

OWNER AGREEMENT

BOARDING & DAY RESORT



This is an agreement between Paws in Paradise Luxury Resort & Spa and the pet owner, whose name and signature appear below. The following are the terms and conditions for Boarding & Day Resort services offered at Paws in Paradise Luxury Resort & Spa. This agreement applies to the current stay as well as all future visits. Thank you for your understanding and cooperation.

HONESTY: By signing this agreement and leaving the pet guest in the care of Paws in Paradise Luxury Resort & Spa, the owner certifies that all information provided to Paws in Paradise Luxury Resort & Spa, either written or verbal, is accurate. The owner represents that he/she is the sole owner of the pet, free and clear of all liens and encumbrances.

COMPLIANCE: The owner has read and agrees to the Resort Policies established by Paws in Paradise Luxury Resort & Spa, which are subject to revision at any time. In the event of a discrepancy, this agreement shall supersede the contents of the Resort Policies.

RELEASE: Paws in Paradise Luxury Resort & Spa is hereby released from all claims and causes of action resulting from any injury, illness, death, or loss of owner's pet and/or any injury, illness, or death which may occur to the owner while on the property.

HEALTH: The owner agrees to clearly and accurately disclose all known medical conditions to Paws in Paradise Luxury Resort & Spa. The owner represents that the pet is healthy, meets the published vaccination standards, and has not been exposed to any known communicable disease within thirty (30) days immediately prior to check in. The owner agrees to inform Paws in Paradise Luxury Resort & Spa of any changes in the pet guest's condition prior to subsequent check ins. The owner acknowledges that vaccines do not protect against all communicable illnesses that may affect a pet and agrees that they are assuming all risk of illness, disease, or harm by leaving the pet guest in the care of Paws in Paradise Luxury Resort & Spa.

If any fleas or ticks are discovered on the pet guest during check in or at any time during the pet guest's stay, Paws in Paradise Luxury Resort & Spa will treat the guest with a flea bath and/or Capstar tablet at the owner's expense (\$25). Payment is due upon check out.

NUTRITION: Paws in Paradise Luxury Resort & Spa highly recommends that the owner provide the pet guest's regular food, as sudden dietary changes can cause discomfort to the pet. We also welcome the owner to provide the pet guest's regular treats.

BEHAVIOR: The owner agrees to clearly and accurately disclose all known behavior concerns to Paws in Paradise Luxury Resort & Spa. All pets are subject to a temperament evaluation to be conducted during the first reservation. Aggressive behavior toward staff members and/or other pet guests will result in the pet guest being deemed a Special Needs Pet. Pets displaying aggressive behavior will not be permitted to take part in social activities or playgroups. Special Needs Guests are charged an additional \$5 per day, beginning with the second reservation as well as for all subsequent reservations. These pet guests will receive personalized, one-on-one playtime with an experienced Animal Attendant. A guest displaying behavior that is too aggressive to be safely handled by staff will not be permitted to stay as a guest. Aggressive behavior includes, but is not limited to: biting, nipping, growling, showing teeth, and lunging. The owner agrees that owner shall be solely responsible for all acts and behavior of the owner's pet while in the care of Paws in Paradise Luxury Resort & Spa, including payment of costs for injury to staff or damages to facilities caused by their pet.

MEDICAL EMERGENCY: In case of an emergency, Paws in Paradise Luxury Resort & Spa will attempt to contact the owner and the emergency contact person provided by the owner. However, such an emergency may not provide the time to do so prior to the administration of care. The owner authorizes Paws in Paradise Luxury Resort & Spa to obtain medical attention for the pet from an approved veterinary clinic. Our approved veterinary clinics are Evans Animal Hospital, Care More Animal Hospital, and Augusta Animal Emergency. The owner also authorizes the transport of the pet to and from the veterinarian's office when Paws in Paradise Luxury Resort & Spa deems such medical care is important to the pet's health. If the pet is transported to or from Paws in Paradise Luxury Resort & Spa by a staff member, the owner may not hold Paws in Paradise Luxury Resort & Spa or staff members liable, in the event of injury or accident during transportation. The owner grants Paws in Paradise Luxury Resort & Spa's management full power of decision making regarding the medical treatment of the pet and agrees to reimburse all costs paid to the veterinary facility on the owner's behalf.

PAYMENT: All reservations require at least a 30% deposit at the time of scheduling. The owner agrees to pay the remaining balance on the date the pet is checked out of Paws in Paradise Luxury Resort & Spa. Extended-stay guests (10 days or more) as well as guests staying during peak dates, will pay a deposit of 50% when scheduling the reservation. The deposit is fully refundable if the reservation is cancelled at least 7 days prior to the check in date.

The owner agrees to pay replacement costs for all damages to the facilities caused by their pet. The owner agrees that the pet shall not leave the facility until all charges due are paid by the owner. Paws in Paradise Luxury Resort & Spa shall have and is hereby granted a lien on the pet for all unpaid charges. Paws in Paradise Luxury Resort & Spa may exercise its lien rights ten (10) days after written notice has been given to the owner via certified mail.

ABANDONMENT: If the owner's pet is not picked up within ten (10) calendar days of the scheduled pick-up date, the owner understands that the pet shall be deemed abandoned, and Paws in Paradise Luxury Resort & Spa has the right to place the pet with a new owner, as provided for under Georgia Statutes. The Owner understands that pet abandonment may be a criminal or civil violation of the statutes of the State of Georgia. The owner shall remain liable for all fees due and, in addition, agrees to pay all costs accrued for the prosecution of these statutes. The owner is to be notified of such action by receipted mail, as specified in said statute, and no further notice shall be deemed necessary.

PLAYGROUPS: The owner understands that Paws in Paradise Luxury Resort & Spa allows playgroups, during which pets interact with other pets of similar size and temperament. Squirt water bottles and/or noise shakers may be used for correction. The owner understands that a pet displaying aggressive or potentially dangerous behavior will be removed from the playgroup and potentially deemed a Special Needs Pet. The owner understands that nicks or scratches may occur when pets play in groups, and that Paws in Paradise Luxury Resort & Spa's staff may not detect all such nicks or scratches. The staff may or may not notify the owner immediately if the pet sustains such nicks or scratches.

MULTIPLE PETS: If the owner requests to board two (2) or more pet guests in the same suite, the owner acknowledges and understands that the actions of the pets may be unpredictable. Such an arrangement may significantly increase the chance of injury, aggression, and altercations, regardless of the amount of supervision. In such cases, the owner understands that the pets will be separated. The owner agrees that Paws in Paradise Luxury Resort & Spa will not be held liable for any such claim or action as a result of injuries sustained when pets are boarded together.

DAY RESORT: If a pet guest receiving Day Resort services is not picked up by 7pm, the pet will be deemed an overnight guest. The owner agrees to pay the daily lodging rate of the occupied room.

PERSONAL PROPERTY: The owner understands that personal items (blankets, toys, etc.) left with the pet guest during a stay may not be returned in the original condition. Paws in Paradise Luxury Resort & Spa may not be held liable for the destruction of personal property caused by the owner's pet.

GROOMING PRODUCTS: The owner acknowledges that Paws in Paradise Luxury Resort & Spa may not be held liable for pet guests experiencing adverse reactions to house grooming products. If a pet guest has allergies or known skin conditions, this information must be disclosed when requesting your reservation.

MARKETING: The owner acknowledges that Paws in Paradise Luxury Resort & Spa reserves the right to use all pictures taken at the resort. Pet photos may be used on the website, social media, and for advertising purposes.

RIGHT TO REFUSE: Paws in Paradise Luxury Resort & Spa reserves the right to refuse service to any owner, for any reason, at any time, including, but not limited to: lacking proof of vaccination, pets displaying signs of potentially contagious conditions, and/or pets exhibiting aggressive behavior.

ACKNOWLEDGEMENT: The owner acknowledges that he/she has read the terms of this Owner Agreement and acknowledges that he/she has knowingly and voluntarily entered into this agreement.

Owner: _____

Pet(s): _____

Owner Signature: _____ Date: _____