not drop off any personal belongings at Red Dog that are valuable or irreplaceable.

12. You understand that if you fail to pick up the Guest within 10 calendar days of notification from Red Dog Pet Resort & Spa®, Guest will be considered abandoned and will be handled in accordance with Massachusetts State Law and that doing so does not relieve you of your financial obligations.

13. You certify the accuracy of all information provided to Red Dog in writing or orally about the Guest by signing this Agreement. Red Dog reserves the right to deny admittance to any Guest for any reason at any time. Including without limit injury, sickness, or behavior that, in the sole judgment of Red Dog, could jeopardize the health or safety of other Guests or the staff.

14. You understand that these Terms and Conditions, together with the Canine Guest Profile and Red Dog House Rules, constitute the entire agreement (the "Agreement") between you and us regarding your reservation and your Guest's stay at Red Dog. There are no oral agreements or other understandings that are not set forth in this agreement. If a court determines that any provision of this Agreement is unenforceable, then the provision shall be deemed to be modified to the least extent necessary to make it enforceable.

This Agreement shall be governed by the law of the Commonwealth of Massachusetts excluding any provision of law, which would require the application of the law of any other state. In any action by us to enforce the payment terms of this Agreement, you agree that we also may collect from you our costs of collection, including reasonable attorney's fees and court costs.

I have read the above Agreement entirely and have had the opportunity to discuss its terms with Red Dog Pet Resort & Spa® to my satisfaction, and agree to its terms in its entirety.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Guest(s) Name: \_\_\_\_\_