

ELAINE'S PET RESORTS GUEST REGISTRATION & CUSTOMER AGREEMENT FORM

I, _____, entrust Elaine's Pet Resorts LP, (Elaine's Pet Resorts) to care for my pet(s):
[Print Pet Owner Name]

Home Address _____ City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____ E-Mail _____

1. _____
Pet's Name Breed Male/Female Spay/Neutered Age

2. _____
Pet's Name Breed Male/Female Spay/Neutered Age

3. _____
Pet's Name Breed Male/Female Spay/Neutered Age

* Name of Veterinarian/Veterinarian's Office: _____

And hereby acknowledge and agree to the following terms for 1 year beginning on the date set forth on the reverse side and agree that the date will be extended by an additional year with each subsequent overnight stay or day visit:

1. I agree that my pets are in compliance with Elaine's Pet Resorts' Vaccine Policy (the "Vaccine Policy") and will provide evidence of such compliance. If my pet(s) are not in compliance with the Vaccine Policy, I acknowledge that this voids my Pet Care Warranty for illness and agree that Elaine's Pet Resorts may refuse services or take my pets to be vaccinated at an additional cost at their discretion. I also understand vaccinations do not guarantee the prevention of communicable illnesses that may affect my pet(s) & I assume any & all risk to my pet(s). The Vaccine Policy requires that all guests be current on the following vaccinations at check in and during their stay:
Dogs: rabies, distemper-parvo, canine influenza [CIV], and bordetella. Cats: rabies and feline distemper.
2. I understand that Elaine's Pet Resorts may treat minor injuries, digestive upsets and appetite disruptions with a standard protocol that may include over the counter medications and/or prescription Loperamide (Imodium®). If veterinary treatment is necessary, my pet(s) may be covered by Elaine's Pet Resort's Pet Care Warranty Program (the "Pet Care Warranty Program"). Details and exclusions are on reverse side.
3. In case of emergency or medical need, I authorize Elaine's Pet Resorts to do whatever is deemed necessary for the health and well being of my pet(s) and I agree to pay all treatment expenses not covered by the Pet Care Warranty Program. I authorize Elaine's Pet Resorts to seek veterinary services for my pet as they feel appropriate and understand a transportation fee of up to \$75.00 may be charged for each trip for veterinary services/medication.
4. All fees associated with my pet(s) stay are due in full at checkout. If I elect to have a friend/family member pick-up my pet(s), I hereby authorize Elaine's Pet Resorts to charge my credit card on file for all fees incurred during my pet(s) stay. If I pay by check and funds are insufficient, I agree for my credit card to be charged for the outstanding balance plus additional banking fees.
5. Additional fees apply if my pet(s) requires specialty care due to age, medical condition, flea infestation, coat condition and/or behavior issues.
6. Elaine's Pet Resorts provides all amenities for my pet(s) therefore it is unnecessary for me to bring possessions from home. In the event I am allowed to leave toys, beds or other items with my pet(s), I do so knowing I will not be reimbursed for any lost or damaged items. Possessions from home will be given to my pet at the sole discretion of Elaine's Pet Resorts.
7. I am aware that normal business hours for drop off & pick up are 7-6 M-F, 7-4 Saturday & 12-6 Sunday and that Elaine's Pet Resorts may adjust these hours during summer & holidays. I understand that staff is on site daily from 6:30am to 9:30pm and that my pet will have at least four [4] opportunities to leave it's lodging quarters for elimination breaks including any extra curricular activities which I have been made aware of. I further understand that Elaine's Pet Resorts staff will observe my pet's general health and well being each time it leaves it's lodging quarters and after eating and respond accordingly should the need for attention arise.
8. I understand that my pets' permanent and temporary enclosures will be from thirty-two [32] square feet to forty-eight [48] square feet and that Elaine's Pet Resorts staff will make that determination.
9. Photos or video may be taken of my pet(s) while at Elaine's Pet Resorts. I acknowledge and agree that any photos and/or video taken are the property of Elaine's Pet Resorts and I authorize the use of these images for marketing and/or promotional purposes.
10. Elaine's Pet Resorts agrees to exercise reasonable care for my pet(s) in accordance with Sec. 1834.5 California Civil Code. I expressly agree that Elaine's Pet Resort's liability arising out of the lodging of my pet(s) and any services provided by Elaine's Pet Resorts to my pet(s) shall in no event exceed the current chattel value as determined by California State Law. I further agree to be solely responsible for any and all acts of my pet(s) while in the care of Elaine's Pet Resorts and shall indemnify Elaine's Pet Resorts and its employees, owners and agents from any and all liability incurred as a result of the acts of my pet(s) except in the event of negligence of Elaine's Pet Resorts.
11. Elaine's Pet Resorts has the right to refuse any or all services based on a pet's health, age, temperament or any other criteria.
12. During lodging stays, daily activities are highly recommended for the enjoyment of my pet. Selection of activities is at my discretion but I understand there is a direct correlation between increased hands-on attention and happy, healthy pets. For long lodging stays, Elaine's Pet Resorts reserves the right to require a minimum level of daily activity.
13. As per California State law, if I do not return for my pet(s) after 72 hours of the last day that my pet(s) were to be lodged, my pet(s) will be considered "abandoned" and Elaine's Pet Resorts will handle the pet(s) in accordance with California State Law. I understand that this will not relieve me of any financial obligations incurred during the pet(s) stay.
14. I agree that I will not post anything false, defamatory, inaccurate, untrue or misleading on any website about Elaine's Pet Resorts, its employees, owners or agents and/or the care that my pet(s) receive at Elaine's Pet Resorts.

-OVER-

ELAINE'S PET RESORTS PET CARE WARRANTY

As a premier pet care facility, Elaine's Pet Resorts Inc. has a long-standing reputation for providing the very best care. Based on this reputation and the trust our clients have in our company, our standard service includes a Pet Care Warranty. This Warranty underscores our continued commitment to provide the highest quality lodging, grooming and daycare services with complete peace of mind for you the owner. One dollar and fifty cents [\$1.50] per day per visit will be charged and in the event there is an illness or injury, Elaine's Pet Resorts will reimburse up to \$500 per incident not to exceed \$1000 annually in eligible veterinary expenses.

Eligible expenses include diagnostic and/or treatment expenses provided by a licensed veterinarian that are directly related to an illness or injury that arises as a result of the pet's visit to Elaine's Pet Resorts. This includes illnesses or injuries during a pet's visit, or an illness that becomes evident up to five days after the pet leaves the facility. Elaine's Pet Resorts has the right to contact the treating veterinarian to learn more about the illness or injury and to confirm that the situation was directly related to a visit to Elaine's Pet Resorts.

Expenses that are not eligible for reimbursement include: pre-existing conditions; illness or injury sustained by the pet before arriving at Elaine's Pet Resorts; illness or injuries to pets 14 years or older; illness or injuries that occur during a complimentary or trial stay; injuries inflicted by pets in the same family lodging or playing together; self-inflicted injuries; illness to pets whose vaccinations are not current; injuries that are not apparent the same day as departure; illness or injury related to any upper respiratory illness [bordetella] and Canine Influenza Virus (CIV); Gastric Dilatation Volvulus [bloat], muscle, ligament or tendon injuries resulting from normal activities or play, acts of God.

How to seek reimbursement:

Pet owners must follow these steps in order to request reimbursement for eligible expenses:

1. Services rendered by Elaine's Pet Resorts must be paid in full.
2. The illness or injury must be reported in writing to the General Manager within 7 days of the pet's departure from Elaine's Pet Resorts and the pet must have been evaluated by a licensed veterinarian within these 7 days. An email reporting the illness or injury should be sent to Debbie@ElainesPetResorts.com with a subject line of "General Manager Pet Care Warranty". Additionally, a copy of the veterinarian's diagnosis and treatment charges must be received by Elaine's Pet Resorts within two weeks of the pet's departure.
3. The pet owner is responsible for paying all expenses directly to the licensed veterinarian or animal clinic. Reimbursements are made to the pet owner and not directly to the veterinarian.
4. Within 10 days of receiving a copy of the veterinary expenses and diagnosis, Elaine's Pet Resorts will mail a check payable to the pet's owner to reimburse eligible expenses up to a maximum of \$500. Elaine's Pet Resorts maintains the right to disqualify expenses that are not, in the opinion of our consulting veterinarians, directly related to or necessary for the diagnosis and/or treatment of the pet's illness or injury.

Owner's Acknowledgement

I understand and agree to the terms and conditions of the Pet Care Warranty and the Guest Registration & Customer Agreement. If any part of these Agreements shall be deemed unenforceable or illegal or in conflict with the General Statutes of the State of California, then the parties agree that the portion of this Agreement deemed illegal or in conflict with the Statutes shall be void, but the remainder of the Agreement shall be valid and enforceable.

Print Name _____

Signature _____

Date _____