



CLIENT SERVICES AGREEMENT

This agreement defines the terms of your Pet(s) stay with *Lucie's Barkingham Palace* (PETSPA LLC), hereafter, called "the Palace" and the Pet(s) Owner(s).

1. The Owner(s) hereby certifies to the accuracy of all the information provided to the Palace.
2. The Owner(s) certifies that the Pet(s) have not been exposed to Rabies or Distemper and does not possess any communicable disease within a 30-day period prior to utilizing the services of the Palace.
3. The Owner(s) is required to present prior to check-in time, proof of current **Rabies Certificate**, DHLPP and Bordetella vaccination shots, which your Veterinarian can fax to us at: 610-240-0198, or email to us at luciesbarkinghampalace@gmail.com. **Furthermore, proof of a Pennsylvania Dog License is a State requirement and must be on file here. Philadelphia residents are exempt from this requirement, but must present their Philadelphia address to the Palace.**
 - a. If you do not have a current PA State Dog License just go to padoglicense.com and follow the directions. The license should pop up at the end, after payment. Right click on it and print it out, then bring it in here and we will make a copy.
 - b. **ATTENTION ALL OUT-OF-STATE RESIDENTS:** In order to be eligible for any services rendered by the Palace, the client must provide a current CVI (Certificate of Veterinary Inspection), stating that the Pet(s) are up to date on all aforementioned vaccines (see section 3.), and have not been exposed to, or possess any communicable disease within a 30-day period prior to the date of services rendered. CVI's are valid for 30 day periods, and must be renewed accordingly.
4. Pet(s) entering the palace must be leashed, contained in carriers, or otherwise restrained before entering the Palace facility. Should this clause not be abided, the Palace shall not be liable for any loss, harm, or injury the Pet(s) in question.
5. Vitamins, Medication and Diabetes injections prescribed by the Owner(s) Veterinarian will be dispensed by the Palace according to the definition as described on the prescription. The Palace will not be held responsible for any unforeseen health related reactions caused to your Pet(s). It is the responsibility of the Owner(s) to make the Palace staff aware of any health concerns, allergies, or dietary restrictions that affect the Pet(s).
6. The Owner(s) is required to advise the Palace of any behavioral pattern such as, but not limited to, biting, food aggression, resource guarding, aggressive and or threatening behavior directed toward people or other animals. Furthermore, that the Owner(s) will be solely responsible for any harm caused to any person, Pet(s) or property while a guest of the Palace.
7. The Owner(s) certifies that the Pet(s) is neutered or spayed if over (one) 1 year of age. Should this clause not be abided, the Owner(s) agrees to pay a \$10.00 (ten dollar) individual care fee per day of service rendered for each of the Pet(s) in violation of this clause.
8. The Owner(s) understands that when the Pet(s) is participating in Palace activities, the Palace, and its staff, shall not be responsible for minor cuts, bruises, bite wounds, or other problems that may develop, and accept that they are not unexpected occurrences, which may result during social activities. The Owner(s) hereby releases them of any liability of any kind, arising from the Pet(s) participation in all Palace activities.

9. If the Pet(s) becomes ill or injured and should require professional medical attention, the Palace, at its sole discretion, may engage veterinary or emergency animal hospital services. **And you will be notified.** If required, the Palace will administer medicine as defined accordingly and provide the necessary vital attention to the Pet(s). The expenses thereof will be the responsibility of the Owner(s). If minor cuts, scratches, hot spots, upset tummies (or diarrhea) happen **do you wish to be notified? Y / N _____ (initial).**
10. The Palace will exercise reasonable care of the Pet(s) delivered by the Owner(s) to the Palace for any of our services, and it is expressly understood that the Palace's liability shall in no event exceed the sum of \$500.00 per animal.
11. The Palace will inventory all items brought with your Pet(s) and will make a concerted effort to return said items intact. Depending on their condition, any item that is soiled, ruined or destroyed may or not be returned. The Palace will not be responsible for said items or condition of said items during the stay.
- a. **Greenies, Raw Hides, Dental Chews, and stuffed animals** are expressly forbidden during boarding or daycare stays, unless deemed appropriate by the Palace Staff.
- b. All Owner(s) must provide sufficient food for the entirety of the Pet(s) stay at the Palace. Should no food be provided, or insufficient food be provided, appropriate charges will be assessed upon the Owner(s) for house food administration. Under such circumstances, the Palace and its staff are not liable for any side effects due to said dietary change.
12. If a Pet(s) is delivered to the Palace and found to have fleas and or ticks, it will be given a Flea and Tick bath at the Owner(s) expense. In this event, the Pet(s) will also be cared for separately from any group, and a \$10.00 (ten dollars) individual care fee will be assessed per dog, per day, for up to 3 (three) days after treatment.
13. If your Pet(s) stay at the Palace is longer than 3 days, he/she may be given a Bath at the Owner(s) expense as deemed necessary by the Palace Staff.
14. Regarding Grooming appointments, it is understood that the Palace, at its sole discretion, will groom the Pet(s) based upon age, physical/health related problems, and matting conditions.
15. The Owner(s) agrees to abide by the Palace's policies regarding hours of operation, cancellation fees, late fees, vaccination requirements, operational, and safety regulations.
16. All charges incurred by the Owner(s) shall be payable upon the scheduled date and time of the Pet(s) pickup. **Late payments will result in an additional 10% (ten percent) late payment fee per day after the date of services rendered.**
- a. All credit and/or debit cards are automatically assessed a 3% (three percent) service fee. Cash, Venmo, and Check are all acceptable methods of payment to avoid the aforementioned fee.
17. All terms and conditions of this Agreement shall be binding between the Palace and the Owner(s) of the Pet(s).

Date accepted and agreed on: _____

Pet(s) Name: _____

Owner(s) Name or Assigned Representative (Printed)

Signature

UPDATED POLICIES

1. All boarding reservations require a 50% deposit to reserve.
 - a. Cancellation Policy:
 - i. Any boarding stay cancelled two weeks (14 days) prior to the drop off date will be refunded the entire boarding deposit. Cancellations made after this cutoff, but still prior to 48 hours before the dropoff date will have their deposit credited to their account to use for a future stay. Any boarding cancelled within 48 hours of the boarding stay, will not have the option of refunding or crediting the deposit, as the late notice inhibits The Palace's ability to reserve the spot in the client's place.
2. Daycare and Grooming
 - a. Timing and Cancellation Policies:
 - i. If the Owner(s) arrive up to 15 minutes late to the agreed upon drop off time (as written in grooming book), they will be charged a \$10.00 (ten dollars) late fee for that time. If a client is MORE than 15 minutes late, the dog may NOT be groomed to completion, however the full grooming fee, and the aforementioned late fee will be assessed.
 1. 1st No Show: 50% of GROOMER ESTABLISHED fee is due.
 2. 2nd No Show: 100% of GROOMER ESTABLISHED fee is due.
 3. 3rd No Show: 100% of GROOMER ESTABLISHED fee is due, and the client may be permanently dismissed.
 - ii. Should the Owner(s) not arrive to pick up the Pet(s) from daycare before closing time at 6:00pm, they will have to pickup promptly at 8:00pm, which is Night walk time. In this event, the Owner(s) will be charged for full day of daycare, as well as a \$25.00 (twenty five dollars) night walk pick up fee. Should the Owner(s) still not arrive for pickup, they will be assessed all aforementioned fees, as well as one night of boarding, and feeding fees for that night and the next morning.
3. Enforcement of and/or exceptions to these policies within certain circumstances (emergency, weather, etc.) will be determined at the discretion of the appropriate parties within The Palace, based on severity of aforementioned circumstances, and client in question's prior history.

Signature: _____