**Critter Castle Rules, Policies and Service Agreement**

**For all services, payment is due upon service.**

**All pets boarding or in daycare with us must be spayed/ neutered and current on vaccinations.**

**Pet Sitting/ Visit**

1. Please make sure your dog is in good health BEFORE you schedule a pet visit. We care for many dogs and don’t want to spread any germs! Please don’t schedule a pet visit if your pet is experiencing any of the following: coughing, excessive sneezing, runny nose or eyes, vomiting, diarrhea, unexplained lethargic behavior, atypical aggressive behavior, or abnormally excessive drooling. You know your pet, so if they don’t seem themselves, reconsider scheduling! This applies to ALL services we provide!
2. You must give 24 hour notice before cancelling a visit or be charged the full rate. However, we understand that emergencies happen, so if there is an emergency, just speak to us and we will work something out.
3. If requesting feeding, please have your pet’s food in a convenient location where the sitter can find it. Same with any toys you may want them to play with and leashes for walking!
4. Please inform us of any special needs your pet may have.
5. Critter Castle will not be held responsible for any accidents or injuries that may occur during a pet visit.

**Pet Boarding**

1. Please bring your pet’s food (and enough of it for their stay!). We don’t want any upset tummies! Also, feel free to bring any favorite blankies, toys, or crates. We have large crates available and blankets, but something from home is always a great way to make them feel comfortable. Please also bring your pet’s collar
2. When boarding with us, we require that you please provide a copy of updated vaccinations for each pet staying with us. We also recommend heartworm medications, as well as flea and tick prevention.
3. If your pet destroys any of Critter Castle’s personal property, we reserve the right to receive compensation of the item. We are more than happy to work with your pets on getting rid of unwanted behaviors, so just let us know beforehand if your pet has destructive qualities and we will work with them appropriately.
4. If boarding with us, there may be times that we have multiple dogs boarding with us, so unless you otherwise specify, we will assume that you are fine with your pet socializing with the other pets. All pet play will be monitored, but know that every now and again things can happen. Critter Castle will not be held responsible for any accidents or injuries that may occur during a pet boarding.

**Pet Transportation**

1. Please notify us if your pet is prone to being car sick. Your pet will either be buckled in or crated, based on your preference, but a car sick pet may be crated with tarp laid down to simplify clean up!
2. Transportation is pick up/ drop off for sitting or boarding or to non-emergency services (grooming appointments, play dates, regular vet checkup, etc.) Please do not schedule a visit for an ill dog to be taken to the vet or pet hospital.
3. Critter Castle will not be held responsible for any accidents or injuries that may occur during transportation.

**Service Agreement**

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My initials above indicate my authorization that Critter Castle may use any and all first aid techniques to aid my pet in the case of injury or emergency.

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My initials above indicate my authorization for Critter Castle to transport or arrange transport to a vet or medical facility for my pet in the case of an emergency.

By signing, I agree that I have read and understand all of the Policies and Rules regarding Critter Castle’s services. I also agree to pay in full for all services provided by Critter Castle upon service. By signing, I agree to abide by all rules and policies and understand that my inability to do so can lead to Critter Castle refusing services to me.

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Client Signature Date

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Client Name