

# Uptown Hounds Contract for Service

Thank you for choosing America's Uptown Hounds Luxury Resorts (Uptown Hounds). To ensure a pleasant experience for all Guardians (Owners / Care Takers) and Guests (Pets), we ask that you please review these rules regarding your visits to our resort. As referred to in these rules, services include- but are not limited to- hotel stays and additional services, day programs, salon and spa services, training, pool use, and any general use of resort facilities. Uptown Hounds agrees to provide the specific services to Guests at each visit as Guardian indicates. Uptown Hounds will exercise reasonable judgment in all circumstances while providing services. Uptown Hounds is closed for check-in, check-out, salon services, and public Day Programs on most major holidays.

Client certifies that Guests arriving for any service are in good health and have not been exposed to any contagious or communicable diseases in the past 30 days. A pre-entry assessment may be completed and Uptown Hounds reserves the right to refuse acceptance of a Guest at check-in if it appears that the Guest: Is showing symptoms of a contagious or non-contagious illness; the required vaccinations are not current; shows the presence of fleas or ticks; or displays behavior that could jeopardize the health and safety of other guests, visitors, or staff.

While at Uptown Hounds, Guests may come into contact with other animals and though extensive efforts are made to ensure the cleanliness of the resort and safety of our guests, illnesses and chance encounters with other animals may occur. Owner/Guardian understands that Uptown Hounds is not liable for any illness, injury, or death suffered by Pet during or after its visit. Guardian Initials\_\_\_\_\_

## Vaccinations

To participate in any Uptown Hounds service, Guests must have the following standard vaccinations current from a licensed veterinarian prior to admittance for services: Rabies; DHPP- Distemper, Hepatitis, Parvovirus, Parainfluenza; and Bordetella. Any exceptions to vaccinations (i.e. puppies) must have a release form from a licensed veterinarian. Documentation of vaccinations is required; home vaccinations are not accepted.

## Hotel

**Hours:** Reception hours are 8:30am to 7:30pm Monday through Friday and 8:30am to 5:30pm Saturday & Sunday (unless otherwise stated). The resort is closed to Guests for check-in, check-out, and visits on most major holidays.

- Check-in is available during all reception hours, however we ask that the Guest is checked-in no later than 6:30pm Monday through Friday and 4:30 Saturday and Sunday so the Guest can have adequate time to be settled in. Daily charges begin at check-in time. Please allow at least 15-20 minutes at check-in.

- Check-out time is 1:00pm. Guests not checked-out by 1:00pm are subject to a \$25 late check-out fee.

**Reservations & Cancellations:** Reservations require a \$53.00 non-refundable deposit at the time the reservation is made.

- Any necessary cancellations are requested to be made at least 24 hours in advance of first reserved day. Deposits are non-refundable, but are transferrable to a new reservation at time of cancellation.

- No-shows forfeit their deposit.

**General:** Each hotel Guest receives 3 potty field trips per day. Additional breaks, services, and special amenities are available from the check-in concierge to customize each guest's stay.

**Feeding and Medications:** We will gladly administer guest medication per your direction.

- All medications must be provided by the Guardian in original prescription packaging with clear instructions for administration. We will review the instructions with the Guardian at check-in. Charges for administration apply.

- Please provide the Guest's regular diet in individually sealed and labeled meal bags. Charges for bagging food may apply. House food is available for purchase by the serving or by the full bag.

**Luggage:** Guests are permitted to bring personal items to enhance their stay.

- We accept: small blanket and/or bedding that is able to be washed in a standard washing machine, 1-2 toys, Guest's regular food, medication, treats.

- We DO NOT accept: Large bedding that is not able to be washed in a standard washing machine; numerous toys; choking hazards such as rawhides, pig ears, bully sticks, or hooves.

- Please do not send items that are valuable, irreplaceable or have great sentimental value as Uptown Hounds is not responsible for loss or damage to any personal items left with guests. Guardian Initials\_\_\_\_\_

## Day Programs

**Daycare:** Daycare is a service designed for social dogs to interact with several other dogs throughout the day with constant supervision. Due to safety precautions, daycare is not for every dog and this service is not designed to teach aggressive dogs to be social.

- Daycare classes are separated by size, temperament, and play style. For a safe, high quality experience, classes typically have a ratio of 10 to 15 dogs per 1 staff member.

- Potential Daycare Guests must be spayed / neutered by 6 months of age and attend a one-day Daycare Evaluation where they must be deemed "safe for play." The evaluation must be reserved in advance.

- If your dog is injured requiring veterinary attention, you may choose to pick your dog up for treatment at your veterinarian. You may also choose to have our in-house Veterinary Wellness Center care for the injury. Uptown Hounds reserves the right to administer veterinary care in cases of emergency.

- Should injury occur, it is the responsibility of the OWNER to pay for any medical attention needed from a general daycare play, sports related injury, or conflict (fighting) injury.
- Daycare is available Monday to Friday, 6:30am-7:30pm. Guests not picked up by 7:30pm are subject to a late fee or will be entered as a Hotel guest and applicable rates will apply based on availability.

**Day Boarding:** Day Boarding is a service designed for those pets who are unaltered, less social, or cannot participate in daycare group play.

- Day Boarding Guests have their own private room and receive one on one play time with a resort team member.
- Day Programs are available Monday to Friday, 6:30am-7:30pm. Guests not picked up by 7:30pm are subject to a late fee or will be entered as a Hotel guest and applicable rates will apply based on availability.

### Veterinarian Services

If your pet becomes sick or injured and requires professional attention, we will attempt to notify you or your emergency contact at the telephone numbers you provide. If we cannot reach you or your listed emergency contact, Uptown Hounds at its sole discretion, may engage the services of a veterinarian, administer medicine as directed by a veterinarian, and/or give other requisite attention to your pet. If you refuse medical treatment for your pet, Uptown Hounds at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your pet as comfortable as possible until picked up by you or your emergency contact.

- All medical expenses incurred will be the responsibility of the Guardian.
- Transportation fees will be charged for veterinarian visits, prescription pickup, or any specialized travel services. Guardian Initials \_\_\_\_\_

### SALON & SPA

**Hours:** Salon & Spa services are available daily by appointment.

- Check-in times are 6:30am to 10:30am Monday through Friday and 8:30am to 10:30am Saturday and Sunday.

**Reservations & Cancellations:** Appointments should be made in advance for all Salon services and may be made in conjunction with Hotel or Day Program visits.

- Any necessary cancellations should be made at least 48 hours in advance.

### Swimming Pool

The swimming pool is exclusively for use by canine Guests and is exclusively for enrollees of the Poolside Access program. Guardian must accompany Guest in the pool area and must understand and accept the responsibility of safety and protection of all Guests and visitors in the pool area. Any guest conducting themselves in an unsafe manner may be asked to leave the premises and Poolside Access may be revoked.

All pets must be on a leash while on the premises. Supervised training and swimming pool use are exceptions to this policy. Guardian must adhere to all posted signs and be aware of any areas of restricted entry.

**Payment for Services:** Guardian agrees to pay Uptown Hounds for the services provided to Guest during each visit at the rates set forth at the start of such visit. Prices are subject to change without notice and seasonal rates may apply. Guardian may be liable for any damage caused by Guest while at Uptown Hounds including, but not limited to, destruction of in-room furnishings. Uptown Hounds reserves the right to collect any unpaid balance.

**Photographs and Video:** Guardian agrees to allow Uptown Hounds to use any and all photographs and video of their pet(s) taken during their time at Uptown Hounds to be used as advertisement or any other purpose Uptown Hounds deems appropriate.

**Abandoned Pet Procedure:** Unless otherwise required by applicable law, contact will be attempted by phone using provided numbers and may also be attempted in writing at the address provided to inform you that your pet will be deemed to be abandoned if not claimed in a specified reasonable amount of time. If contact is not made within a reasonable amount of time, we will deliver the pet to a third party adoption partner, Animal Control, or other similar government agency. In no event shall Uptown Hounds have any further responsibility for the pet. You shall remain liable to Uptown Hounds for all unpaid charges including the court costs and reasonable attorney's fees incurred in the collection of the charges.

**By signing this document, Guardian agrees to all terms / conditions and gives consent for the veterinarian to release vaccination records to America's Uptown Hounds Luxury Resorts, Inc.**

Guardian Printed Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_