



creature comforts

Pet Resort

Client Agreement & Authorization

Your animal is very important to us. To ensure the safety and health of your pet, we ask you to please review the following Client Agreement & Authorization (“Agreement”) and indicate your understanding and acceptance of these terms by signing below. This Agreement shall be binding between (“Client”) and Creature Comforts.

Required Vetting:

- *Shots.* All dogs must have up to date vaccinations. Client must submit written proof that the dog(s) have received bordetella (6-12 months), rabies and distemper/parvo. We highly recommend the Canine Influenza. All vaccines must be administered by a licensed veterinarian, no self-administered will be accepted. Client is responsible for bringing vet records to Creature Comforts.
- *Puppies.* We accept puppies aged four (4) months and older. The same vetting requirements apply.
- *Fleas and Ticks.* If fleas or ticks are found on your pet, Creature Comforts will treat as necessary at your expense.

Health: All dogs must be in good health and free of any communicable disease. If your dog has been ill in the past thirty (30) days, please let our staff know. If you note any vomiting, diarrhea, gagging, coughing and/or any other symptoms, please do not bring your dog to Creature Comforts. Dogs with such symptoms will not be admitted. Females dogs cannot be (in heat) during their stay. If the Creature Comforts staff notes any symptoms of illness in your dog, he/she will be sent home immediately. If you cannot be reached, your dog will be placed in isolation. If necessary, we will have a veterinarian examine your dog and you will be charged accordingly.

All medications must be in the original bottle and administration instructions provided at check-in.

I understand that pets respond differently to being placed in a new environment and that stress may cause my pet to have different reactions upon returning home from the Creature Comforts facility. These reactions can include, but are not limited to: Stress Colitis, diarrhea, vomiting and other. I understand that Creature Comforts is not responsible for, nor liable for, the reaction that my pet may have to this new environment.

Authorization: This Agreement gives Creature Comforts full authorization to seek medical treatment from authorized veterinarians or nearest veterinarian in the case of a medical emergency while the Client’s dog(s) are in the care of Creature Comforts. All veterinarian costs and expenses, as well as round-trip transportation fee of \$20.00 or other costs will be the responsibility of the animal’s owner.

Fees:

- *Boarding Fees.* Are incurred on a nightly basis at the rate of \$32.00 for the first dog and \$27.00 for each additional dog, as long as they board together. Cat rates are \$17.00 for the first cat and \$12.00 for each additional cat.
- *Late Fee.* Checkout after 11:00 am will result in a \$12.00 late fee per pet.
- *Returned Check Policy.* Checks are returned are charged a \$30.00 service fee. Creature Comforts reserves the right to require future payment in cash prior to service.
- *Deposits.* All holiday reservations (Summer: Memorial Day through Labor Day, Spring Break, Easter, Fourth of July, Thanksgiving, Christmas, New Year’s Day) will be charged a Deposit, equivalent to a 2-night



stay per pet. Cancellation less than 7 days prior to arrival date will result in loss of deposit; otherwise, deposit will go towards balance.

Hours of Operation:

- *Monday – Friday:* 7:00 am to 6:00 pm.
- *Weekend pick-up and drop-off:* Hours are Saturday 9:00 am to 1:00 pm and Sunday 9:00 am – 11:00 am and 5:00 pm – 7:00 pm. Checkout after 11:00 am will result in a \$12.00 late fee per pet. If your dog is not picked-up by 6:00 pm respectively, we will assume that they are boarding resulting in current boarding rates.

Client Agreement: All Clients must have a complete, up-to-date and approved Client Agreement and Client Information form on file with Creature Comforts.

Observation: All new dogs must come in for a day of observation (\$15) to ensure safety and aid in transition to the new environment, handlers, and routine. This helps assure the pet that their owner is coming back and imprint a positive experience. We will also note any behaviors that may create challenges with future reservations.

Daycare and Evaluation: Every dog must be owned for a minimum of 60 days and will be evaluated before admittance into doggy daycare. If you plan to add daycare to your boarding reservation your dog must be evaluated before the first night stay. An evaluation and second half of daycare are \$15, due when reservation is made (48hr cancellation notice for refund). Not all pets excel in the daycare environment and therefore may not be allowed to participate in daily daycare or boarding daycare, rest assured boarding pets will still get multiple breaks throughout the day. Dogs that have not been to the Creature Comforts facility for six (6) months or longer must be re-assessed pursuant to this provision. We reserve the right to revoke daycare privileges from pets if we feel the safety of our staff and other dogs is at risk.

Grooming Services:

- *Mat Removal.* Pets with matted coats need extra attention during their grooming session. Mats left in a pet's coat only grow tighter, and can strangle the pet's skin or eventually tear it. Creature Comforts will not continually de-mat your pet for you. Brushing out tightly matted coats is painful for your pet. It is your responsibility as the owner to brush your pet between each grooming. Heavily matted coats will be shaved. When necessary, removing a heavily matted coat includes the risk of nicks, cuts or abrasions due to warts, moles and skin folds trapped in the mats. Heavy matting can also trap moisture and urine close to the skin, allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming procedure. The after effects of mat removal can include skin redness, itchiness, self-inflicted irritation or abrasions. Shaving matted ears may cause a pet to shake their head. Pets that require having their tails shaved may also act differently by continuously sitting or chasing their tail. Prevention is the best defense against matting by scheduling regular grooming appointments.
- *Accidents.* There is always the possibility that an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care. Problems that can occur include cuts, nicks, scratches and quicking of nails. This often happens when your pet is wiggling or moving around. When you arrive at Creature Comforts, it is important that you are not seen by your pet while on the grooming table for this reason. An excited pet is dangerous to work on.
- *Use of Muzzle.* Creature Comforts will advise if muzzling is necessary. Muzzling does not harm your animal and protects both the animal and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue.
- *Groom or Style Corrections.* Should Client not be satisfied with the grooming cut, requests for corrections must be made within 72 hrs from time of departure for those changes to be made at no cost.

Hold Harmless and Indemnity Agreement: By signing this Agreement, I agree to hold Creature Comforts, its owners, operators, employees, officers, directors and agents harmless from any damages or claims arising from any condition of the undersigned pet, either known or unknown to Creature Comforts. Client further understands and agrees to indemnify and hold harmless Creature Comforts, its owners, operators, employees,



officers, directors and agents from and against any and all liabilities, expenses, damages and costs, including attorney fees, resulting from any service provided or injury, including death to client's pet(s), whether in our care or after our services have been completed.

Attorney Fees: Client agrees to be responsible for any and all attorneys' fees and expenses incurred by Creature Comforts in collection of a debt owed by client or for enforcement of this contract against Client.

Abandonment and Long-Term Policy: Creature Comforts allows a maximum stay of 30 days. Long-term stays must be pre-paid at time of drop-off. I understand that my pet(s) will be considered abandoned if not claimed within seven (7) days of my scheduled departure date. I understand that upon abandonment and without further notice to me, Creature Comforts will be the legal owner of the pet(s) and I understand that Creature Comforts will have the right to dispose of the pet(s) in any manner they deem appropriate. I further understand that if my pet(s) are abandoned by me that I am still responsible for all fees incurred by Creature Comforts. I understand and agree that if any pet(s) are abandoned by me I will be unable to retrieve possession and I expressly waive any claims against Creature Comforts for disposal of my pet(s) pursuant to this Policy.

Refusal of Services: Creature Comforts has the right to refuse services at any time.

Dangerous or Aggressive Animals: Clients must inform Creature Comforts if your pet(s) have bitten or is aggressive to people or other pets. If your pet should bite, the Client agrees to be responsible for any and all related medical bills, recovery costs, loss of income and equipment damage. If proof of current Rabies Vaccination has not been provided and cannot be verified, the pet may be impounded by Animal Control for the required quarantine period pursuant to state law.

Accidents: Although accidents are very rare, there is a risk when dealing with pets. In the event that an accident does occur, you will be notified of the accident. If necessary, immediate veterinary or medical care will be sought. These costs will be the responsibility of the Client.

Pricing & Policies: Pricing and Policies are subject to change without notice.

Signature: By signing this Client Agreement, I certify that:

- That I am the owner of the dog(s) listed in the Client Information sheet;
- I agree to pay fees as described in the above Client Agreement;
- My dog(s) is/are in good health and have not been ill with any communicable diseases in the last 30 days;
- My dog(s) have not harmed or shown aggressive or threatening behavior towards any person or any other dog;
- I further understand and agree that in admitting my dog(s) to Creature Comforts, the staff have relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior towards any person or any other dog;
- I agree to all authorizations given above and I understand that I have agreed to be financially responsible for items as described in the Client Agreement;
- I agree to hold harmless and indemnify Creature Comforts as described in the above Client Agreement; and
- I have read and understood all provisions of the Client Agreement and agree to be bound by such.

Date: _____

Signature: _____



POLICIES

General

Reservations must be made through phone (903-753-7297) or email (info@creaturecomforts.pet). We do not accept social media as a confirmation.

Operating Hours are Monday – Friday 7:00am – 6:00 pm, Saturday 9:00am – 1:00 pm & Sunday 9:00 am – 11:00 am and 5:00 pm – 7:00pm. Please allow time for the staff to feed and clean prior to opening, we cannot accommodate early or late check-ins.

Check-in time is set at 3:00 pm – 6:00 pm Monday through Friday. Saturday and Sunday can check-in during operating hours.

Checkout after 11:00 am will result in a \$12.00 late fee per pet.

All dogs must be held or on a leash in the lobby for their safety and for others'. If on a retractable lead, it must be on a short lock (max 6').

No dog-to-dog or dog-to-human greetings in the lobby for the safety of all dogs, owners and kennel technicians.

Please be up-to-date on all shot records: Bordetella (6 - 12 months), Rabies & Distemper/Parvo (Yearly). Canine Influenza is highly recommended. A licensed veterinarian must administer all shots; self-administered shots are not allowed. Dog owner is responsible for making sure Creature Comforts receives vet records before scheduled stay; you can fax (903-617-5479) or email (info@creaturecomforts.pet).

All medications MUST be in the original bottle.

Please NO bedding (blankets or dog beds); we provide comfortable beds, cots and blankets; we are not responsible for any lost personal belongings.

All holiday reservations (Spring Break, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas, New Year's Day) will be charged a prepayment equivalent of a 2 night's stay. Cancellation less than 7 days of arrival date will result in loss of deposit; otherwise, deposit will go towards balance.

Daycare

All dogs must be observed and enrolling in daycare or adding to pets' boarding stay. Evaluation and afternoon play session is \$15, if your pet does not stay after the evaluation, then another play session must be rescheduled at owner's expense.

Dogs not attending daycare within a 6 month span will be re-evaluated during stay. Dogs not attending 4 or more months will need to schedule another all day evaluation prior to reservations.

Pets must be owned for 60 days or more before evaluations: includes Rescued/Adopted/Found dogs.

Daycare sessions by appointment only. Walk-in Daycare is not guaranteed. It is best to schedule ahead.

All dogs must be spayed or neutered by six (6) months of age to be in daycare

Daycare Packages (10 Day, 20 Day & 30 Day) expire after 3 months of purchase. 14 day refund window

Daycare dogs must check-in no later than 30 min. after start time (Start 8:00 am and 1:00 pm). Arrivals after check-in will be subject to later play times.

Saturday Daycare is for boarding pets only.

