

Policies and Procedures

- 1) Luna's Pet Luau, LLC and its employees agree to provide services stated in this agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Luna's Pet Luau, LLC or its employees, unless arising from gross negligence on the part of Luna's Pet Luau, LLC
- 2) The client understands that all pets must have a veterinarian and must be current with all vaccinations. Vaccinations must be given far enough in advance to be effective. We require about 2 weeks. We also require the bordetella vaccination against kennel cough, which is very common among boarding facilities. Please bring vaccination records with you before or during admission or pet(s) **will not** be admitted.
- 3) The client understands that all pets must be treated with a flea, tick and heartworm preventative. If fleas are found on pet, a flea bath will be given at owner's expense.
- 4) Pets must be at least 6 months of age to participate in day care play. Any dogs that are NOT spayed or neutered will be separated from certain play groups as needed.
- 5) The client understands that we will not administer sedatives to your pet -- regardless if they are veterinarian prescribed. If your pet needs this type of medication you need to make arrangements for your pet to be hospitalized with your veterinarian.
- 6) Luna's Pet Luau, LLC does not diagnose nor make therapy decisions nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- 7) Luna's Pet Luau, LLC will not board acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet. Certain medical conditions may also be referred to a veterinarian for boarding. Pets infected with any contagious disease will not be admitted.
- 8) The client understands that the animals interact with other animals and employees. The client must express any known aggression problems that the animal has with other pets or people and must be free of any communicable diseases. The pet is being admitted based on client's representation.
- 9) Client is solely responsible for any harm caused by their pet to any employees, other pets/owners, or property. Client agrees to reimburse Luna's Pet Luau, LLC for all costs (including, but not limited to, medical care and lost wages) associated with exposure to pet(s).
- 10) Luna's Pet Luau, LLC does provide food, bowls, and bedding; however, if you decide to provide your own, Luna's Pet Luau, LLC is not responsible for those items. Please label all items including medications with pet's name and owner's name. It is recommended that the client provide the pet's own food as a change in diet can cause upset stomachs.
- 11) Luna's Pet Luau, LLC **does** accept aggressive animals; however, these animals will either be muzzled or have no interaction with other dogs, depending on the severity of their behavior. If you request a playgroup setting and your pet displays aggression or behavioral problems, it will be removed from playgroup. Luna's Pet Luau will provide social rehabilitation services at an extra charge to the client upon request.
- 12) Client understands if a playgroup setting is requested for your pet that accidents do happen. Client understands Luna's Pet Luau, LLC will not be responsible for scrapes, scratches, playful bites, transmission of diseases, etc. as these things are common among play groups.
- 13) All dogs must be accompanied by a leash or they **will not** be admitted. Collars and harnesses will be left on when dogs are in the open play area and removed when your pets are placed in their kennel spaces for safety reasons.
- 14) Luna's Pet Luau, LLC reserves the right to take pet(s) to vet in the case of an emergency. Client is responsible for all charges including, but not limited to, vet fees and transportation fees.
- 15) Luna's Pet Luau, LLC reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.
- 16) The client agrees if pet is not picked up, or we are not notified, within 5 days after scheduled pick up date, Luna's Pet Luau, LLC will consider it pet abandonment and pet will be dropped off at nearest rescue shelter.
- 17) Payment for boarding services is expected on the day of pick-up. Bookings of 15 or more days require a 50% deposit before services are rendered and the balance to be paid on the day of pick-up. In the event of additional unforeseen costs (such as food, supplies, flea bath, vet fees, etc.), payment is expected at the completion of services or a late charge of \$20 will be applied and invoiced per month.
- 18) Cancellations must be received at least 24 hours prior to the scheduled boarding day or a \$25 cancellation fee will apply. We must also be notified at least 24 hours prior to an early return or you will be charged for the remaining number of booked days. If you are returning late, we need to be notified at least 24 hours before the last boarding date and there will be a \$5 per day fee for late return boarding days. If pet is not picked up by one hour after close it will remain for another night and will be billed for another boarding day.