

Client: [FirstName] [LastName], [Address], [City], [Zip]

Pets: [Pets]

Policies and Procedures of Meadowlake Pet Resort

Thank you for choosing Meadowlake Pet Resort ("Meadowlake"). We wish to offer exceptional pet care, a beautiful facility, and high quality customer service. In exchange, we ask your cooperation with our policies and procedures. Please carefully read the following and request further explanation if needed.

1. **Rates and Payment.** Rates vary by service and are subject to change at any time. Lodging is charged per night and activities are charged per day. Training, Daycare and Grooming are generally charged by day. 100% of payment is due at time of pick up. Meadowlake accepts payments by cash, check or credit card. Any payment not made at pick up will be charged directly to the card on file.
2. **Deposit.** A card on file is required to make a reservation. Lodging reservations cancelling within 3 days will result in a \$50 cancellation fee. Stay & Train reservations will require a deposit which varies by package, as well as extended Lodging stays.
3. **Credits, Passes and Deposits.** All monetary deposits, credits or unused passes for daycare or training services expire within 12 months and will not be eligible for reimbursement of any kind after that timeframe.
4. **Lodging Check-in and Check-Out.**
 - a. Check-in: Pet guests may check-in after 2pm Monday-Sunday.
 - b. Check-out: Pet guests must check out by 12:00pm noon. Pets not checked-out prior to noon will be charged an additional lodging night fee and may be moved to other accommodations to make room for incoming guests. Dogs scheduled for full service bathing or grooming services the day of check out will not be charged the late check-out fee.
 - c. After/Before Business Hours: Meadowlake does not allow check ins or check outs outside of posted business hours.
 - d. Designation of Authorized Check Out Person(s): Meadowlake will not impose any restrictions on whom may check out a pet. If the Owner(s) desire additional such requirements, client may opt to add an authorized person and have it indicated on their pet's profile.
 1. **Accommodations.** Meadowlake is happy to provide a variety of accommodations to serve the needs of each of our pet guests. Meadowlake reserves the right to adjust the accommodation for each pet based on size, breed, and behavior. Pets from the same family generally will lodge together. Pets from different families may not be lodged in the same room. Rooms with attached patios have an additional charge per night.
 2. **Puppies.** Puppies are welcome at Meadowlake for select services as soon as they have completed their first set of vaccines by a veterinarian and remain current for their age. However for overnight accommodations, including training and lodging, puppies are required to be at least 4 months of age to stay and require the purchase of an activity package.
 3. **Cat and Kitten Lodging.** Only altered cats are eligible to stay at Meadowlake. Cats must have all required vaccinations and be at least 4 months of age.

4. **Exotic Lodging.** Owners must supply Meadowlake with all cages, crates, food, aquariums, terrariums, toys, and treats or any other amenities needed to make the pet feel safe and comfortable during his/her stay. All exotic pet guests must be vaccinated, according to a licensed veterinarian, by any and all vaccines required by the State of Texas, and have proof of those vaccinations at time of check-in. Exotics are charged per pet and are not eligible for any discount for overnight accommodations.
 5. **Food.** Meadowlake serves an all-natural, mineral and vitamin fortified food. However, Owners are welcome to bring their own food from home for their pets. Meadowlake requests that, if an Owner bring a pet's own food, that the correct portions be measured out and separated in ziplock bags for each feeding. Each bag should be labeled with the pet's name, and special instructions as necessary. Meadowlake will not accept diets containing bones and ask that clients limit their pet's food to no more than two ingredients.
 6. **Treats.** Treats for pets may be brought from home in the amount that the Owner wishes their pet to receive throughout the stay. Full bags/boxes of treats will not be accepted. As an add-on activity, Meadowlake can offer your pet a delicious and healthy treat. Meadowlake does not accept rawhide products or items that may present a risk to your pet while lodging.
 7. **Medications.** Meadowlake will administer oral or topical medications for an additional fee per administration. Prescription medications should be provided in prescription containers which include the pet's name, the name of the medication, and clear, written instructions for administering the medication (or vitamins). Meadowlake does not administer any medications that require injections.
 8. **Personal Items.** Pets may be checked in with no more than 3 washable items per pet. All items should be clearly marked with pet's name. Please do not bring favorite toys that may be lost. Meadowlake cannot be responsible for any item left with your pet. Personal food or water bowls, collars, leashes, or grooming supplies will not be accepted. Toys with stuffing or beds with foam or stuffing will not be accepted due to sanitation and safety reasons. Personal items in excess of 3 will need to go back with the Owner at check in.
 9. **Vaccinations.** Meadowlake requires a copy of official records of vaccinations be faxed or delivered prior to lodging. No hand-written records or Owner-administered vaccinations will be accepted. Below is a list of required vaccinations. If vaccinations are not current at check in, Meadowlake can take your pet to the nearest, available, licensed veterinarian to administer vaccinations for a fee. The fee, in addition to the cost of the vet visit and vaccines, will be added to your Meadowlake bill at check out.
- e. Dogs: Rabies, DHPP (distemper, hepatitis, parvo, and parainfluenza), and Bordetella. Meadowlake highly recommends but does not require Canine Influenza (Both H3N2 and H3N8).
- f. Cats: Rabies, FVRCP (feline rhinotracheitis virus, calcivirus, panleukopenia).
1. **Parasites.** All pets will be checked thoroughly for fleas and ticks at check-in and throughout their stay. If found, the pet will receive a flea/tick bath immediately, at Owner's expense before being allowed to enter guest quarters. Intestinal parasites found via feces will prompt a visit to the veterinarian for treatment at the Owner's expense. Pet will be removed from group play activities and may be a subject to change in accommodations.
 2. **Leash.** For the safety of all, pets are required to be on leash and under control (or in a carrier) at all times when in the custody of their Owners.
 3. **Access to Dog Lodging Area.** To encourage a safe environment and relaxation for our pet guests, Meadowlake limits customer access to the

lodging area. Tours are welcome and no advance reservations are necessary. However, Meadowlake reserves the right to restrict tour extent based upon the number of pets lodging at Meadowlake.

4. **General Health.** Pets should be in good general health to stay at Meadowlake. Pets exhibiting signs of contagious viruses, etc., cannot be accepted. Meadowlake is not licensed to provide veterinary care and in some instances may recommend that your pet stay with a licensed veterinarian. Pets accepted that require extra attention will be charged a Special Care fee per day.
5. **Pet Care Promise.** The Pet Care Promise is a program offered to all clients and included in our service pricing. Limitations apply. Please refer to our Pet Care Promise Document for more details.
6. **Veterinary Care.** Meadowlake makes every effort to provide a safe, fun and relaxing experience for our pet guests. However, a pet may become ill unexpectedly, or may sometimes engage in rough play and injure itself or another pet. Sometimes, veterinary attention may be needed. In non-emergency situations, Meadowlake will contact the Owner or emergency contact to discuss options for medical care. For emergencies, Meadowlake will transport the pet to a nearby available licensed veterinary clinic immediately and then contact the Owner. Meadowlake may make decisions, in conjunction with the treating veterinarian, on the Owner's behalf if they are not reachable. Any costs arising from medical care will be billed to the Owner upon check-out unless the Pet Care Promise is applicable.
7. **Behavior.** Meadowlake has an excellent record of developing positive relationships with all our pet guests. However, any pet exhibiting dangerous aggressive behavior towards a person, or another pet will not be allowed out of its enclosure and may not be accepted for lodging in the future. A Special Care fee may be charged per day.
8. **Damage Charges.** Damage caused by pets to any area of the Meadowlake facility will result in a fee. Amount charged will depend upon the extent of the damage. For your pet's safety and to avoid any additional fees, your pet will be subject to a change in accommodation.
9. **Abandoned Pet.** Meadowlake is committed to providing excellent pet care for all our pet guests. Meadowlake understands that circumstances arise that can cause an Owner delay in picking up their pet or contacting Meadowlake regarding such delays. If an Owner does not pick their pet up within 24 hours of the scheduled pick-up time and is unreachable, Meadowlake will charge the card on file for all pending balances. If the situation persists for an additional 24 hours, Meadowlake may consider the Owner's pet abandoned. Under such circumstances, Meadowlake will make a concerted effort to seek continued care of the pet and will comply with all relevant Texas state law with regard to abandoned pets.

Owner's Acceptance of Terms

1. I have read, understand and agree to follow the policies and procedures of Meadowlake.
2. I understand that this Agreement applies to all pets that I may bring to Meadowlake for services.
3. I am fully aware of the rates and fees charged by Meadowlake and agree to pay in full upon check-out of my pet.
4. I agree to be held responsible for any damage to property (i.e., lodging area, fencing, walls, flooring, etc.) or other cost incurred by my pet.

5. I have fully disclosed all information regarding my pet's aggressive behavioral issues or history of biting and I expressly agree to be held responsible for medical costs due to significant human injury caused by my pet.
 6. I agree to allow Meadowlake and a licensed veterinarian of Meadowlake's choice to make decisions regarding my pet's health if I cannot be reached.
 7. I give my permission to Meadowlake to take pictures and/or recordings of my pet while in residence at Meadowlake and to post these pictures on our website and social network pages, such as Facebook and Instagram.
 8. I understand that if I do not check-out my pet at the agreed upon date and do not make any financial arrangements for the further care of my pet, Meadowlake may consider my pet abandoned.
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1. I agree, on behalf of both me and my spouse or significant other, that Meadowlake's maximum liability in connection with the care of my dog will not exceed the fees I pay Meadowlake for services provided for my dog.

Release of Medical Records

To provide your pet(s) with the maximum level of care, in the unlikely event that your pet(s) requires medical attention, this information will be kept on file at Meadowlake Pet Resort and provided to your veterinarian(s).

I, [FirstName] [LastName], hereby give Meadowlake Pet Resort permission to obtain any and all medical records or information regarding [Pets] from the following Veterinary / Animal Clinic(s).