



Boarding & Daycare Agreement

I understand that Bliss Pet Resort - Castle Hills LLC has relied upon my representation that my pet is in good health and has not injured or shown aggression or threatening behavior to any person or animal in admitting my pet for services at their facility.

I understand that Bliss Pet Resort - Castle Hills LLC their owners, staff, partners, and volunteers, will not be liable financially or otherwise for injuries to my pet, myself, or any property of mine while my pet is participating in services provided by Bliss Pet Resort Castle Hills , LLC. I hereby release Bliss Pet Resort - Castle Hills LLC of any liability of any kind arising from my pet's participation in any and all services provided by companies.

I understand and agree that any problems with my pet(s), behavioral, medical, or otherwise, will be treated as deemed best by staff of Bliss Pet Resort - Castle Hills LLC in their sole discretion, and in what they view as the best interest of the animal. I understand that I assume full financial responsibility and all liability for any and all expenses involved in regards to the behavior and health of my pet(s).

I further understand there are risks and benefits associated with group socialization of dogs. If I have chosen my dog to attend dog daycare or select group play (while boarding) from Bliss' services, I agree that the benefits of dog socialization outweigh the risks and that I accept the risk. I therefore desire a socialized environment for my dog while attending services provided by Bliss Pet Resort - Castle Hills LLC while in their care. I understand that while socialization and play is closely and carefully monitored by staff to prevent injuries, it is still possible that that during the course of normal play, my dog may receive minor nicks and scratches from roughhousing with other dogs. Any injuries staff discovers, will be pointed out by staff upon pick-up.

I understand by allowing my pet(s) to participate in services offered by Bliss Pet Resort - Castle Hills LLC I hereby agree to allow them to take photographs or use images of my pet in print form or otherwise for publication or otherwise promotion.

I further understand that I am solely responsible, financially or otherwise, for any harm or any and all damage caused by my pet while my pet is attending any services provided by Bliss Pet Resort - Castle Hills LLC

I understand that if my pet is not picked up on time or by a date specified in a separate agreement, I hereby authorize Bliss Pet Resort - Castle Hills LLC to take whatever action is deemed necessary for the continuing care of my pet. I will pay the cost of any such continuing care upon demand by Bliss Pet Resort - Castle Hills LLC. I understand that if I do not pick up my pet, under Texas Penal Code 42.092, Bliss will assume the pet is abandoned. I also acknowledge that I will be fully responsible for all attorney fees and associated costs if I abandon my pet(s) while in the care of Bliss Pet Resort- Castle Hills LLC

Boarding & Daycare Policies

All nights reserved are due upon checkout. We accept Visa, Mastercard, Discover, American Express, check and exact cash. When customer is present if paying by credit card, the card must be swiped to be in compliant with PCI laws. We use the card on file when customer is present for any charges. If customer does not provide a card to swipe, a 3% PCI compliance fee will be automatically added to the charges. When making a boarding reservation, a 1 night deposit equivalent to current accommodation rate is due at time reservation if made in person or on the phone. All deposits are non-refundable.

If dropping off before 2pm Monday to Saturday, there is an early check in fee of \$20 per pet. If picking up after 12:30pm Monday to Saturday, there is a late check out fee of \$20 per pet. Nightly rate is from 2pm until 12:30pm Monday to Saturday. If dropping off between 8 and 9am on Sundays, an early check in fee of \$20 per pet will apply. If picking up from boarding on Sunday after 9am, a \$20 late check out fee per pet will apply.

During peak times there is a \$5 surcharge per dog, per night during Spring Break, Thanksgiving, Christmas, and New Years and other times as published on our website or other written

documentation. From Memorial Day weekend through Labor Day there is a \$5 surcharge per dog, per night per accommodation.

I confirm my pet(s) is in good health with no serious physical conditions, injuries, sickness or ailments at this time and is not being treated or watched within the last 30 days for any contagious or otherwise health concerns.

I confirm my pet(s) vaccines are current and up to date and I have supplied Bliss with all of my veterinary vaccination information. I assume any and all risks should my pets vaccines be discovered not up to date, including dismissal from Bliss' care. Bliss will administer Bordetella for any dog not up to date at check-in at the cost of \$30 per dog to the owner.

House food is \$4 per meal up to 1 cups per meal. \$1 per cup over 1 cups fed per dog, per meal. If pet(s) should run out of food or not come with food, these charges apply. Please let us know on the boarding intake form if your dogs need to be fed separate (out of their suite or kennel) due to food aggression or eating all the food of another dog. The fee is \$2.50 per/meal/dog for separating to feed. If we deem pets are taking action upon one another due to food aggression, we will separate to feed and charge accordingly.

All dogs must pass a Private Swim Test to be permitted in group swim sessions with daycare or boarding. Private swims tests are available for 20 minutes for \$15. A life vest will be used for swim test dogs. The cost of adding swimming to daycare is \$5 and some of our boarding programs come with swimming. Four swim sessions daily are included with gold boarding and daycare dogs (adding on swimming) seasonally.

All intact pets over 9 months are not permitted in Standard Daycare or our Social Boarding Programs. Intact pets over 9 months may board under our Individual Care program and come to daycare under our Enrichment program. Puppies intact between 8 weeks and 9 months will board and do daycare in our Puppy program.

We reserve the right to move dogs from accommodations and programs as needed based on safety, behavior, health, size, and temperament as we best see fit to accommodate the needs of all the dogs in our care as we deem appropriate.

Camera suite links will be emailed or texted to the email address or phone number on the Gingr account.. Follow the instructions to download the app per your device and set up the camera

access prior to leaving our lobby so we can assist you if needed. We are not responsible for user errors/ technical difficulties in getting any camera at our facility to work after you leave our facility.

We prefer each guest bring food and leash/collar only as we supply everything else needed for each guest. All dogs must enter and exit on leash at Bliss Pet Resort - Castle Hills LLC. We do not accept bowls, >3 toys per accommodation, containers of food, retail size food bags, raw hides, kongs or bedding. Any items besides food, leash/collar may be given back to you at check in and if accepted are brought in at your own risk and may not be returned as we have many dogs belongings to keep track of.

All dogs receiving group play will be placed into groups of similar size and temperament. We reserve the right to remove dogs from play to Individual Care or Enrichment at any time up to our discretion based on behavior, safety, weather or health, taking into consideration all the dogs in our care. Dogs who have passed our daycare evaluation may receive two play sessions per day, morning and afternoon. We reserve the right to determine participation in group play per day at our sole discretion. Intact dogs > 5 months may not participate in social group play.

All packages purchased for Daycare have a 90 day expiration date and can not be extended, refunded, or credited towards any other services or purchases. Training packages have a 30 day expiration date and all dogs enrolled into Day School must attend 3x a week. Training packages may not be extended, refunded, or credited towards any other services or purchases.

All new dogs to Bliss must be evaluated with a Trial Day prior to daycare or boarding to ensure each dog is socially and behaviorally suited to participate in our services and to ensure the safety of all our guests and staff. At this time we will determine what daycare or boarding type will be best suited for each dog. The Trial Day is \$35 per dog. We will notify at the end of the Trial Day if your dog is suitable for a social or other program within our provided services. Dogs who are difficult for our staff to manage due to size or behavior will be charged a \$15/night Special Handling fee. Dogs who show signs of severe separation anxiety with displays of excessive barking, howling or screaming, and/or trying to escape their accommodation will not be permitted to attend services at Bliss Pet Resort - Castle Hills LLC. >

DEPOSIT & CANCELLATION POLICY!

Reservations require a 1 night non refundable deposit to confirm the reservation. We accept Visa, MasterCard, Discover, and American Express at this time. All deposits are non-refundable and can not be credited towards any other services.

Peak times (summer and holiday time frames) have a 2 weeks no change policy. At 2 weeks from the date your departure begins, any changes in reduction of schedule or cancellation will result in FULL fees paid of original reserved schedule.

Any boarding reservations cancelled during off peak times with less than 24 hours notice will result in 50% fees paid for entire reservation including the deposit.

No shows boarding reservations will result in 100% of fees paid for full reservation.

Daycare no shows or cancellations with less than 24 notice will result in the full price of that daycare service charged or a visit taken from clients daycare package.

A \$2 unreserved fee will be assessed for daycare appointments not scheduled prior to close of business the previous day.

All changes or cancellations to boarding reservation must be made in writing to **admin@pawoasispetresort.com**

I understand and agree to all of the terms and conditions contained in this document. I further agree by participating in services a Bliss Pet Resort - Castle Hills LLC including boarding, daycare, grooming and additional services such as but not limited to swimming pool use, there are risks and rewards in which the rewards outweigh the risks. I fully accept liability for any and all costs associated with injury, death, or sickness by my pet(s) participating in any and all services provided by Bliss Pet Resort - Castle Hills LLC.