



Service Agreement

Reservations are required for all services. **A deposit will be required to hold a suite for an overnight stay. The deposit is fully refundable if the reservation is cancelled within 72 hours of the stay.** Rates are subject to change. **Full payment at our current rate is required at check in time. Check out time is noon on the scheduled departure day. If checking out after noon, guests may enjoy the full day at the resort, only half-day daycare charges will apply.** Last check in time is one hour prior to closing. Last pick up time is 15 minutes prior to closing. After hours pick up is available for an additional charge and must be arranged before closing. Before hours check in is available for an additional charge and must be paid in full before check in. Your pet is welcome to bring bedding and special items from home to keep in his/her suite. Please label all belongings with pet's full name. Though we will make every effort to make sure your pet's belongings go home with him/her, **we are not responsible for any lost or damaged belongings. Please provide your pet's regular food to prevent upset stomach.** If food is not provided or in the event your pet consumes all food provide, a new bag of food we offer for sale in the boutique will be added to your bill. If you prefer your pet's food be purchased inform us at check in. The cost of the food and a run charge will be added to your bill. **Each pet is enrolled in our Well Pet Guarantee for \$1 per day.** Should your pet require veterinarian attention following boarding, you may submit the bill for an 70% reimbursement of vet costs incurred up to two weeks after check-out if costs were related to the stay. All required vaccinations must be up to date for pet's age. Puppies must be over 16 weeks and fully vaccinated prior to staying for their protection. We require **Rabies, FVRCP, and Feleuk for cats and Rabies, DHPP, and Bordetella for dogs**, as well as regular worming, heartworm preventative, and flea/tick preventative for all services at Le Chateau Pet Resort. **Pets found to host fleas and/or ticks will be treated at parent's expense.** An invoice or certificate of health from your veterinarian is required as proof of vaccinations or variation to these requirements. If your pet is not current on the required vaccines your pet will be taken to our veterinarian and charges for the transport and vaccinations will be added to your pet's stay. If your pet is found to be or become ill or injured during their stay we will obtain services for your pet from our veterinarian or emergency clinic if after hours. **A \$5 daily surcharge will be added for unaltered males and females over six months old, and for pets requiring extra medical supervision, more than three medications, injections, or bandaging.** Every dog is evaluated for acceptance into group play. Play is strictly supervised at all times. Though our guardians are trained in dog behaviors and body language as well as safe off leash play there are risks involved with group play. If your pet is not suitable for group play, exclusive playtime is recommended. For guests with premium amenities, there is no additional charge. **A \$5 per day charge will be applied for guests with classic amenities that require individual playtime.** Individual play pets will be rotated as a group of their own and enjoy several play times a day just as group play guests. Bathing services, if requested, are provided near scheduled departure time. Please notify us of any change in check-out time as soon as possible. We will make an effort to complete the service on time, however, a change in time or date for check-out may cause the bathing not to be completed. Pets with appointments for a non-resident bathing must be picked up when service is complete. Daycare charges will be applied for pets staying at the resort longer than one hour after notification that bathing is complete. Doggy Day at the Spa is available to allow your pet to stay and play before their bath and be picked up later in the day. If your pet's coat is extremely matted, and we cannot safely remove the mats with brushing, we will not be able to bath your pet as getting mats wet before removal will cause them to tighten even closer to your pet's skin. We will make every effort to provide the best possible care for your pet while staying with us. You agree to indemnify Le Chateau Pet Resort, LLC. and each of its officers, directors, representative, agents, and employees harmless from and against any and all losses, damages, expenses, or liabilities related to your pet's stay.