



Service Agreement

I, _____ ("the Client"), understand and agree to the following provisions with respect to Wiener Wonderland ("the Company") and the pet care services it provides:

1. **Services.** The Company agrees to provide the following services for the Client's pet:
 - a. Exercise due and reasonable care in the boarding of all pets and maintain the premises in a loving, safe, clean and sanitary condition.
 - b. Care for the Client's pet in accordance with the information the Client provides in the Client Information Form, administering any medication or fluids, feeding the diet stipulated by the Client and otherwise caring for the pet as per the Client's instructions.
 - c. Supervise the pet at all times. If the Company's agent must leave the premises at any time, the pet will be crated comfortably to ensure its safety, for no more than four consecutive hours.
 - d. Furnish the Client with a receipt, as well as any noteworthy observations about the pet's health and behavior while staying at Wiener Wonderland.

In exchange for these services, the Client agrees to render payment in full at the time he/she picks up the pet, unless otherwise agreed to in advance by the Company's agent.

2. **Client Information Form.** The Client agrees to provide the Company with information about his/her pet that is accurate, truthful and current by completing the Client Information Form prior to leaving his/her pet in the care of the Company, with the following stipulations:
 - a. The Client agrees that to the best of his/her knowledge, the pet's medical and behavioral condition is accurately described in the Client Information Form. The Client agrees that the Company relies on the Client's representation of his/her pet, and that pet is in good health and has not harmed or shown aggression or threatening behavior toward any person or dog, except as previously disclosed.
 - b. The Client agrees to provide the Company with current vaccination records prior to leaving his/her pet in the care of the Company, and provide new records whenever the pet's vaccinations are updated.
 - c. The Client agrees that if his/her pet becomes ill as a result of undisclosed information, expired vaccinations or any other naturally occurring medical condition, the Company is not liable, financially or otherwise.
3. **Liability, Injury and Property Damage.** The Client hereby releases the Company, its agents, officers and employees from any and all liabilities, financial and otherwise, for injury to the Client, the Client's pet or any other property of the Client's that arises in any way from the services and/or products provided by or as a consequence of his/her association with the Company, with the following stipulations:
 - a. The Client understands and agrees that during normal dog play, the pet may sustain minor injuries, such as nicks, scrapes and scratches. All play is carefully monitored at all times to prevent injury, but minor injuries may still occur. The Company is not liable for veterinary costs resulting from the aforementioned injuries. An agent of the company will make the Client aware of any minor injuries when the pet is picked up.
 - b. The Company shall safeguard the health and safety of the Client's pet and exercise all reasonable precautions against injury, escape or accidents; however, if the Client's pet is injured as a result of gross negligence on the part of the Company, as determined by an objective third party (arbitration, veterinarian, police officer, animal control officer, etc.), the Company shall be liable for any and all costs associated with veterinary care. If the Client's pet dies as a result of the aforementioned gross negligence, the Company shall be liable for the lesser chattel value of a pet of the same species or the sum of \$400.



- c. If another client's pet injures the Client's pet, the injuring party's owner shall be liable for any and all costs associated with veterinary care, and the Client shall hold the Company in no way liable, financially or otherwise. In the event of such injury, the Client agrees that any arrangements, financial or otherwise, shall be made directly with the injuring party and shall in no way involve the Company.
- d. The Client understands that if his/her pet injures any person or animal currently living, fostering at, boarding at, visiting or otherwise present at Wiener Wonderland, the Client shall be liable for any and all costs associated with medical or veterinary care of that person or animal. If the other animal dies as a result of injuries caused by the Client's pet, the Client shall be liable for the lesser chattel value of a pet of the same species or the sum of \$400.
- e. If while in the care of the Company, the Client's pet damages any property, either belonging to the Company or to any other party on the premises, the Client is responsible for any and all costs related to replacing or repairing the damaged property.

The Client understands and agrees that in the case of any of the aforementioned incidents, he/she will not be entitled to collect from Wiener Wonderland or any other injuring party any putative damages or other costs not directly related to the veterinary care or replacement value of the Client's pet.

- 4. **Emergency Medical Care.** If a medical problem occurs while the Client's pet is under the Company's care, an agent of the Company shall attempt to contact the owner or emergency contact to determine the Client's desired course of action. If the owner or emergency contact cannot be reached, the Company shall seek veterinary care:
 - a. In the event of a life-threatening emergency, the Company shall utilize the services of Beverly Oaks Animal Hospital (14302 Ventura Blvd., Sherman Oaks, CA 91423).
 - b. Otherwise, the Company shall attempt to utilize the services of the veterinarian stipulated by the Client. If the client's preferred veterinarian is not available, the Company shall utilize the services of Mid-Valley Veterinary Hospital (17280 Saticoy St, Van Nuys, CA 91406).

The treating veterinarian has permission to take steps necessary to diagnose and treat the pet in accordance with current medical standards and as outlined in the Company's Veterinary Care Release Form. The Client agrees that he/she is personally liable for all fees for lodging, veterinary services and any other resulting expenses incurred by emergency medical care, and agrees to immediately reimburse the Company for any costs associated with the treatment and care of the Client's pet.

- 5. **Section 1834.5 Abandonment of Animal Delivered to Veterinarian or Kennel.** Notwithstanding any other provision of law, whenever any animal is delivered to any veterinarian, dog kennel, cat kennel, pet grooming parlor, animal hospital or any other animal facility pursuant to any written agreement or oral agreement entered into after the effective date of this section, and the owner of such animal does not pick up the animal within 14 calendar days after the day the animal was due to be picked up, the animal should be deemed to be abandoned. The person into whose custody the animal was placed for care shall first try for a period of not less than 10 days to find a new owner for the animal, and, if unable to place the animal with a new owner, shall thereafter humanely destroy the animal so abandoned. [NOTE: The Company agrees not to euthanize any healthy pet, regardless of the circumstances.]

I CERTIFY THAT I HAVE READ THIS SERVICE AGREEMENT IN ITS ENTIRETY, AND I UNDERSTAND AND WILL ABIDE BY THE PROVISIONS AND REGULATIONS SET FORTH HEREIN.

Owner's Signature: _____

Date: _____