



CLIENT AGREEMENT FORM:

This client agreement form may be applied to current and future stays at Suite Whiskers, all current and up to date edits of this form will be provided on the website for access and review at any time, you may also request a digital copy via email from whiskersinames@gmail.com or a hard copy will be available upon request to pick up in our facility.

Terms: The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form, shall mean as follows: "We," "Us," and "Suite Whiskers" shall mean The Suite Whiskers service. "You", "your" and "owner" shall mean the Owner signing this Agreement. "Pet" or "Guest" shall mean the cat(s) staying at The Suite Whiskers and "your Pet" shall refer to the Pet(s) designated by the Owner in this Agreement.

We, Suite Whiskers, agree to provide the requested services for each guest (cat) upon payment and specific agreement of services and deposit or full payment from you, the client (owner of the pet).

Payment policy: Deposit is required for booking boarding stays, and reservations are not guaranteed until the non-refundable deposit invoice is paid. For your first visit we will either collect card information via phone or send online invoices which will need to be paid within 24 hrs or your reservation. All future requests will automatically be processed with the card on file as soon as we see it come through the client request portal. A deposit is to guarantee a suite for your cat, without the deposit paid we will offer this slot to the next available client. Deposit costs are calculated as a percentage of your total bill (50%) and will be applied to final sale. You, the client agree to pay the price agreed upon prior to your departure. Charges to begin to accrue from the day you leave your cat in our care, and will continue until your feline is retrieved upon departure date. You, as the client are held expressly liable for all incurred charges.

Please note that all rates are subject to change without notice and we do have peak/holiday season changes. Refer to current website and posted policies information in our facility for these specific rates. Any unpaid balance, returned check, or refusal to pay is subject to a dismissal as our clientele at our discretion and Suite Whiskers reserves the right to pursue full amount due including but not limited to remaining balance including additional surcharges for handling, official notification via carrier mail, court and/or attorney fees, etc.

Suite Whiskers does hold one card on file at all times for our clients. We use secure services to hold this information and will only charge this card when appropriate or required in the state of emergency vet care. Appropriate use of this card would be for charges associated with additional requests, ongoing balances, as well as any necessary fees for no shows, cancellations without due notice, regularly scheduled departure payment, and emergency vet care expenses.

Cancellations: We kindly ask that our all clients new and old, give us as much notice on a cancellation as possible so that we may fill that slot with another client needing to get in. At this point in time we do not have an additional cancellation fee in place for all clients, but reserve the right to apply this to repeat offenders.

Reservations/ Extended stays: All reservations are not guaranteed until payment of deposit, any health verification documents and any pre-visit or day trials are completed and received by Suite Whiskers. Please note we do require all boarding guests to have this information sent over to us 48 hours prior to their stay. You may drop this off in person or email a copy to WhiskersInAmes@gmail.com All vaccination documents and or veterinarian certification forms must be sent directly from vet or on vet letterhead. Regarding extended stays: All felines are welcome to stay with us past their departure date, given prior authorization. We may or may not have the space accommodations and staff availability to accommodate this request. We do require a 48hr notice for any extended stays and cannot guarantee this service is available at the time of request.

Late pickups: If any client fails to pick up their cat by end of business hours of departure date, (without prior authorization for an extended stay) your total bill will be subject to additional fees and possible termination of future services if deemed necessary. If by the second day after departure your cat is still not picked up we will move your cat to the least expensive boarding option available that still meets your cat's requirements for health, well-being, and temperament. This charge will be reflected on your total bill. And future services may be terminated if deemed

necessary by the owner of Suite Whiskers. If animal is abandoned please read abandonment section for further details.

Pest and contagion policy: Please note that Suite Whiskers is a pest free facility. This means we do require all feline guests to be free of any contagious pests including but not limited to ear mites, ringworm, and or fleas. Suite Whiskers reserves the right to turn away any guests that present with any of these pests at check in. If these are discovered post check-in and during the duration of their stay, your feline will be treated with a topical and/or oral anti-parasite (at client's expense) along with a thorough flea bath (at owner's expense). There will be a surcharge for the extra contagion handling procedures we will have to undergo in order to keep our other guests safe. This is for the safety of your pet as well as the safety of our other guests. While we cannot force anyone to take or prove they are on a flea and tick preventative we strongly encourage and hold the right to deny services for a cat that is not on a treatment plan if we believe the risk warrants this action.

EMERGENCY CONTACT/AGENT: Suite Whiskers does require there to be a responsible adult or agent assigned as an emergency contact while you are away. This must be a local contact, and within 60 minute drive distance of Suite Whisker location for the duration of your pets stay with us. If for any reason attempts to contact you have failed and we have an emergency or medical incident requiring authorization, this contact has been notified and agree to fulfill responsibilities regarding your pet in our care. They will hold the authorization to make decisions, including but not limited to medical, expenses of services, and feline disposition concerns our staff may need to communicate. Please note if yourself or no emergency contact can be reached by signing this contract you give Suite Whiskers the full authority to seek immediate medical care or alternative boarding arrangements suitable for you felines needs (at your expense). In any situation where a vet is required, Suite Whiskers will attempt to utilize your pet's preferred vet first. If that vet is not available, we hold the exclusive right to choose where to get veterinary care for the pet, at owners expense.

Risks/liability: While we do keep cats from differing families separated your cat may/may not come in contact with other pets (depending on services requested) during their stay with us. As the client, you acknowledge and agree that *IF your pet is given access to other pets due to services requested, and happens to cause injury to another feline you will be solely responsible for any injury to either or both felines. And in the unlikely event your cat is injured by another feline you will not hold Suite Whiskers responsible for the injury. And while all our guests are required to have current vaccinations this is no guarantee that your feline can not contract an illness or complication related to injury. Suite Whiskers will exercise reasonable care while providing for your pet, you as the owner, also recognize and accept there is the potential risks involved with normal routine activities that may/may not happen within our care (jumping, playing, running, etc). By agreeing to this you agree to hold Suite Whiskers harmless and not at fault for these inherent risks.

Home and personal items: We here at Suite Whiskers do believe in the home touches and encourage you to bring some comforts of home with your cat for their stay. We do have the right to decline taking in excessively valuable items or irreplaceable items along with any items that may pose a choking hazard or danger to your cat while in one of our suites. Please note we will not be held responsible for loss or damage to any personal items left with your pet. This includes collars which are removed for the duration of their stay. We do not mind, and rather encourage an item with the main caregivers scent on it (blanket, shirt, towels), select toys or favorite items that really allow your feline to show their personality. These items will help your cat adjust to any changes and keep stress to a minimum. While we do require you to bring their food along with them (as to avoid upset bellies) we do also encourage you bring your pet's favorite treats with them if they have known sensitive stomachs or highly specialized diets.

Vaccination Policy: By state law we must require both feline rabies and distemper vaccinations to enter our boarding facility. Additionally we require that ALL vaccinations be done 14 days prior to their stay here. At this point in time the state of Iowa will NOT allow the use of titers in place of vaccinations. If you have a cat that is exempt from vaccinations due to medical reasons you can have your veterinarian submit a letter explaining the cat's medical condition and why it can't have the vaccination. This letter must be on vet letterhead and include the pet's name, explanation of exemption, date and signature of the vet. Any cats that are not up to date on vaccinations or screenings will be denied admittance.

Free roam policy: Free roam is a service we do for the cats that need it most or cats that desire to be a part of this. We allow one cat to come out at a time to roam the salon as they desire and explore where they wish. This is something we may require due to duration of your cat's stay, breed, energy level or personality temperament that

your cat be eligible for this so as to best care for them. It is not a requirement for cat's to board with us and there are several cats that do NOT enjoy this and would rather stay in their suites. That said there are additional requirements for cat's to participate in this service:

- Negative fecal test result (test within 90 days*)
 - *If a positive fecal screening has been presented the cat must have two consecutive negative screenings spaced 30 days apart.
- Feline leukemia vaccination and/or negative test* within the last year
 - *If testing and not vaccinating we require the test to be a combination test that includes both FeLV and FIV (which most vets do in our immediate area, just be sure to check with them if this isn't information voluntarily told to you).

Boarding reports: While we understand it can be hard to trust someone with your fur kids, we do appreciate a level of trust you extend to us by placing them within our care. Of course you will still want to know they are ok and we understand this, so for that reason we remind you that we will always contact you if there is something not going ok. Minor things are emailed for incidents like throwing up, diarrhea, or stress that's minor. Anything more major than that we will call you and make decisions on further care together. Additionally we do offer a service of daily boarding reports. This allows you to see a detailed breakdown of their day of their eating, playtime, temperament, treats/snack time, and litter box habits for each day. This is a service we do at a minimal additional cost so that we can compensate staff's time involved in getting those sent out to pet parents. We offer your first 3 daily boarding reports free on your first stay. This allows you to have ease of mind with a new facility, but also to see if the reports are something you wish to continue with or discontinue for future stays. All boarding reports are completed by the following day by 11am (or you are not charged for them). We do not publish reports for any days of your stay that overlap with a holiday date, while we do still try to get to them we do not guarantee this. For clients who are clearly struggling more so than others being separated from their pets and are continually checking in via phone, email, face book and multiple platforms throughout the stay we may require this service to help reduce stress/anxiety of both parties involved.

Fee's/Surcharges: While we do not wish to 'nickel and dime' any clients, we do need to compensate for time or resources spent. Here is a list of examples (not an exhaustive list) of fee's and surcharges we may apply to your balance based on a cat's temperament and or services required throughout the duration of their stay.

- Veterinarian services required: If a cat needs to seek medical attention due to injury or illness while in our care all charges incurred at the vet are the responsibility of the clients.
- Transportation services: any time transportation is required we do forward that surcharge onto you in the form of a trip fee. This helps not only cover our time away from the facility, but also the gas and vehicle maintenance needed to continue this service. We charge this fee in relation to trips needed for the cat's wellbeing: for example: to take a cat to the vet to seek medical care, shopping trips to pick up more food if not enough was dropped off at the time of check in, etc.
- Aggression or biter fee: any time a cat, while being boarded displays aggression to the point of actually harming staff we are reserving the right to apply an aggression fee for the cat's duration of stay based on the level of severity and our need to handle the cat. *Most of the time this fee applies for cats that are required to have medication and we need to do additional handling.
- **Medication & Diabetic cats:** We do not charge additional for medication dispensing unless the cat is non-compliant to the process and it's a challenge to get medication into the cat. If the cat easily eats medication hidden in food or pill pockets, easily takes any sub cutaneous injections (including hydration fluids) or creams/lotions that are offered and the cat doesn't fight us, we are fine offering this free of charge. Any cat that puts up a major fight or require us to muzzle or get additional staff involved for our own safety during medication dispensing, we will apply a fee per dosing. Additionally we do consider diabetic cat's a higher needs cat in our care. While we don't apply a medication dispensing fee we do apply a small fee to help cover additional supplies that these kinds of cats go through more of due to symptoms. (ie drink more water, go through more litter due to frequent urination) this is based on the duration of your stay and severity of extra use.

Service Refusal: Suite Whiskers understands we are a grooming/boarding facility that cannot accommodate all types of guests and while we strive to meet the needs of many, we do have several restrictions to our boarding facility. We do have the exclusive right to refuse service for any pets that fall in any of the following categories:

- **Behaviorally:** any cats that are feral, aggressive towards humans, highly anxious or behaviorally unsuited for boarding (including under socialized to the point of a heightened state of stress or aggressive actions, sever separation anxiety, or destructive behaviors). You agree to accept financial responsibility for any damage caused to the facility (including but not limited to damage to walls, suite enclosures, doors, ventilation and/or irrigation system) which exceeds a reasonable (and typical) amount of damage for an average pet.
- **Medically:** Restrictions will also include any cats that are medically fragile (including recent invasive medical procedures), pregnant or in heat females, any felines who have serious medical conditions that require vet supervision including but not limited to diabetes, paralysis, seizures that are not controlled, kidney, urinary tract disorders, cardiac disease and amputees that are not able to maneuver well enough to be cared for in our suite designs. This also includes a cat who has shown any symptoms of an upper respiratory infection within the last 2 weeks or a diagnosis of Panleukopenia within the past 6 months.
- **Vaccinations:** All cat's not up to date with the current vaccination requirements will be denied entrance and deposit forfeited. Free roam access is denied without any of the additional eligibility requirements.

If your feline falls within one of restricted categories and you still feel your cat may qualify to be boarded with us please let us know and we will be happy to discuss your cat's particular situation. This may require a 1-3 day trial period for our staff to do a detailed temperament assessment and observe your cats reaction to boarding while your still in town and available should an emergency or boarding not work out.

Abandonment: According to Iowa State law regarding boarding facilities and abandonment of their pet within our facility we may deem a pet abandoned when the animal has not been claimed by the agreed date. We are required to give you, the client, a written notice of abandonment and the consequences within seven (7) days by certified mail to the last known address of the owner. If within fourteen (14) days after mailing the notice the owner still hasn't reclaimed the animal upon payment of all reasonable charges the owner shall be deemed to have waived all rights to the animal. If despite diligent efforts the owner cannot be found for the animal within another seven (7) days we may humanely destroy the abandoned animal. Suite Whiskers would further more make it binding in this agreement that given a case of abandonment we have the exclusive right to choose to destroy or rehome without legal ramifications to us or the new owners of this pet. Re homing may include but is not limited to a surrender to a pound, rescue, family, or another resource.

Liability of ownership and identification: By signing this agreement you are stating you are the lawful owner of the Pet and that you are fully authorized to enter into this Agreement. All of the information your feline and your contact information in this Agreement (and any other documents including any temperament assessment questions we have for you on your pet) is true, accurate and complete. You are also stating to the very best of your knowledge your cat has NOT been exposed to rabies, distemper, contagious illness within the last month of this stay (and any future stays with us). That you have disclosed any behavior or illness relating to this (or any future cats of yours that stay with us) in its entirety. That you agree to indemnify and hold us harmless, from and against all loss, damage or expense, including veterinary expenses and attorney's fees, resulting from any misrepresentations by you or your assigned contact for your cat's stay. As the owner you are also giving Suite Whiskers the right and sole ownership to any images (video or photographic) captured or submitted to us of your feline while in our care, the rights are irrevocable and unrestricted to utilize or publish for marketing or promotional purposes without expectation of compensation.

Sole Agreement: This written Agreement constitutes our sole and entire agreement and there are no oral agreements or understandings except as provided for herein. This agreement shall bind us and our assigns and you and your heirs and assigns. The law that applies to the Agreement is the law of the State of Iowa. If there are disputes that result in litigation, the courts of the state and municipality where your pet has received services from shall have exclusive jurisdiction.

AGREEMENT: You have read this entire Agreement, had the opportunity to discuss it with us to your satisfaction, and agree to its terms.

If you agree, please select the check box and type your name.