

THE PET BUNGALOW POLICIES

512-930-0078

The Client hereto agrees to the following:

1. The Pet Bungalow ("TPB") agrees to provide services stated in this contract in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the **Client expressly waives any and all claims against TPB unless arising from negligence on the part of TPB**. TPB shall not be held responsible for the loss, injury, death, or actions beyond TPB's control.
2. The Client understands that all dogs must be **current with basic vaccinations (rabies, DHLPP and Bordetella)**. The Client understands that no amount of supervision, sanitation, or personalized care can prevent a dog from catching an airborne virus and an animal can be contagious before showing any symptoms. In these situations TPB cannot guarantee that the dog will not get sick. The Client is responsible for any veterinarian care involving viral or bacterial infection. **The Client understands that TPB will provide the best possible care, never take in knowingly sick pets. The Client also understands that the pet must be on some form of flea program.**
3. **In the event of an emergency, the pet will be** removed from the kennel and **taken to a Georgetown Vet** for assessment. If it is after Hospital hours, the pet will be taken to Animal Emergency Clinic in Round Rock.
4. **TPB does not accept aggressive animals or uncontrollable animals.** If the pet becomes aggressive or uncontrollable TPB will endeavor to contact the Client. However, **in the absence of Client contact, TPB will make decisions in their best judgment of the situation and solution.** TPB has the right to deny service when deemed necessary.
5. TPB will expect the Client to **adhere to agreed upon fees and drop-off/pick-up schedule** (by original agreement and/or adjustments agreed upon via phone, email, or contract). For boarding longer than two weeks, TPB requires a credit card to be on file and ½ of the agreed payment to be made.
6. If the **Client does not claim the pet within 10 days** of the scheduled pick-up date agreed upon between the parties, via written or oral, **the pet will be deemed abandoned and TPB will have the right to hand the pet over to a local animal care facility.**
7. **Boarding/Daycare: Normal business hours fall between the hours of 8 a.m. and 6 p.m., Monday through Friday.** Saturday hours are 8:30 a.m. – 10:00 a.m. and Sunday hours are 3:00 p.m. – 6:00 p.m. – both days by appointment only. If a Client's needs extend before 8 a.m. or beyond 6 p.m., a mutual agreement must be made between both parties. **TPB asks that you please call before you drop-off or pick-up.** Emergency drop-off is available!
8. **Payment is expected when pets are picked-up.** Forms of payment: Cash, Money Order, Visa, MasterCard, and American Express, and personal check. In the event of a returned check, the Client must pay the entire invoice and an additional \$40 to cover handling and bank fees.
9. **The observed holidays (no drop-off or pick-ups) are:** (Note: TPB is willing to be flexible when conditions allow)
 - a. New Year's Eve (will close early)
 - b. New Year's Day
 - c. Memorial Day
 - d. Independence Day
 - e. Labor Day
 - f. Thanksgiving Day
 - g. Christmas Eve (will close early)
 - h. Christmas Day
10. Prices & Policies are subject to change.

A note about canine coughing: Canine coughing originates from many sources. Many pets develop a harsh, deep cough after changes in the environment. This may be associated with vacations away from home, weather changes, boarding in pet kennels, or even a visit to the groomer. When kenneled away from home, many dogs often do a lot of barking which can cause irritation in the throat making it more susceptible to bronchitis. The normal healthy body is very resistant to infection, but changes resulting in any form of stress (such as barking) can lower the body's resistance to disease allowing bronchitis to develop. There are many causes of bronchitis including allergy, viral, bacterial, and irritation. Many viruses and bacteria can be normal inhabitants of the pet's body causing no problem until stress lowers the resistance. Even though our boarding kennel does everything possible to keep your pet healthy, there are some factors, such as the stress of barking, we simply cannot control. Fortunately, there is a vaccine available for one the major causes of canine coughing, the so-called "kennel cough." Bordetella bronchiseptica is a highly contagious bacterium that is one of the major causes of the coughing syndrome. **VACCINATION IS HIGHLY RECOMMENDED AND REQUIRED BY THE PET BUNGALOW.** Vaccination is not a guarantee that bronchitis will not develop but at least it helps. Should your pet develop a cough after boarding or a visit to the groomer, please understand it probably is not the fault of this facility. We do everything humanely possible to insure your pet's environment while away from home is second only to your home.