

# Spot Fur Love — Pet Care Service

## Agreement & Liability Waiver

Thank you for choosing **Spot Fur Love** for your pet care needs.

We are committed to providing a safe, loving, and professional environment for your pet. Our services include daycare, boarding, home visits, walks, nail trimming, and pet taxi rides. By utilizing our services, you agree to the following terms and conditions.

- **Vaccination Requirements**

For the health and safety of all pets in our care:

- All dogs must have current, up-to-date vaccinations for **Rabies, Distemper/Parvo, Bordetella (every 6 months), and Canine Influenza along with flea and tick prevention.**
- Proof of vaccination must be provided prior to services being rendered.
- Spot Fur Love reserves the right to refuse services to pets without valid, current health documentation.

- **Payment Policy**

- Payment must be made in full via **Time To Pet** or **Cash** prior to services being provided.
- Premium services may incur higher rates based on time commitment, insurance, and professional expertise.
- **No refunds will be issued once payment has been received.** Exceptions may be made solely at the discretion of Spot Fur Love management.

- **Additional Fees**

- Handling fees may apply for challenging, aggressive, or reactive dogs requiring additional resources or specialized attention.
- Owners will be charged for flea/tick treatment or replacement food if not provided as requested.
- Spot Fur Love is not liable for allergic reactions or sensitivities caused by owner-provided or replacement food during boarding or daycare.

- **Health, Safety & Risk Assumption Policy**

To maintain a safe environment:

- Owners must disclose any known health concerns, medical conditions, allergies, or behavioral issues prior to services.
- All dogs must complete and pass a **temperament assessment** before being admitted into group activities which can be done through trial daycare.
- Spot Fur Love reserves the right to refuse service to any pet displaying aggressive, overly anxious, or disruptive behavior.
- Assumption of Risk & Owner Responsibility
- By using Spot Fur Love services, you acknowledge that:
- Participation in group activities, walks, boarding, transport, or grooming involves inherent risks of injury, illness, stress, escape, or death.
- **You voluntarily assume all risks associated with your pet's participation, including the risk of injuries inflicted by other animals or environmental factors.**
- Pets may be unsupervised at certain times, including overnight boarding and during transport.

- **Injury, Illness, Veterinary Care & Liability Release**

- Spot Fur Love, its owners, employees, and agents **shall not be liable for any injury, illness, loss, escape, or death of a pet while in our care, except in cases of proven gross negligence or intentional misconduct.**
- The owner understands that some dogs may experience mild diarrhea or upset stomach due to stress or changes in routine ("stress colitis"). While Spot Fur Love takes every precaution to ensure a smooth stay, occasional gastrointestinal disturbances may occur. Please note we are not liable for this type of upset.
- The owner assumes full financial responsibility for any medical care required for their pet while under our care. This includes injuries sustained during services or illnesses contracted during participation (including but not limited to kennel cough, canine flu, or other contagious conditions).
- Spot Fur Love is not responsible for injuries, illnesses, or deaths resulting from pre-existing medical conditions, undiagnosed illnesses, or age-related complications.

- **Emergency Veterinary Care Policy**

- In the event of a medical emergency, Spot Fur Love will make reasonable efforts to contact the pet owner or designated emergency contact immediately.
- **If neither can be reached in a timely manner, Spot Fur Love is authorized to seek emergency veterinary treatment at a licensed clinic of our choosing.**
- You accept full financial responsibility for all veterinary services rendered, including but not limited to: examination fees, diagnostic testing, medications, surgery, hospitalization, transportation, or humane euthanasia if recommended by a licensed veterinarian to prevent suffering.

- Transportation to and from the veterinary clinic will also be billed to the owner.

- **Death of a Pet in Care**

In the unfortunate event of a pet's death while under our care:

- Spot Fur Love will immediately notify the owner or emergency contact.
- The pet will be transported to a veterinary facility for official confirmation and, upon request, necropsy at the owner's expense.
- If neither the owner nor emergency contact can be reached within a reasonable time and the pet is suffering irreversibly, Spot Fur Love is authorized to follow the attending veterinarian's recommendation, including humane euthanasia if medically warranted.

- **Behavioral Incidents & Third-Party Aggression**

- Spot Fur Love is not responsible for injuries resulting from altercations between pets unless proven to result from gross negligence.
- The pet owner is financially responsible for any damages, injuries, or expenses caused by their pet to other animals, persons, or property while in our care.

- **Financial Limits on Liability**

In the event of a claim resulting from proven gross negligence by Spot Fur Love, **total liability shall be limited to the lesser of:**

- Actual veterinary expenses incurred, up to a maximum of **\$1,000 per pet**, or
- The fair market value of the pet as determined by veterinary appraisal or standard industry metrics.
- Spot Fur Love is not liable for indirect, incidental, or consequential damages, including but not limited to emotional distress or personal injury claims.

- **Indemnification Agreement**

You agree to indemnify, defend, and hold harmless Spot Fur Love, its owners, agents, employees, and affiliates from any and all claims, demands, lawsuits, losses, liabilities, damages, costs, or expenses (including attorney's fees) arising from:

- Your pet's participation in any Spot Fur Love services

- Any injury, illness, or death of persons, pets, or property caused by your pet
- Any veterinary expenses incurred during your pet's care
- Your failure to disclose health, behavioral, or temperament issues

- **Photo & Video Release**

Spot Fur Love may photograph or video record pets while under our care for promotional or social media purposes. By signing this agreement, you grant permission for your pet's image or likeness to be used unless you explicitly opt out in writing.

- **Crating Policy**

For the safety and peace of mind of all pets:

Dogs participating in overnight boarding will be crated or safely confined between **10:00 PM and 6:00 AM**.

- **Property Damage, Escape, & External Incidents**

- Spot Fur Love is not liable for damage to the client's property unless caused by proven negligence.
- Spot Fur Love is not responsible for pet escapes unless resulting directly from gross negligence.
- Spot Fur Love is not liable for injuries caused by external animal attacks during walks, home visits, or outdoor activities.
- **Owners assume full risk for off-leash walks and outdoor play.**

- **Puppy Surcharge**

A **\$10 per night fee** applies for puppies under **12 months old** to cover additional care, supervision, and cleaning needs.

- **Key & Access Policy**

Spot Fur Love requires a house key or secure access for any services performed at the client's home.

- **Policy Updates & Terms Acceptance**

Spot Fur Love reserves the right to amend these terms at any time. Continued use of services after policy updates constitutes acceptance of the revised terms.

Spot Fur Love reserves the right to decline services for any pet at any time if it is not a good fit for the environment, staff, or other pets in our care.