



## Lakepointe Pet Resort and Spa, LLC Agreement

### Policies and Procedures of Lakepointe Pet Resort

Thank you for choosing Lakepointe Pet Resort ("Lakepointe"). We wish to offer exceptional pet care for our pet guests. In exchange, we ask your cooperation with our policies and procedures. Please carefully read the following and request further explanation if needed.

1. **Rates and Payment**. Lodging is charged per night and activities are charged per day. Training, Daycare and Grooming are generally charged by day. 100% of payment is due at time of pick up. Lakepointe accepts payments by cash, check or credit card. I understand the Rates and Fees may be adjusted by Lakepointe without further notice to me.
2. **Deposit**. A deposit is due prior to check-in to hold a Lodging reservation. Reservations that cancel 72 hours before check-in will forfeit the deposit. During peak time and holiday periods, cancellations will forfeit the deposit if cancelled 2 weeks before check-in date.
3. **Lodging Check-in and Check-Out**.
  - a. **Check-in**: Pets guests may check-in during normal business hours Monday-Sunday. Arrangements may be made *in advance* to accommodate check-ins before normal business hours if space and staff are available. An **additional fee** will be charged.
  - b. **Check-out**: Pets guests must checked out before closing. Pets not checked-out prior to 6:00 PM will be charged for that following night and may be moved to other accommodations. Arrangements may be made *in advance* to accommodate late check-outs after normal business hours subject to availability. An **additional fee** will be charged.
4. **Accommodations**. Lakepointe is happy to provide a variety of accommodations to serve the needs of each of our pet guests. Lakepointe reserves the right to adjust the accommodation for each pet based on size, breed, and behavior. Priority for available suites will be given to pets who have a high level of activities. Pets from the same family generally will lodge together. However, family pets may be separated to provide greater safety and comfort for each pet, based upon availability. Pets from different families may not be lodged in the same room.
5. **Cat Lodging**. Only altered cats are eligible to stay at Lakepointe.
6. **Exotic Lodging**. Owners must supply Lakepointe with all cages, crates, food, aquariums, terrariums, toys, and treats or any other amenities needed to make my pet feel safe and comfortable during his/her stay. All exotic pet guests must be vaccinated, according to a licensed veterinarian, by any and all vaccines required by the State of Texas, and have proof of those vaccinations at time of check-in.
7. **Food**. Lakepointe serves Pedigree dog, and Purina cat food. However, Owners are welcome to bring their own food from home for their pets. Lakepointe requests that, if an owner brings a pet's own food, that the correct portions be measured out and separated in ziplock bags for each feeding. Each bag should be labeled with the pet's name and special instructions as necessary. If unmeasured food is brought from home, there will be a handling fee per dog per feeding.
8. **Treats**. Bags of treats for pets may be brought from home, or as an add-on activity, Lakepointe can offer your pet a delicious and healthy treat. Lakepointe does not accept rawhide products or items that may present a risk to your pet while lodging.
9. **Medications**. Lakepointe will administer oral or topical medications for an additional fee. Prescription medications should be provided in prescription containers which include the pet's name, the name of the medication, and clear, written instructions for administering the medication (or vitamins).
10. **Personal Items**. All items should be clearly marked with pet's name. Please do not bring favorite toys that may be lost. Lakepointe cannot be responsible for any item left with your pet. Personal food and water bowls will not be accepted. Up to 3 items allowed.
11. **Vaccinations**. Lakepointe **requires** a copy of official records of vaccinations be faxed or delivered **prior** to lodging. No hand-written records or owner-administered vaccinations are acceptable. Below is a list of required vaccinations:

- a. Dogs: Rabies, DHPP (distemper, hepatitis, parvo, and parainfluenza), Canine Influenza and Bordetella (per your veterinarian's protocol).
  - b. Cats: Rabies, FVRCP (feline rhinotracheitis virus, calcivirus, panleukopenia) (per your veterinarian's protocol).
12. **Parasites**. If fleas or ticks are found, the pet will be treated immediately at owner's expense.
  13. **Leash**. For the safety of all, pets are required to be on leash and under control (or in a carrier) at all times when in the custody of their owners.
  14. **Access to Dog Lodging Area**. To encourage a safe environment and relaxation for our pet guests, Lakepointe limits customer access to the lodging area. Tours are welcome and no advance reservations are necessary. However, Lakepointe reserves the right to restrict tour extent based upon the number of pets lodging at Lakepointe.
  15. **General Health**. Pets should be in good general health to stay at Lakepointe. Lakepointe is not licensed to provide veterinary care. Pets exhibiting signs of contagious viruses, etc., cannot be accepted. For our aging or chronically impaired pet guests, Lakepointe may be able to provide a special care activity package.
  16. **Veterinary Care**. Lakepointe makes every effort to provide a safe, fun and relaxing experience for our pet guests. However, a pet may become ill unexpectedly, or may sometimes engage in rough play and injure itself or another pet. Sometimes, Veterinary attention may be needed. In non-emergency situations, Lakepointe will contact the owner or owner's designee to discuss options for medical care. For emergencies, Lakepointe will transport the pet to a nearby available veterinary clinic immediately and then contact the owner. Any costs arising from medical care will be billed to the Owner.
  17. **Behavior**. Lakepointe has an excellent record of developing positive relationships with all of our pet guests. However, any pet exhibiting dangerous aggressive behavior towards a person or another pet will not be allowed out of its enclosure, and may not be accepted for lodging in the future. A daily handling fee may be applied in such situations.
  18. **Damage Charges**. Damage caused by pets to lodging area will be charged to the pet's owners. Amount charged will depend upon the extent of the damage.
  19. **Abandoned Pet**. Lakepointe is committed to providing excellent pet care for all our pet guests. Lakepointe understands that circumstances arise that can cause an owner delays in picking up their pet or contacting Lakepointe regarding such delays. However, if an owner does not pick their pet up within 24 hours of the scheduled pick up time or to make agreed arrangements for pick up and payment, Lakepointe may seek payment of all pending charges and, if the situation persists for an additional 24 hours, may consider the owner's pet abandoned. Under such circumstances, Lakepointe will make a concerted effort to seek continued care of the pet and will comply with all relevant Texas state law with regard to abandoned pets.
  20. **Photo and Video Release**. We love to post pictures and videos on Facebook, our website, and/or in print media. Owner agrees to allow Lakepointe to use Owner's pet's name and any images or likeness of Owner's pet taken while he/she is at Lakepointe, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and Owner releases to Lakepointe all rights that Owner may possess or claim to such image, likeness, recording, etc.
  21. I understand that Lakepointe is not responsible for illness, accidents, escape, or death while our standard operating procedures are being followed. It is the pet owner's responsibility to ensure that all questions are answered thoroughly in order to make an informed decision as to the safety and well-being of pets. It is critical that I study the facility to ensure that it is designed to meet the needs of my particular pet(s). I have informed Lakepointe of all pertinent information regarding my pet's care such as health issues, fence climbing, digging, previous escape attempts, etc. I feel comfortable that Lakepointe makes every effort to provide a safe and comfortable environment for pets. I understand that it is ultimately the pet owner who best know and understand the pet's behavior and health, therefore, in choosing this facility I have determined that it is the best facility for my pet and agree that Lakepointe policies and procedures are acceptable in caring for my animals and release them of all liability in the event any pet's health or behavior results in accident, injury, escape, or death.
  22. I further understand that injuries from running, jumping, pawing, tail wagging, chewing, rooting, etc. are common and are solely caused by pet behavior and cannot be prevented by Lakepointe or its staff. I understand that pets, like children, typical get cuts and scrapes when playing and accept full responsibility for the care and treatment of such injuries. I further understand that, like humans, animals are susceptible to various strains of viruses and bacteria and can become ill even under the best of conditions. I understand that vaccinations are not 100% effective and much depends on the pet's immune system, exposure to other pets, age, stress, and nutritional levels. Lakepointe is not responsible for illnesses associated with any virus. Bacteria or any other pathogens.
  23. I understand that should my pet become aggressive and cause injury to any person or animal while at Lakepointe I am fully responsible for the actions of my pet and Lakepointe is not liable.
  24. Senior Pets (7yrs +) and pets on special food and/or medications obviously have pre-existing health conditions and Lakepointe is not responsible for further illness or death associated with these conditions or other conditions that may result from administering medication or food.
  25. In my absence, I give my permission for Lakepointe staff to act as my agent in case of a medical emergency, or in the case of an apparent or suspected health issue regarding my pet(s). I understand I am solely responsible for all

trip charges, clinic and medicine fees and agree to pay all fees associated with the care and treatment of my pet. I authorize any vet to charge all fees to my credit card on file with Lakepointe, In the event the vet cannot charge this credit card, I agree to reimburse Lakepointe in payment immediately upon my return. In the event I cannot be reached, Lakepointe with advice from the veterinarian will decide the proper care based on such criteria as age, health, cost of treatment, future prognosis, etc. Lakepointe and the veterinarian are released of ALL liability associated with the decisions made in my absence and all fees associated with boarding and all other services provided by Lakepointe, and the veterinarian will be paid in full regardless of the outcome of my pet's health.

26. Lakepointe periodically has contractors provide additional services such as training, grooming, etc. Lakepointe is not responsible for these services and any grievance should be addressed directly to the contractor. While using these services, I understand that injuries and accidents can occur while using leashes, restraints, blades, scissors, clippers, etc. and accept that such injuries or accidents are caused by pet behavior and cannot be prevented by Lakepointe or the contractors.
27. I understand Lakepointe rates for services rendered and agree to pay all billed charges, including invoices to third parties that Lakepointe uses on my behalf.
28. This agreement is binding for any and all future visits to Lakepointe.

**Owner's Acceptance of Terms:**

I have read, understand and agree to the Policies and Procedures of Lakepointe Pet Resort. I am fully aware of the Rates and Fees, and agree to pay them in full upon check-out of my pet. I agree to be held responsible for any damage to property (i.e., lodging area, fencing, walls, flooring, etc.) or other cost incurred by my pet. I have fully disclosed all information regarding my pet's aggressive behavioral issues or history of biting. I expressly agree to be held responsible for medical costs due to significant human injury caused by my pet.

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Release of Medical Records Agreement**

To provide your pet(s) with the maximum level of care, in the unlikely event that your pet(s) requires medical attention, this form will be kept on file at Lakepointe Pet Resort and provided to your veterinarian(s).

Owner gives Lakepointe Pet Resort permission to obtain any and all medical records or information regarding Owner's pet(s).

Owner gives permission to all veterinarians and/or animal clinics to release any medical information and/or updates to representatives of Lakepointe Pet Resort.

Owner Signature: \_\_\_\_\_ Date: \_\_\_\_\_