



**Owner's Agreement**

for

Lodging, Grooming, Daycare and Training

Owner Name: \_\_\_\_\_

Owner Address: \_\_\_\_\_

Owner's Phone Number (where Owner can be reached in case of emergency): \_\_\_\_\_

Owner's Emergency Designee: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name of Pet	Dog/ Cat	Breed	Color	Sex	Age

**Policies and Procedures of Meadowlake Pet Resort**

Thank you for choosing Meadowlake Pet Resort ("Meadowlake"). We wish to offer exceptional pet care, a beautiful facility, and a green campus for the benefit of both our pet guests and you, our customer. In exchange, we ask your cooperation with our policies and procedures so that together we provide a safe, healthy and fun home away from home for your pet. One of the key ingredients for an exciting and well-managed environment is an expert staff. The policies and procedures outlined below will help enable Meadowlake to arrange for an adequate number of highly trained individuals to provide you and your pet unparalleled service. Please carefully read the following and request further explanation if needed.

1. **Rates and Payment.** Lodging is charged per night and activities are charged per day. 100% of payment is due at time of pick up. Meadowlake accepts payments by cash, check or credit card.
2. **Hours.** Monday – Friday 7:00 AM–7:00 PM; Saturdays 9:00 AM–4:00 PM; Sundays 12:00 PM–4:00 PM.
3. **Deposit.** A deposit of \$50 is due prior to check-in to hold a reservation. Reservations that cancel 72 hours before check-in will forfeit the deposit. During peak time and holiday periods, cancellations will forfeit the deposit if cancelled 2 weeks before check-in date. No-shows will forfeit the deposit.

4. **Check-in and Check-Out.**
  - a. Check-in:
    - i. ***Check-in time: pets can check-in during normal business hours Monday-Sunday.***
    - ii. ***Early check-in:*** arrangements may be made ***in advance*** to accommodate check-ins before normal business hours if space and staff are available. An ***additional fee*** will be charged.
  - b. Check-out:
    - i. ***Check-out time: pets must check-out before 12:00 noon*** (except for exit grooming appointments arranged through the Grooming Department or dogs participating in Daycare), because arriving pets may be booked into the same room.
    - ii. ***Late check-out:***
      1. It is strictly enforced that any pet not checked-out prior to 12:00 noon on weekends (including Fridays) and holidays will be charged for that day. On all other days, pets not checked-out prior to 2:00 PM will be charged for that day.
      2. Arrangements may be made ***in advance*** to accommodate late check-outs after normal business hours if space and staff are available. An ***additional fee*** will be charged.
    - iii. ***Change of accommodation:*** pets not picked up on the check-out date specified in the reservation or prior to noon may be moved to less spacious accommodations to make room for arriving pets. Meadowlake is happy to make changes over the phone **prior** to the check out date to avoid moving the pet.
5. **Holidays.** There is an additional fee assessed per day per pet for peak times including major holidays and from June through August.
6. **Changes to Reservations and Cancellations.**
  - a. Cancellations:
    - i. Lodging during holidays must be paid two weeks in advance, after which refunds will not be made.
    - ii. Cancellations that do not include holidays require 72 hour notice to avoid forfeiture of deposit.
  - b. Changes in Reservations:
    - i. During holidays and weekends it is imperative that pets are checked-out as scheduled so that others may check-in. Adding unscheduled days to your pet's stay during holiday weeks will necessitate an additional fee, because special handling may be required to make room for your pet. On non-holiday weeks, a 72-hour notice is appreciated if your pet will stay longer than scheduled.
    - ii. Early check-out require ***24 hour minimum notice*** (to allow time to contact waiting-list customers) in order to receive credit for unused days; otherwise, 1 unused day will be charged.
7. **Activities:** Meadowlake is dedicated to the idea that an active pet with lots of individualized attention is happier and enjoys a multitude of health benefits. While not required for lodging at Meadowlake, many activities may be scheduled during your pet's stay, including group or individual play, nature walks, Daycare or porch-time for cats. Keep in mind that activity is not always exercise. Some pets, especially those that are quiet or older, enjoy individual petting and cuddling, and bedtime stories. For this reason, suites are assigned to accommodate the activities scheduled for each pet.
8. **Accommodations.** To provide the least amount of stress and to make the stay at Meadowlake most enjoyable, Meadowlake chooses the accommodation for each pet based on their size, breed, behavior (some pets need quieter lodgings, etc.) availability, and to accommodate scheduled activities.
9. **Vaccinations.** Meadowlake ***requires*** a copy of official records of vaccinations be faxed or delivered ***prior*** to lodging. No hand-written records or owner-administered vaccinations are acceptable. The following is required after the initial series of puppy or kitty shots:
  - a. Dogs: Rabies, DHPP (distemper, hepatitis, parvo, and parainfluenza) and Bordetella (per your veterinarian's protocol).
  - b. Cats: Rabies, FVRCP (feline rhinotracheitis virus, calcivirus, panleukopenia) (per your veterinarian's protocol).
  - c. Birds: Chlamydia (Psittacosis) test
  - d. Ferrets and other mammals: rabies and distemper vaccines

10. **General Health.** *All pets must be in good general health to stay at Meadowlake.* Meadowlake is not licensed to provide veterinary care. Pets with diabetes or exhibiting signs of illness, contagious viruses, etc., will not be accepted. Meadowlake provides special guest packages at an additional expense to accommodate geriatric pets or pets on medication (no injections). Pets needing significant or special care should be taken to a veterinarian clinic.
11. **Parasites.** All pets will be checked thoroughly for fleas and ticks. If any are found, the pet will be treated immediately, at owner's expense before being allowed to enter guest quarters.
12. **Behavioral Problems.** No pets will be accepted if they demonstrate signs of or have a history of significant aggression or separation anxiety. Any pet exhibiting dangerous aggressive behavior towards a person or another pet will not be allowed out of its enclosure (with no reduction in fees), may be muzzled for the duration of its stay, and may not be accepted for lodging in the future. A daily handling fee may be charged for pets that are difficult to manage.
13. **Minimum Age.** A dog or cat must be 4 months of age or older. Puppy activity packages are offered to dogs age 4 – 12 months (required for puppies 4-7 months old) to assure proper activity level, lots of loving attention and multiple feedings. It is highly recommended that guests in this age group purchase a puppy package.
14. **Cat Lodging.** Only altered cats are eligible to stay at Meadowlake.
15. **Personal Items.** All items must be clearly marked with pet's name. Meadowlake cannot be responsible for any item left with your pet due to sanitation procedures. Up to 3 items allowed.
16. **Food.** Meadowlake serves NutriSource Super Premium all natural, mineral and vitamin fortified food. We recommend using this food as it is very good for dogs under stress. If you bring your own food, there will be a handling fee per dog per day if not properly measured and separated in ziplock bags for each dog for each feeding. Each bag must be labeled with the pet's name, date of the feeding and AM or PM.
17. **Treats.** Meadowlake does not accept rawhide products or items that may present a risk to your pet while lodging. As an add-on activity and for an additional fee, Meadowlake will offer your pet a delicious and healthy treat.
18. **Medications.** Meadowlake will administer oral or topical medications for an additional fee. Prescription medications should be provided in prescription containers which include the pet's name, the name of the medication, and clear, written instructions for administering the medication (or vitamins).
19. **Bedding.** Blankets and towels (clearly marked with pet's name) are allowed, but beds or stuffed bedding that cannot be laundered using our in-house equipment will not be accepted for sanitation reasons.
20. **Crates.** Meadowlake does not allow dog crates to be placed in the enclosures, because pets must be constantly visible to staff in order to observe and monitor pet health and behavior.
21. **Toys/Bowls.** A maximum of 3 toys per pet is allowed. Please understand that there is a high risk of misplacing these items due to daily sanitizing procedures. Please do not bring favorite toys that may be lost. Personal food and water bowls will not be accepted.
22. **Combining Pets.** For pet safety reasons, Meadowlake does not allow pets from different families to be lodged in the same room. If requested, pets from the same family may lodge together. However, Meadowlake reserves the right to separate the pets if a problem arises.
23. **Leash.** For the safety of all, pets are required to be on leash and under control (or in a carrier) at all times when in the custody of their owners,.
24. **Access to Dog Lodging Area.** To encourage a safe and low stress environment for guests and staff, Meadowlake limits customer access to the lodging area. Tours are welcome, but must be scheduled *in advance* and done *prior* to the day of lodging.
  - a. First time guests may *not* be accompanied by owners to the lodging area. Time permitting, a supervisor may, upon request, return to the lobby and accompany the owner to the lodging area after any issues related to aggression or separation anxiety has been resolved.
  - b. Customers may not be allowed to access the lodging areas during peak times or when technicians and supervisory staff are feeding, exercising and providing care to our guests.
25. **Medical Attention.** Meadowlake makes every effort to provide a safe, stress-free experience for your pet. However, some pets react differently to new environments and separation from owners, and there is even some risk that pets in the same family may engage in rough play and injure one another when lodging together. In non-emergency situations (e.g., continued diarrhea, loss of appetite), Meadowlake will contact the owner or owner's designee to discuss recommended protocol. For emergencies in which urgent care or evaluation appears needed, we will transport the pet to the appropriate animal clinic immediately and then contact the owner. Any costs arising from medical care will be billed to the owner upon check-out.

26. **Damage Charges.** Significant damage caused by dogs to lodging area will be charged as follows:

- |                                      |                 |
|--------------------------------------|-----------------|
| a. Cove molding slight/extensive     | \$25/\$50       |
| b. Chair rail slight/extensive       | \$25/\$50       |
| c. Mattress & cover slight/extensive | \$25-\$50       |
| d. Bed frames slight/extensive       | \$25/\$100      |
| e. Other                             | Based on damage |

27. **Abandoned Pet.** If an owner fails to check-out his or her pet on the agreed date without making prior arrangements, Meadowlake may consider such pet abandoned if owner fails to respond to Notice of Intent to Consider the Pet Abandoned. Meadowlake will continue basic care of abandoned pets for a period of fourteen (14) days following mailing of such notice. After the period of notice is expired, Meadowlake will not be responsible for the care of said pet. Any balance left unpaid will be owed to Meadowlake and will be collected through legal means, if necessary. Meadowlake will comply with all relevant Texas state law with regard to abandoned pets.

**Waiver of Risk and Release of Liability**

1. I have read, understand and agree to follow the policies and procedures of Meadowlake.
2. I am fully aware of the Rates and Fees charged by Meadowlake, and agree to pay in full upon check-out of my pet.
3. I agree that if I do not check-out my pet at the agreed upon date of check-out and if I do not make any further arrangements for my pet's care, I will respond to any notice delivered to me regarding Meadowlake's intent to consider my pet abandoned within a period of fourteen (14) days, and that if I fail to respond, Meadowlake may take any such measures it deems appropriate to terminate its obligation to care for my pet.
4. I understand that I am solely responsible for any harm caused by my pet during its stay at Meadowlake.
5. I represent that my pet (i) is in all respects healthy and has received all required vaccines, (ii) does not currently have and has not had within the prior 10 days, any communicable diseases, (iii) is on flea and tick prevention and (iv) does not suffer from any disability, illness, or condition which could affect it, other pets or employee safety at Meadowlake. In admitting my pet, I understand that Meadowlake has relied on this representation.
6. I understand and agree that if any problem develops while my pet is a guest of Meadowlake, my pet will be treated as deemed best by Meadowlake's owner, employees and agents *in their sole discretion*, and that I assume full financial responsibility for any and all expenses involved.
7. I give my permission to Meadowlake to take pictures of my pet while in residence at Meadowlake and to post these pictures on our website and social network pages, such as Facebook and Twitter.
8. I agree to provide proof of required vaccinations for each pet in Meadowlake's care.
9. I recognize that there is an inherent risk of injury, illness or death in any environment associated with numerous pets. I also recognize that such risks include, without limitation, injuries, illnesses or death resulting from stress, fights, rough play and contagious diseases. Knowing these inherent risks and dangers, I understand that Meadowlake cannot be held responsible for any injury, illness, death or damage caused by my pet and that I am solely responsible. **THEREFORE, I DO HEREBY RELEASE, INDEMNIFY AND HOLD HARMLESS MEADOWLAKE FROM AND AGAINST ANY CLAIM, LIABILITY OR CAUSE OF ACTION, INCLUDING ANY CLAIM, LIABILITY OR CAUSE OF ACTION RELATING TO THE NEGLIGENCE OF ANY MEADOWLAKE AGENTS AND/OR EMPLOYEES, INCLUDING ITS OWNERS, RELATING DIRECTLY OR INDIRECTLY TO ANY CLAIM, CAUSE OF ACTION OR LIABILITY THAT I MAY HAVE OR ASSERT AGAINST MEADOWLAKE, ITS OWNERS, AGENTS AND/OR EMPLOYEES, RELATING TO MY PET'S STAY AND/OR PARTICIPATION IN ACTIVITIES WHILE AT MEADOWLAKE.**
10. I certify that I have fully disclosed any and all information regarding my pet's behavioral issues or history of biting.
11. I expressly agree to be held responsible for any damage to property (i.e., lodging area, fencing, walls, flooring, etc.) or other cost incurred by my pet.
12. I expressly agree to be held responsible for medical costs due to human injury caused by my pet.
13. I understand that if my dog displays aggressive behavior, that for the safety and health of my dog and others, he/she will be confined to an enclosure or be muzzled for the remainder of his/her stay with no offset or deduction in price.
14. I understand that "pet" may refer to one or more than one pet.
15. **I REPRESENT THAT I HAVE MADE FULL DISCLOSURE AND HAVE READ, UNDERSTAND AND ACCEPT THE TERMS AND CONDITIONS STATED IN THIS AGREEMENT, AND ACKNOWLEDGE THAT THIS AGREEMENT SHALL BE EFFECTIVE AND BINDING UPON THE PARTIES AND THEIR RESPECTIVE SUCCESSORS AND ASSIGNS.**

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Owner Signature (if more than 1 owner)

\_\_\_\_\_  
Printed Name of Owner 1

\_\_\_\_\_  
Printed Name of Owner 2

\_\_\_\_\_

\_\_\_\_\_

Date Signed

I hereby authorize the following  
understand that if the name is not listed,  
pick up without talking to the Owner listed

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individuals to drop off/pick up my pet and  
Meadowlake may not release the dog for  
herein:

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## **Special Needs Release Form**

*For pets ages 9 years or older*

I have read and signed the Meadowlake Owner's Agreement and Waiver of Risk and Release of Liability for:

Pet Name: \_\_\_\_\_

Owner Name: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact Information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please check one of the two boxes below:**

- I instruct Meadowlake to take all reasonable medical measures to help my pet in the event of illness.
- I want my pet to be stabilized (if possible) until I (or the designated emergency contact person) am reached before further medical measures are taken.

**Should my pet pass away while at Meadowlake, I wish the body:**

- To be taken to my veterinarian where they will already know my wishes.
- To be held at Meadowlake until my return. If Meadowlake's facilities are unavailable, I authorize my pet to be held elsewhere.
- To order a necropsy (pet autopsy) if possible. I agree to pay all expense.
- To be cremated. I agree to pay all expenses.
- Private cremation (ashes returned)
- Communal cremation (no ashes returned)