

Owner Agreement



The Lodge at New Tampa: 15403 Morris Bridge Road, Thonotosassa, FL 33592
Phone: 813-986-2226 Fax: 813-986-2205
Email: info@thelodgefordogs.com or thelodgeforpets@gmail.com

Owner Agreement

This is an agreement between The Lodge at New Tampa and the pet owner whose signature appears below (hereinafter called "Owner").

Following are the terms of service for the stay of the Pet (Name) _____ (the "Pet") and Owner (Name) _____ (the "Owner") as a boarding and/or daycare guest of The Lodge at New Tampa.

This agreement shall be valid for 1 year from the date signed.

1. Owner agrees to pay the pet care service rate in effect on the date Pet is checked into The Lodge at New Tampa and to pay for any additional services requested when Owner picks up Pet. The Lodge at New Tampa reserves the right to deny admittance to the Pet for any reason, at any time. Owner further agrees that all charges incurred shall be due and payable upon the departure of the Pet and that the Pet shall not leave The Lodge at New Tampa until all charges have been paid in full. Alternate people assigned for pick up must be required to sign the merchant credit card slip as an agent for the non-present cardholder.
2. Owner specifically represents that they are the sole owner of the Pet, free and clear of all liens and encumbrances.
3. Owner understands and agrees that in admitting their Pet, The Lodge at New Tampa has relied on their representation that their Pet(s) are in good health. **The Lodge at New Tampa is not responsible for medical treatment of canine cough, an upper respiratory condition seen in dogs only. Canine cough can be a potential health risk during the boarding process.** Owner further certifies that their Pet(s) have not harmed or shown aggressive or threatening behavior towards any person or other pet.
4. Owner understands and agrees The Lodge at New Tampa and their staff will not be liable for any problems that develop, provided reasonable care and precautions are followed, and Owner hereby releases them of any liability of any kind whatsoever arising from their Pet's stay at The Lodge at New Tampa.
5. Owner agrees to be solely responsible for any and all acts of behavior of their Pet while in the care of The Lodge at New Tampa, to include payment of costs for injury to staff or other animals or damage to facilities caused by the Pet. Owner further indemnifies The Lodge at New Tampa against any claims made against The Lodge at New Tampa, its employees, or members of or other agents for losses or damages of any kind suffered by The Lodge at New Tampa as a result of Owner's failure to inform The Lodge at New Tampa of any pre-existing condition the Pet may have (such as illness or aggression problems) which were otherwise caused by the Pet.
6. Owner understands and agrees that if their Pet becomes ill or injured, or if the state of the Pet's health otherwise requires professional attention, The Lodge at New Tampa, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the Pet and the expenses thereof shall be paid by the Owner.
7. Owner understands and agrees that if their Pet is not picked up by the end of the business day, The Lodge at New Tampa is authorized to take whatever action is deemed necessary for the continuing care of their Pet and Owner agrees to pay for any costs associated with continued care.

8. Boarding charges are calculated by the night. Check-in time is anytime during our regular business hours. Checkout time is by 1pm every day of the week. There is a \$25.00 half-day charge for all dogs picked up after 1pm.
9. In an emergency, The Lodge at New Tampa will attempt to contact the Pet's owner and/or emergency contact if their Pet becomes ill or injured or if the state of the Pet's health otherwise requires professional attention. Owner authorizes The Lodge at New Tampa to obtain medical attention for the Pet from any qualified veterinarian and to transport the Pet to and from that veterinarian when The Lodge at New Tampa deems such medical care is important to the Pet's health. Owner grants The Lodge at New Tampa and/or its employee's full power of decision making involving the medical treatment of the Pet. All expenses shall be paid by the Owner in full before the Pet is released and/or transported to a veterinarian. This applies to any claims for injuries or damages related to such medical care or transport. In the event of a Pet's death the owner will be contacted immediately; if owner is unreachable The Lodge at New Tampa will notify their emergency contact.
10. Owner understands that the concept of dog daycare, group play, and overnight boarding is to allow dogs to be socialized by interacting with people and dogs. Dogs in daycare or group play may toss toys, jump, or romp with other dogs. Although these activities are supervised, anytime dogs play together there is always a possibility of injury from rough play or combative behavior. Group play is not for pets that have temperament problems such as aggression or extreme shyness with other dogs or people. Pets who are not neutered or spayed over the age of 6 months will **NOT** be allowed to participate in group play.
11. **Owner agrees to provide The Lodge at New Tampa with paper documentation of required vaccinations given by a licensed veterinarian. If The Lodge at New Tampa cannot confirm vaccination by a licensed veterinarian, we will not be able to board your pet.** Pets cannot be vaccinated at The Lodge at New Tampa. We do not accept vaccinations done by breeders or pet owners (even if the owner is a nurse or physician) and we will not accept Rabies tags for proof of vaccination. It is the responsibility of the Owner to ensure the Pet's vaccinations are current and sent to The Lodge at New Tampa via fax or email.
12. The Lodge at New Tampa will not be held responsible for any injuries, escape, or death due to acts of nature such as Fire, Tornadoes, or Hurricanes. The Lodge at New Tampa will take responsible measures to ensure the safety of all the pets in their possession during a natural disaster. If time prevails, all efforts will be made to contact the Owner or emergency contact, before such an event, so arrangements can be made for the safety of their Pet.
13. DESTRUCTION OF PROPERTY:
Owner agrees to be solely responsible for any and all acts of behavior by their Pet(s) while in the care of The Lodge at New Tampa; to include payment of costs for injury to staff or other animals or damage to the facility caused by the Pet(s). This includes and is not limited to any damage to any room structure and/or its furnishings, damage to indoor/outdoor log beds, damage to doors and doorknobs, damage to weather stripping, damage to walls of rooms, damage to doggy doors and lanai field turf.
14. CHECKOUT CHARGES:
Boarding charges are calculated by the night. **All pets must be checked in for boarding no later than an hour before business closing.** Checkout time is by 1:00 pm Monday through Sunday. There is a \$25.00 half-day charge assessed for all dogs picked up after 1:00 pm.

15. BED POLICY:

If Owner requests a bed for their Pet(s) while in the care of The Lodge at New Tampa, the Owner will be responsible for any charges for the bed if their Pet(s) destroy it during their boarding stay. Owners are welcome to provide their own bedding from home for dogs.

16. DEPARTURE DAYCARE POLICY:

Daycare is not included on departure day for any Pet in any room type. If you desire to have your Pet be in daycare on their release day, daycare can be added to any pick up day at our normal daycare charge for each Pet (weather permitting). Dogs allowed into the daycare program must be social with other dogs and have participated in the program during their current boarding stay.

17. HOUSEKEEPING POLICY:

Many dogs experience fecal as well as urinary incontinence as they age. Puppies also go through a difficult learning period before they become better at their potty habits. Some pets also become excessively dirty in a boarding situation even though they may not experience the same behavior at home. We anticipate suite cleaning under normal conditions, but there are times when both the room and belongings (such as beds, blankets, toys, etc.) may need excessive cleaning due to the potty habits of some dogs. Multiple cleanings of rooms and multiple washings of belongings are mandatory to reduce kennel odors and to keep your Pet clean and sanitary. **With this extra housekeeping, there will be an additional room charge of \$5.00 per day. This charge will help cover the cost of chemicals, time, and laundry products and disinfectants used throughout the day.**

18. OWNER'S SPECIAL DIET:

The Lodge at New Tampa is able to provide food to all of its boarding dogs with Natural Balance: Limited Ingredient Diet. Our food costs \$2 per day, per pet. **If you choose to bring your own food from home, there is no charge. Please have this food labeled with feeding instructions.** A microwave, refrigerator, and freezer are available for your Pet's dietary needs. Raw chicken will NOT be accepted due to high bacterial content which could potentially make our staff ill.

19. WEBCAM SERVICES:

If an Owner would like their Pet to have the webcam service, webcams must be available at the time of their request. A webcam can be requested for a Pet in any room type for an additional charge. If access is not accessible, it is the Owner's responsibility to contact The Lodge at New Tampa via phone or email within 24 hours. After contact has been made with The Lodge at New Tampa, the webcam service will be terminated, webcam charges will not be applied. **If contact is not made within 24 hours upon webcam request, the webcam charges incurred will be paid for in full regardless of access or use of the service.**

20. Any controversy or claim arising out of or relation to this agreement, or breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled in accordance with the rules of the American Arbitration Association and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the cost of such arbitration and reasonable attorney's fees of the prevailing party.

I certify that I have read and understand the policies of The Lodge at New Tampa set forth in this agreement and I agree to abide by these policies and accept all the terms of this agreement.

Pet Owner/ Pet Owner Representative

The Lodge at New Tampa Representative

Date: _____

Date: _____