



POLICIES AGREEMENT

In consideration for my pet being permitted to attend On Cloud 9 for day and overnight boarding, I make the following representations and agree to all of the following policies, procedures, terms and conditions:

1. **REQUIREMENTS:** My pet meets the following requirements: He/she is three (3) months of age or older; is spayed or neutered (if over seven (7) months of age); is current on Rabies, Distemper, and Bordetella (dogs only) vaccinations; is in good health and free of fleas and ticks.
2. **HEALTH:** Owners will need to confirm that their pet(s) are healthy and have been free from any condition that could potentially jeopardize other guests. **Pets that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted.** All pets will be examined for signs of fleas or ticks at check-in and will not be admitted to daycare/boarding if fleas or ticks are noticed. This "spot check" is not a foolproof process. If, at any time during care, a pet is noticed to have fleas or ticks, treatment will be applied and charged to the owner for a fee of \$30.00. Excessively long toenails may cause injury. I will be notified if my pet's nails are too long. If, at my next visit, the nails have not been trimmed, On Cloud 9 will have them trimmed for a fee.
3. **PAYMENT:** I agree to pay for all services, products, and fees with the credit card number I have provided, or by cash or check at the time I pick up my pet after each visit to On Cloud 9. I give permission for On Cloud 9 to charge my credit card for any unpaid fees, services, or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason.
4. **VETERINARIAN LIABILITY AND CARE:** I agree to allow On Cloud 9 to obtain medical treatment for my pet if it appears that he/she is ill, injured, or exhibits any other behavior that would reasonably suggest that my pet may need medical treatment. I agree that I am fully responsible for the cost of any such medical treatment and for the cost of any transportation for the purposes of such treatment.
5. **HOURS OF OPERATION:** Please respect the posted business hours. On Cloud 9 will impose a fee for drop-offs/pick-ups outside of the normal hours. An extra \$10 will be added for each additional 15 minute time period before or after the normal hours. *This must be arranged in advance and is subject to staff availability.
6. **DEPOSITS: Holiday bookings:** A 50% deposit is required during holiday periods (New Year's, Spring Break, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas). **Non-Holiday bookings:** A deposit (amount equal to one night stay per pet) may be required during summer months, extended stays, and for first-time clients. We will charge your credit card for this amount or you may deliver payment. Your reservation will not be secured until we receive payment.
7. **CANCELLATION/NO-SHOW POLICY: Holiday bookings:** An amount equal to one night stay per pet will be charged if less than 7 days notice is given; 50% of the total reservation amount will be charged if less than 48 hours notice is given. **Non-Holiday bookings:** An amount equal to one night stay per pet will be charged if less than 48 hours notice is given. **Daycare:** An amount equal to 1 daycare day will be charged and/or deducted per pet if cancellation notice is not given by 4:00 PM the day prior to your scheduled daycare day. *If a credit card is not on file, a balance will be added to your account and the amount will need to be paid before the next reservation. We have noticed a trend with late night cancellations and same day cancellations that leave empty spots that cannot be filled on such a short notice. Please remember we do have pups on a wait list that would love to come if a spot opens up, so please be mindful of that. Also, we just wanted to remind you all to please make reservations, daycare and/or boarding, as far in advance as you can. We cannot guarantee a last-minute request will get filled. **Holiday periods:** Spring Break, Easter, Juneteenth, July 4th, Labor Day, Memorial Day, Thanksgiving, Christmas and New Year.
8. **BEHAVIOR:** I understand that aggressive dogs are not permitted to attend On Cloud 9, and that if my dog acts aggressively or exhibits unacceptable behavior he/she may be separated from the other dogs. On Cloud 9 will use reasonable efforts to consult pet parents about behavioral issues and ways to address them, however some dogs may be asked not to return to On Cloud 9.
9. **DOG CAM, PHOTOS AND VIDEO RELEASE:** I agree to allow On Cloud 9 to use my pet's name and any images or likeness of my pet taken while he/she is at On Cloud 9, in any form, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials without compensation, and I release to On Cloud 9 all rights that I may possess or claim to such image, likeness, recording, etc.
10. **PERSONAL PROPERTY:** I understand that I am solely responsible for any harm, including to any other pet(s), to the employees or invitees of On Cloud 9, or to the equipment, facilities, or other property of On Cloud 9, caused by my pet(s). I also agree that On Cloud 9 shall not be responsible or liable for any lost or damaged personal property belonging either to me or my pet.
11. **ABANDONED PETS:** I agree that I will pick up my pet by the time he/she is scheduled to leave. Any pet that is left at On Cloud 9 without any contact from the owner will be considered abandoned upon the seventh day. I understand that if I abandon my pet at On Cloud 9, On Cloud 9 will, by default, become the legal owner and guardian of the pet. On Cloud 9 will, in its sole discretion, determine whether to try to rehome and adopt the pet or will relinquish the pet to an unrelated shelter of its choice. I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY PET AT ON CLOUD 9, I MAY BE UNABLE TO RETRIEVE POSSESSION OF MY PET AND WILL HAVE NO RECOURSE AGAINST ON CLOUD 9.
12. **ACCEPTANCE AND ACKNOWLEDGEMENT OF PARTICIPATION RISK:** I fully understand that: (a) there are inherent and potential risks involved with interactions between humans and pets, as well as between dogs and other dogs, which may result in property damage or bodily injury, including permanent disability, sickness or death to human or pet; and (b) there may be other risks not known to me nor readily foreseeable at this time (collectively, "risks"). I fully accept and assume all risks and responsibility for all risks, including, without limitation, all losses, costs and damages incurred as a result of my or my pet's participation.

Owner's Signature

Date