

Tonawanda
205 Ensminger Rd
Tonawanda NY 14150
Phone: 716-873-0450
Fax: 716-877-2704
Text: 716 389-4028
Email: tonawanda@creaturecomfortspetresort.com



Angola
1437 Pontiac Rd
Angola NY 14006
Phone: 716-549-1761
Fax: 716-549-1872
Text: 716-272-0764
Email: angola@creaturecomfortspetresort.com

Thank you for choosing Creature Comforts Pet Resort. We look forward to making your pets stay with us fun and enjoyable! A completed form is required prior to scheduling any service with us, and you are responsible for updating contact information as changes occur. (changes to phone, address, etc.) Depending on time between services, we may require an updated form to be completed. This information will help us maintain a safe and fun environment for all guests. We are concerned not only about your pet's safety and health, but also that of our guests and team of caretakers.

Enrollment Forms and Pet Services Agreement

I, the undersigned, do hereby certify that I am the owner (or duly authorized agent for the owner) of the animal(s) described below; that I do hereby give Creature Comforts Pet Resort, their agents, and/or representatives full and complete authority to board and care for my animal(s) as needed. **Please Note: You must be over 18 years old to be listed as Owner.**

Owners Name: _____ Co-Owner: _____
Address: _____ City: _____ State: _____ Zip: _____
Primary Phone: _____ (cell / home) Additional Phone: _____ (cell / home)
Email – please print clearly: _____

Email is used for updates, boarding confirmations and electronic receipts. We will not share your information.

Emergency Contact Information

Please provide the name and address of someone over the age of 18, other than yourself, that we can contact on your behalf. We will always attempt to contact you first.

Name: _____
Address: _____
City: _____ State: _____ Zip _____
Primary Phone: _____
Additional phone: _____
Names of individuals authorized to drop off/pick up pet(s)

Veterinarian Information

Name: _____
Address: _____
City: _____ State: _____ Zip _____
Phone: _____
Email:(Preferred) _____
Fax #: _____

I give Creature Comforts Pet Resort permission to request veterinary records and vaccine history from the veterinary hospital listed above if needed. I also understand that Creature Comforts Pet Resort does not guarantee to use my veterinarian for my pets, while in their care.
Please Initial _____

Note: We require proof of all vaccinations and or titers to be up-to-date before your pet(s) can stay with us!

Dogs: Rabies
DHPP or DHLPP (Canine Distemper and Parvo)
Bordetella (Can be done annually, we recommend every 6months for the best protection)

Cats: Rabies
FVRCP (Feline Distemper)
Feline Leukemia Status – Proof of a negative test result for first time guests, annually for Indoor/Outdoor cats

**It is your responsibility to provide updated proof of all vaccinations.
These can be faxed, emailed, mailed or dropped off.**

Pet Services Agreement:

This is an agreement between **Creature Comforts Pet Resort LLC** and the pet owner mentioned above. It cannot be altered in any manner. Any alteration will not be honored. ***Please read and initial each item.***

1. [REDACTED] Owner agrees to pay for pet care services provided at the rates in effect on the date pet is checked into Creature Comforts Pet Resort. Reservations are required; this includes pick up and drop off times. Booked date(s) for services shall not become effective under contract until the initial amount due has been paid. (i.e. \$50 deposit). At the time of the initial payment (deposit) is made the contract becomes effective and Creature Comforts shall reserve the date(s) and time(s) agreed upon, and not make any other reservations or accept any other clients for said date/time/service slot. For this reason, in the event you need to cancel the contract for any reason, all monies paid will be retained by Creature Comforts in order to offset it's loss of business. Notification of a cancellation is required as part of this contract within a specific time or all dates are billed to you. We must receive 7 days' notice of cancellation prior to the reserved check-in date during holiday periods and 48 hours prior to check-in date during all other times. We recommend making all cancelations in writing via email. Reservations not cancelled by the aforementioned time will be billed to the card on file for all dates reserved. Initial payment deposits are non-refundable and will be credited to your account as store credit only if the cancellation notice was provided by the client in writing and the time period had not expired for cancellations. **I have read and understand this cancellation policy and accept responsibility for all dates booked at resort, even if I choose to shorten my pets stay after the cancellation periods have expired or If I fail to maintain necessary health/vaccinations requirements to stay.**
2. [REDACTED] Owner understands and agrees that while handling their own animal (i.e. on leash in lobby) they are solely responsible for any harm or damages caused by their pet(s) while at Creature Comforts Pet Resort and agrees to pay for said harm or damages in full.
3. [REDACTED] Owner understands and agrees that in admitting their pet(s), Creature Comforts Pet Resort has relied on their representation that their pet(s) are in good health and have not been ill with any communicable condition in the last 60 days. Owner further certifies that their pet(s) have not harmed or shown aggression or threatening behavior towards any person or other pet.
4. [REDACTED] I understand that if my dog is not picked up within 7 calendar days after they were due to depart, they will be deemed to be abandoned and all expenses incurred during this process will be paid by me to Creature Comforts for assisting in rehoming my pet(s). Creature Comforts will make three attempts to contact the owner and emergency contact person. Pets that are deemed abandoned will be placed with an animal rescue group or we may attempt to foster and/or find them a home. All expenses incurred during this process are the owners' responsibility and will collected in collections or small claims court.
5. [REDACTED] Owner understands and agrees to indemnify and hold harmless Creature Comforts Pet Resort, Owners and its staff for any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind including without limitation, legal costs and attorney fees. Creature Comforts, owners and staff will not be liable for any known or unknown problems/pregnancy/ suspected or unsuspected illness/death that develop or for not seeking veterinary care, provided that reasonable care and precautions are followed.
6. [REDACTED] Owner understands and agrees that any problems which develop with their pet(s) will be treated as deemed best by the staff and at their sole discretion of Creature Comforts Pet Resort. The owner assumes full financial responsibility for any and all expenses involved. (i.e. separating boarders, Chicken/Rice meals for upset stomach, destructive behavior, veterinary services, and shuttle fees).
7. [REDACTED] **Owner understands and agrees that if their pet(s) become ill or injured, or if the state of the pet(s) health otherwise requires professional attention, Creature Comforts Pet Resort, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet(s), and the expenses thereof shall be paid by the owner.**
8. [REDACTED] Owner understands and agrees that if their pet(s) were in our care for a day or overnight service and are not picked up by the agreed upon time, Creature Comforts Pet Resort is authorized to take whatever action is deemed necessary for the continuing care of their pet(s), and Owner agrees to pay for any costs associated with continued care.
9. [REDACTED] Owner understands that they will be charged a replacement fee for destroyed company property, bedding and/or room destruction.
10. [REDACTED] Although it is the practice of Creature Comforts to have caretakers supervising and interacting with the guests, there may be occasions whereby your dog(s) may be outside in a fenced area without supervision for a brief time.

11. [REDACTED] I agree that photos, video, or other media may be taken of owners and their pets while in our resort and that they may be used in publication. All media taken of Pets and/or Owner by the resort or agent of such are property of the resort. The owner understands that the owner will not be paid any royalty or other compensation and hereby relinquishes any and all rights to any media published in any form or medium.
12. [REDACTED] Owner understands and agrees that dog daycare is social play with other dogs from different households. Please be aware that dogs in playgroups are at higher risks of incidents. While play is supervised, dogs may become sore, dirty, hurt, sick, scratched, bit, and even rarely death. Dogs may also be put in time out crates or runs during the day and for rest periods. Owner fully accepts and understands these risks.
13. [REDACTED] I understand that Creature Comforts reserves the right to refuse or revoke admittance to any pet that displays an illness or behavior deemed inappropriate or does not meet the health requirements set forth in this agreement. I also understand if my dog bites or attempts to bite another pet or person that I am solely responsible for any and all damages and we cannot return to Creature Comforts. I further understand that in the event of such illness or behavior, I would not be eligible for a refund of any services rendered or booked with Creature Comforts.
14. [REDACTED] Owner understands that Creature Comforts Pet Resort is staffed 24 hours a day, but with limitations. Owner understands that breaks and or gaps in staffing may occur.(i.e. lunch breaks) The phone and door are not answered outside posted lobby hours as our lobby staff are gone for the day. Web Cams are provided as a courtesy. We will attempt to help clients with web cam access during lobby hours, but our staff are there to care for pets and are not technical IT professionals, therefore we do not guarantee web cam access or technical support. If you have an issue with a web cam that we cannot address, we will send 1 picture daily in lieu of the camera function.
15. [REDACTED] Creature Comforts will not give out names, phone numbers of clients/staff. I, the owner, understand I am 100% responsible for my own pets in regard to health, injury, or otherwise, even if it is not the fault of my own pets.
16. [REDACTED] Creature Comforts Pet Resort shall exercise reasonable care for the pet(s) delivered by the Owner. I understand my pet may become sore, dirty, hurt, sick, scratched, bit, and even rarely death. Owner fully accepts and understands these risks. It is expressly agreed by the Owner that Creature Comforts Pet Resort liability shall in no event exceed the lesser of the current chattel value of the pet(s) or the sum of \$1000.00 per pet.
17. [REDACTED] Creature Comforts has a zero-tolerance policy for abusive behavior by clients. Clients must agree to always treat all staff, pets, and owner(s) in a professional manner and understand that any objectionable behavior that disrupts our business and/or disturbs our pets, team members, and clients that they will be asked to leave and the issue handled by the police and/or court system.
18. [REDACTED] Any controversy or claim arising out of or relating to this agreement, or the 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 costs of such arbitration and reasonable attorney's fees of the prevailing party. [Costs of Collection](#). In any dispute involving monies owed to CCPR, the Company shall be entitled to all costs of collection, including reasonable attorney's fees and interest at 15% per annum or the highest rate allowed by law, whichever is less, unless a lower amount is agreed to by CCPR.

Pet Services Agreement Policies:

Creature Comforts Pet Resort strives to provide the best care for all our guests. The following policies are to ensure our guests receive the best care possible in a healthy and safe environment.

ADMISSION: All pets must be in good general health. We reserve the right to deny admittance to any pets lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. Although we have skilled staff members, our boarding caretakers may not be able to handle geriatric pets needing significant medical care. Prior to participating in any social activity (e.g. Group Play), dogs must be temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive, have not attended in more than 6 months, or become ill/injured. Females in heat may not participate in group play but can board. Creature Comforts Pet Resort follows a rigorous program of flea and tick elimination. All pets arriving at Creature Comforts Pet Resort with fleas and/or ticks will be treated at the owner's expense. Creature Comforts Pet Resort reserves the right to charge daily handling fees for illness, excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care for your pet.

VACCINATIONS: All dogs and cats must be current on all vaccinations. DOGS -We require DHPP (Distemper/Parvo) vaccination, rabies, and a yearly Bordetella (or canine cough). Please understand your dog will ALWAYS HAVE SOME LEVEL OF RISK of picking up an upper respiratory infection in this environment even without direct contact. We do not reimburse pet owners for any expenses related to canine cough, as the vaccine does not offer 100% protection and we have explained the risk. **All customers are strongly encouraged to email or deliver current vaccination records several days prior to their check- in date.**

- CATS are required to be up to date on Rabies and FVRCP (Feline Distemper) and have a negative leukemia status. Yearly testing if your cat is indoor/outdoor. We will consider accepting an alternate vaccination protocol and/or tiers with review from one of our owners and our veterinarian.
- Puppies/Kittens over 8 weeks will be accepted as long as we receive documentation of their first two sets of vaccinations. We require Rabies by 16 weeks of age. Pets that are not fully vaccinated for health/age restrictions will only be allowed to board in a separate area and extra fees will apply. Please discuss with our management staff prior to booking.

MEDICATIONS: All medication/supplements supplied by Owners and must be clearly labeled in original containers with the pet's name, name of medication, dosage, and reason for medication. We will only accept the exact dosages required for administration during your pets stay. There is a fee for injectable (\$3 per injection), detailed times, eye, ear, liquid, (3+ pills) or large/multiple combos (daily fee) also if your pet is difficult to administer/special medication (varies). Ask for details about our pricing table for medications. Clients who add medications to meals will be charged the maximum fee.

BELONGINGS: The Resort will make every effort to return items left with each pet, however, these items may not be returned if lost or may be returned in poor condition. The resort is not responsible for said items. No glass or ceramic please.

VISITING: Visiting is allowed for pre-paid guests at the sole discretion of Creature Comforts. Please be advised that visiting with your pet while it is in our care, may cause anxiety and confusion. Owners and authorized people may visit during lobby hours only. We reserve the right to limit visiting time lengths and area used for visits. No pets are to leave the grounds.

EMERGENCIES: In case of an emergency, we will attempt to contact you or your listed emergency contact. We will use your veterinarian, or the local 24-hour veterinary emergency hospital at our sole discretion. We may suggest you attach a signed note that details your wishes/limits in case we need to seek veterinary care, otherwise we will do everything possible to preserve the life of your pet. (i.e. bloat, bleeding, seizures) You will be responsible for all costs involved.

ROOMS/RUNS: Rooms may be reserved up to 1 year in advance. Initial payment deposits are required. Although we do our best to honor room requests, we do not guarantee rooms/runs. Occasionally variables may require us to move your pet to a different room. Only pets from the same household can share rooms. We reserve the right to limit number of pets staying together.

CHECK-IN/CHECK-OUT/FEES: Fees are set daily for each separate service offered. Daycare, boarding, grooming, and training are treated as separate services. Discounts are offered for combining services. A complete list of services and fees can be found on our website or call for details. Check-in/out can be scheduled anytime during our lobby hours. Reservations are required. Our boarding rate is charged daily and check out is noon Mon-Sat, the daily rate will apply to all boarders staying past noon or on Sundays. We understand flights get delayed/weather restrictions/personal events happen that may alter your plans, but Creature Comforts cannot be held responsible for anything other than our agreement to provide care for your pet(s). We do ask that you let us know in advance if the reservation time (i.e. 10 am / not date) for pick-up or drop-off time cannot be kept, we will do our best to set up a new time that will work for both parties. The standard cancellation policy and fee rate applies. Because we know how much you missed your companion while you were away, after hours early/late check-in/check-out outside our regular lobby hours may be set up in advance with an extra fee and is at the sole discretion of Creature Comforts. If your pets stay needs to be extended past the date (i.e.10/26/2024) that was previously booked, we cannot guarantee your pets original room will be available, but we will certainly make sure your pets have comfy accommodations for their extended stay. If you need to shorten (i.e. early departure) or cancel your stay please read our cancellation policy. You will be held responsible for all dates booked at the resort if the cancellation window has expired.

STAFFING/LOBBY HOURS: Lobby hours for our clients: Monday through Friday, 7:00 a.m. to 12pm and 1:30 to 7:00 p.m., Saturday 9:00 a.m. to 4:00 p.m., and Sunday 12-4 p.m. Staffing for animal care is 24 hours, but may contain gaps in schedules and therefore there may be periods of time when the facility is not staffed (i.e. lunch breaks).

HOLIDAYS: Holiday boarding periods are defined as the 7 days before and after each date listed. We will be closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Years Day. We will close the lobby at 4pm on the following days: Christmas Eve and New Year's Eve. Absolutely no check-ins or check-outs will be permitted on holidays. The facility will be fully staffed, but the lobby will not be available, as we will be focused on caring for our guests.

1. **CANCELLATION POLICY:** Booked date(s) for services shall not become effective under contract until the initial amount due has been paid. (i.e., \$50 deposit). At the time of the initial payment (deposit) is made the contract becomes effective and Creature Comforts shall reserve the date(s) and time(s) agreed upon, and not make any other reservations or accept any other clients for said date/time/service slot. For this reason, in the event you need to cancel the contract for any reason, all monies paid will be retained by Creature Comforts to offset its loss of business. Notification of a cancellation is required as part of this contract within a specific time or all dates booked with

Creature Comforts are billed to you. We must receive 7 days notice of cancellation prior to the reserved check-in date during holiday periods and 48 hours prior to check-in date during all other times. We recommend making all cancellations in writing via email. Reservations not cancelled by the aforementioned time will be billed to the card on file for all dates reserved. **All Initial payment deposits (i.e., \$50 deposit) are non-refundable and will be credited to your account as store credit only if the cancellation notice was provided by the client in writing and the time period for cancellation had not expired. We do not issue refunds to your card on file for initial payment deposits.** Store credits can be used for any of our services or products and will expire one year from date taken. Store credit cannot be used as an initial payment deposit for another booking. Credits can be transferred between our locations but cannot be transferred between clients or used for gift cards.

- 2. RESERVATIONS:** Reservations are required; this includes pick up and drop off times. This ensures that we are able to give every guest time to go over their pet's needs with our staff. We do ask that you let us know 24 hours in advance if the reservation time (not date) for pick-up or drop-off time cannot be kept, we will do our best to set up a new time that will work for both parties. Notification of other items cancellation such as but not limited to: (long term boarding agreements, changes of pet(s) booked, change of room type, reserved grooming slots, reserved additional services, or shuttle reservations) must be provided 7 days prior to hotel check-in date during holidays and 48 hours prior to check-in date during all other times. We recommend making all cancellations in writing via email. Reservations not cancelled by the aforementioned time will be held responsible and billed for all items reserved to the card on file with the resort. This means you are responsible for all services booked after the cancellation period has expired. If you are unsure of your exact time or you need a flexible pick up date or time please ask to speak with a manager to set up your stay.

PACKAGES AND DISCOUNTS: All packages are non-refundable and non-transferrable. 11-day packages expire 1 year from purchase. Monthly packages expire 30 days from purchase. Discounts/coupons/offers are provided under the sole discretion of Creature Comforts and may be revoked at any time.

PAYMENT RATES AND SERVICES: All rates and services are subject to availability and change at any time, estimates can be provided if requested. Payment is due at the time of service; we do not offer payment plans. I agree to pay any and all charges for procedures/services/fees rendered at time of service. Should my pet need veterinarian care during or after the service, I agree to pay any and all veterinarian fees for my pet's care. I understand and agree that my card(s) will be kept on file at all times and that a request for removal of any card will be done in writing. **We accept Cash, Visa, Mastercard & Discover Card. We don't accept checks or American Express**

Please Initial signifying you have read and agree to our policies: _____

Grooming Release Form:

Thank you for choosing Creature Comforts Pet Resort for your pet's grooming needs. We pride ourselves on providing the best care available to your pet. Sometimes the grooming experience can unveil hidden pre-existing conditions. Creature Comforts Pet Resort will always bring anything that the groomer may notice to the owner's attention. Creature Comforts cannot diagnose a condition but may advise you as the owner to seek veterinary care for your pet.

- **Parasites:** If fleas are found on your pet, it is Creature Comforts Pet Resort's policy to give a flea bath at an additional minimum cost of \$30.00. This cost covers the special shampoo; time and extra clean-up to ensure no fleas are active in our resort. A Monthly flea treatment is recommended for long-term prevention. Ticks found will be removed for an additional charge. Please note that parasites are a health hazard to your pet as well as to humans
- **Aggressive or Dangerous Pets:** Owners MUST inform Creature Comforts if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet and protects both the pet and the groomer. Creature Comforts Pet Resort reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process and charge an Aggressive Dog Fee (Min \$20) in addition to the regular grooming charge.
- **Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats left in a coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Mats can be very difficult to remove and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn. There is an extra charge for dematting at a \$1 per minute
- **Health or Medical Problems & Senior Pets:** If your pet has any medical conditions, Creature Comforts asks to be made aware of them (some examples are: arthritis, seizures, skin problems, masses etc.) so that the groomer can take

steps to look out for certain conditions and use proper techniques and products for your pets special needs. Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health problems and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. Some pets have behavioral problems that we may or may not be able to work through. If we are unable to continue the grooming process due to behavioral problems, there will be a minimum charge of \$15 for our time and effort.

Current Vaccinations/Liability Information: Proof of Vaccination or current Titer testing shall be provided upon check-in as well as current Veterinarian information. Special circumstances will be taken into consideration, but services are not guaranteed. Every effort will be made to ensure your pet is groomed as safely as possible and to your satisfaction. There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including but not limited to: cuts, nicks, rashes, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. By signing this contract, you (or your Agent) agree to hold Creature Comforts Pet Resort, it's owners, groomers, and employees harmless from any damage, loss, or claim arising from any condition of the undersigned pets, either known or unknown to Creature Comforts Pet Resort. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed under this owner.

Payment: I agree to pay any and all charges for procedures/services rendered at time of service. Should my pet need veterinarian care during or after the process/service, I agree to pay any and all veterinarian fees for my pet's care.

Late Pick-Ups: Pets only using our grooming services for the day are not walked, fed, or watered. If your pet is not picked up 30 min after services are completed a daytime boarding/daycare fee \$30 will be added or if not picked up by closing for the day, an additional \$60.00 per day kennel charge may also apply for the added care provided.

Grooming No-shows & Cancellations: No-shows and last minute cancellations (less than 24 hours) are subject to a \$20.00 FEE PER PET, which will be charged to your card on file. Pre-Payment will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis.

Late Arrivals: Clients 30 minutes late risk losing their grooming appointment without notice.

GROOMING RATES AND SERVICES: All rates and services for grooming are subject to availability and change.

Training Agreement and Polices

SERVICES PROVIDED: Training is provided by a Professional Canine Trainer or staff under the supervision of such. Client agrees payment is for training dates scheduled above or agreed upon. Classes are only rescheduled by Trainer due to uncontrollable circumstances. It is at the Trainer discretion whether to reschedule a session cancelled by the Client. All sessions must be completed within the agreement date.

PAYMENT: Payment is due prior to the start of training. No refunds will be given unless training is cancelled by Trainer. Training sessions and classes are not transferable.

LIABILITY: Client agrees to indemnify and hold Creature Comforts Pet Resort LLC, Trainer, Training Location and Staff harmless from all liability for any loss, damage, or injury to persons, animals or property arising from or related to Client, Client's pet's or other pet's activities before, during or after training. Client agrees that Location and/or Trainer shall not be liable for loss or damage to animal for any reason unless said loss or damage was a direct result of Location or Trainer's negligence. Client agrees to follow all guidelines set by Trainer. This includes required and prohibited equipment for class as well as Creature Comforts Pet Resort class rules for safety. Including but not limited to: *Closed heel/toed shoes with rubber soles required. *Some classes include off leash socialization upon instruction from the Trainer. Dogs must be on leash at all other times. Clients must always hold onto leash unless instructed otherwise. Client understands training will include basic commands: sit, down, stay, come, off, leash walking, as well as help to curtail stated dog's behavior problems. Client understands and agrees that success or failure of the program is based primarily on the client's willingness and ability to work with their dog(s) 20-30 minutes every day. For good and valuable consideration, the parties agree as follows: 1. Training: Trainer agrees to provide the following training as described above. 2. Client's Duty to Assist in and Continue Training: Client understands and agrees that he and the members of his household must follow Trainer's instructions without modification and constantly reinforce the training being given to Dog(s). 3. Client's Duty If Dog(s) Is Keneled: Trainer and Kennel are legally unrelated, and not principal and agent. Trainer does not guarantee and will not be held responsible under any circumstances for anything done or not done by Kennel. It is the duty of Client, and not Trainer, to pay all charges of Kennel,

perform all terms and conditions of Client's agreement with Kennel, and timely pick up Dog(s) from Kennel. 4. Client's Assumption of Risk: Client acknowledges that training location, and the animals, guests, items, and activities thereon; pose dangers to people and animals. Such dangers include, by way of example and not limitation, animals that can bite, trip, knock down, and fight, indoor and outdoor surfaces that may be slippery, equipment that can trip, guests and clients who cannot control their dogs, and activities involving Dog(s) and/or other dogs that can result in injury from bites or other causes. Accordingly, Client, on behalf of him/her, his/her spouse and minor children, and anyone else whom Client brings onto training Location, assumes the risk of injuries, losses, damages, costs, and expenses by any means above described, and other injuries, losses, damages, costs and expenses of every possible cause and description unless inflicted intentionally or recklessly by the agents and employees of Trainer. If Dog(s) is injured in a dog fight or an accident, gets fleas, ticks or worms, contracts any illness or disease, is lost or stolen, becomes pregnant, or engages in any dangerous, vicious or unwanted behavior, during or after the term of this Agreement, on or off training Location, Client accepts the risk of the same and agrees that Trainer shall not be held responsible for it or any resulting injuries, losses, damages, costs or expenses. 5. Client's Liability: If Dog(s) causes property damage, or bites or injures any dog, animal or person (including but not limited to Trainer and his agents and employees), during or after the term of this Agreement, on or off Trainer's Premises, then Client agrees to pay all resulting losses and damages suffered or incurred by Trainer and his agents and employees, and to defend and indemnify Trainer and his agents and employees from any resulting claims, demands, lawsuits, losses, costs or expenses, including attorneys fees. 6. Client agrees to cause anyone that he brings onto training location (including Client's spouse, adult friends, and the parents of unrelated children) to execute a copy of the Waiver and Release for Entry to Premises which will be made available by Trainer; as a remedy if Client breaches the foregoing provision, Client will defend and indemnify Trainer and his agents and employees against any claims, demands, lawsuits, losses, costs or expenses, including attorneys fees, brought by or on behalf of any such persons. 7. Termination: At Trainer's sole election, Trainer's duties hereunder shall terminate if (a) in Trainer's sole judgment Dog is dangerous or vicious to Trainer or any other person or animal, or interferes with the training of other dogs, or (b) Client breaches any term or condition of this Agreement. Upon termination in accordance with the foregoing, Trainer's duties shall terminate but all other provisions of this Agreement shall continue in full force and effect. No refunds will be given for group classes under such circumstances. A pro-rated refund determined by Trainer will be given for unused private training sessions cancelled due to reason (a). No refunds will be given for training terminated due to reason (b). 8. Legal Provisions: This Agreement is binding upon Client, the spouse of Client, and the children of Client. This Agreement supersedes all prior discussions, representations, warranties, and agreements of the parties, and expresses the entire agreement between Client and Trainer regarding the matters described above. The parties confirm that, except for that which is specifically written in this Agreement, no promises, representations, or oral understandings have been made with regard to Dog or anything else.

Without limiting the generality of the foregoing, Client acknowledges that Trainer has not represented, promised, guaranteed, or warranted that Dog(s) can be trained, that Dog(s) will never bite, that Dog(s) will not be dangerous or vicious in the future, that Dog(s) will not exhibit other behavioral problems, or that the training will last for any particular amount of time. This Agreement may be amended only by a written instrument signed by both Client and Trainer. Any remedy provided in this Agreement is in addition to any and all other remedies provided by law or equity. If any provision of this Agreement is invalid, void, or unenforceable, they will be severed, and the remaining provisions shall be given full force and effect.

I certify that I have read and understand the Pet Services Agreement and policies of Creature Comforts Pet Resort set forth in this agreement and I agree to abide by these policies and accept all the terms of this agreement. I agree to pay the current rate for any and all services/fees provided. This contract shall remain in effect for all subsequent transactions between Owner(s), their Pet(s) and the Resort. By continuing to use our services Owner agrees and consents with our polices and continuing acceptance of the terms of this agreement.

Printed Name of Owner(s) or Representative: _____

Signature: _____ Date: _____

How did you hear about us? <input type="checkbox"/> Website/Online <input type="checkbox"/> Vet Mailing <input type="checkbox"/> Phone Book <input type="checkbox"/> Print Ad <input type="checkbox"/>
Please list: Print Ad: _____ Other _____ Referred by Friend _____
Name of person who referred you so we can thank them! _____
Referral Program: For every new client you refer, CCPR will send you \$10 toward your next visit!

Credit Card Authorization Form
Creature Comforts Pet Resort, LLC
1437 Pontiac Rd | 205 Ensminger Rd

Creature Comforts Pet Resort requires a current card on file with us for the following instances. Use of any card at Creature Comforts Pet Resort will result in the card being saved for future transactions.

- Convenience of making reservations over the phone
- Veterinary care if ever required including emergency shuttle charge
- Long term boarding, extension, or cancellation of care dates
- Elderly or pets with special medical needs
- Pick up by friend or family
- No Call/No Show, Cancellation, damage, after hours, and other fees
- Add-ons or additional services provided after check-in
- Balance adjustments, over or underpayment, declined payments, refunds.
- Other

Payments processed quickly and securely by First Data

I, _____(Print Name), authorize Creature Comforts Pet Resort, LLC to charge my credit card above for agreed upon purchases/services provided. I understand that my information will be saved to file for future transactions on my account.

Customer Signature: _____

Date: _____

Creature Comforts Pet Resort Individual Behaviors Pet Sheet

Please fill out for each pet you have on file with us / **one sheet per pet**

Owners Full Name: _____ Date: _____

Pet's Name: _____ Canine Feline Male Female Fixed? Yes No

Breed _____ Color: _____ Date of Birth/Approx. age _____

Has this pet been treated with Flea/Tick prevention in the last 30 Days? Y N If Yes, what type? _____

**If fleas or ticks are found on your pet, a medicated bath will be performed at your expense.
This charge will be \$39 minimum and clean up fees may apply.**

Has your dog ever attended daycare before? Yes No How was that experience? Good Dog did not enjoy

Other: (please explain) _____ Has

your dog /cat ever been professionally groomed? Yes No How was that experience? Good Bad

Other: (please explain) _____

Has your dog attended professional dog training classes? No Some basic Intermediate Advanced

Other: (please explain) _____ Are

you interested in training classes or having your pet trained while boarding with us? Yes No

What are some of your pets favorite things?

Play Ball Long walks Play with other dogs Belly rubs Cuddle time Window watching

Playing with toys Brushing Sleeping Kong/Chews Sunbathing Lake/Pool

Other: _____

When your dog has to go to the bathroom, he/she will?

Bark Whine Sit by the door Pace near the door Ring Bell at door

Other: _____

What are you and your pets looking forward to at Creature Comforts Pet Resort? Excellent accommodations

Clean and Safe Facilities Staffed 24 hours One on One attention Opportunity to socialize Grooming

Has your dog/cat ever growled, snapped at, or bitten a person or another animal? Yes No

If Yes, please explain: _____

Any special notes, health problems, allergies, skin issues, recent surgeries, etc.? **Yes** **No** If Yes, please explain:

_____ y of
Does your pet display any of the following:

Separation anxiety Excessive barking Coprophagia Fear of loud Potty pad trained

Not housed trained Toy/Food possessive Mouthiness Fear of Men/Children/Women

Sensitive to touch Fear Aggressive Fear of thunder Digs under fences Climbs/jumps fences

Destroys stuffed toys Destructive chewer Escape artist Slips easily on floors Prone to gastric upset

Uses a raised feeder Scratches/digs at doors Not crate trained Requires a harness for walking

Fence/crate protective Dislikes nail trims Dislikes water/bathing Leash aggression

Helpful Reminders and Tips for Packing the Overnight Bag... Here's a checklist of paperwork, items and instructions to streamline your check-in. We realize this may seem like a lot of paperwork, and we require it for good reason - to ensure our ability to take care of your pet(s) to the highest standards of care. We appreciate your cooperation in providing the required information:

<p><input type="checkbox"/> New Client Packet Application –One time only - the 1st time you board your pet.</p> <p><input type="checkbox"/> Schedule a Daycare Evaluation- Each pet that you would like to play in our daycare groups while boarding would first need an Evaluation- Please call ahead to schedule- limited availability.</p> <p><input type="checkbox"/> Returning Client Form Individual Pet Sheet – This is required each time your pet visits. It contains specific information that may have changed from a previous visit. We appreciate your cooperation in giving us this information for each visit.</p> <p>*Proof of Rabies, Distemper, and Bordetella vaccinations OR Titters - All pets are required to be up to date every time you board your pet - Please provide updated vaccine certificate as needed. If you plan to have your dog vaccinated for Bordetella or Canine Cough, we suggest doing it a minimum of 14 days in advance of your boarding date.</p> <p><input type="checkbox"/> Medication, Treatment and Supplements - updated each time you board. This important information must be updated with each visit. We want to make absolutely certain we have the most current information on any medications or supplements you are giving your dog. Please leave pills in original prescription bottles please. One needle per injection is required.</p>	<p><input type="checkbox"/> We have food dishes and sanitize them twice daily, but if you would like to bring your pets dish please no ceramic or glass.</p> <p><input type="checkbox"/> Food - Please label food container or bag with pets name and specific instructions. One bag per meal is Required. If your pet is a grazer please pack three meals per day. Please do NOT put medications or supplements in the pre- packaged food. If no food is provided our kennel mixture is used. \$3 fee daily</p> <p><input type="checkbox"/> Shuttle Service - if you would like us to pick up your pets at home, work or the airport, please call ahead to schedule then fill out that section of the form with details.</p> <p><input type="checkbox"/> Other things to bring (Optional) - Please list specific items and descriptions on "Individual Pet Sheet". We have the staff, time and space here to take care of all your dog's belongings, their favorite bed (some bring along their own armchairs!) and every single toy they own if you want to bring them. We encourage comfort items from home. A T-Shirt that smells like you is great for first timers! WRITE YOUR PETS NAME ON EVERYTHING!</p> <p>Note: Toys, stuffing, bedding, pigs' ears, rawhide chews or hooves risk danger of choking or intestinal blockage. Pack at your own risk! Some items may become lost, destroyed, damaged or dirty, please do not pack items that you cannot replace.</p>	<p><input type="checkbox"/> Grooming instructions- If you plan to have us bathe and/or groom your pet, please call ahead to schedule these services and be sure to fill out the instructions to the groomer on the "Individual Pet Sheet".</p> <p><input type="checkbox"/> Monthly Flea/Tick Treatment, and Heartworm prevention are recommended. If parasites are found on your pet, they will be treated at your expense.</p> <p>Note: If your dog is elderly, please ask out our recommendations for older dogs such as yoga mats and room options ☺</p> <p>Cat Requirements:</p> <p><input type="checkbox"/> Proof of current Rabies, Feline distemper vaccination. Updated as needed. Feline Leukemia negative status - test results - 1st time you board your cat. If your cat goes outdoors, we require either annual Feline Leukemia inoculations or a Feline Leukemia negative report from your veterinarian.</p> <p><input type="checkbox"/> Grooming instructions - If you plan to have us groom your cat - on "Pet" form.</p> <p><input type="checkbox"/> We have clumping cat litter for our feline guests, but you can provide other types if necessary</p>
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Coming Home from the Resort

- **Pets will often need a potty walk after the excitement of being reunited with you**
- **Go back to your normal routine- try not to make a big do about being back at home with your pet**
- **It is normal for pets to seem more tired than usual for 1-3 days after returning home. Some may have soft stools. If these persist call your veterinarian.**
- **Hold off on food and water- wait at least one hour after returning home before offering food and water.**
 - **It is normal for pets to act thirsty and hungry after leaving the resort**
 - **Limit food and water to small portions to avoid chugging, vomiting and illness**

Please note:

Dogs must be on a leash, and cats confined in a cat carrier coming into and out of the building. Please do not use Flexi leads. Please potty your pet before entering our resort 🐾