

PUPQUATICS

Terms and Conditions

These terms and conditions apply to the contract between Pupquatics Dog Daycare and the Owner to the exclusion of all other terms and conditions.

- **Additional Charges**

1. Additional \$15 will be charged for after hours drop-offs and/or pick-ups, per occurrence. Owner has reviewed and is aware of Pupquatics drop-off and pick-up windows.

2. Additional \$40 will be charged if pet is left overnight from daycare.

3. Additional \$10/night will be added to all reservations that board over the 6 major Federal holidays including: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day

- **Cancellations**

The Owner will provide 24-hour cancellation notice to receive a full refund, excluding Federal holiday reservation deposits. Same day cancellations will yield a credit for future reservations expiring within 1 year of original date.

Pupquatics will allow fee waivers at our discretion based on the nature and timing of cancellation.

- **Dismissal**

Pupquatics reserves the right to dismiss dogs from daycare or boarding at any time. Refunds will be based on services rendered and at our discretion.

- **Drop-offs and pick-ups**

1. All dog boarding drop-off and pick-up times must be scheduled in advance.

2. Owner understands our drop-off and pick-up windows and is to include their time with each reservation request. Owner understands that flight/travel departures and arrivals must be considered prior to scheduling a drop-off and pick-up time.

3. Owner understands that if pet is not picked up before closing by 6:30pm without prior approval, they are subject to additional fees due at pick-up. If the owner is more than 30 minutes late to scheduled pick-up without notice, pup must spend an extra night and incur additional charges.

- **Federal Holidays**

All holiday boarding reservations will require a 50% non-refundable deposit.

There will be **no** drop-offs or pick-ups on the day of Holiday. Pets must stay through the holiday. Pupquatics is closed for daycare on all major Federal

holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Year's Day

- **Illness**

1. DAYCARE. Any pet showing signs of a potentially contagious disease/illness, including kennel cough and stomach upsets, at drop off will be refused at daycare. Pet must be clear from diarrhea for 24 hours or have a Veterinary note before returning to daycare.

2. BOARDING. If a pet experiences diarrhea or other acute symptoms while under the care of Pupquatics, the owner will be notified to address a plan for illness. In the event of a medical emergency please refer to Pupquatics Injury Disclaimer.

- **Injury**

Please review or injury disclaimer.

- **Payment**

The Owner will provide payment in full prior to drop-off for daycare and by day of pick-up for boarding. Late payments may be assessed additional fees.

- **Reduced Boarding Period**

If your pet is collected before the confirmed end date of the boarding period, you will receive a future credit to be used within 1 year of original boarding date.

- **Vaccinations**

Owner is responsible for providing and updating vaccination records showing up-to-date Bordetella, Rabies, and DHPP prior to a scheduled reservation. Vaccinations must be given 2 weeks prior to reservation.

I, _____ (owner), understand Pupquatics Dog Daycare's terms and conditions.

SIGNATURE

DATE