



704 Enterprise Drive, Cedar Falls, IA 50613

## SERVICE AGREEMENT

**THIS DOCUMENT AFFECTS YOUR LEGAL RIGHTS. PLEASE READ CAREFULLY AND SIGN.**

This is an AGREEMENT between ALOHA PET RESORT AND SPA, LLC., doing business as “ALOHA PET RESORT AND SPA” and the Owner whose name is \_\_\_\_\_ and whose signature appears at the end of the document (hereinafter called “Owner”). Following are the terms of service for the stay of the Owner’s pet (Name) \_\_\_\_\_ (pet name) & (Name) \_\_\_\_\_ (2nd pet) as a lodging stay guest or fitness club member at ALOHA PET RESORT AND SPA. By signing below, in consideration of the services rendered by ALOHA PET RESORT AND SPA to the pet(s), Owner acknowledges reading, understanding, and accepting the statements herein.

Owner: I represent that I am the owner of my pet and I am fully authorized to enter this agreement.

**Refusal of Service:** I understand The ALOHA PET RESORT AND SPA reserves the right to deny admittance to any pet for any reason, at any time.

**Pet Requirements:** I represent that my pet meets all the following requirements:

- Is current on their required vaccinations.
- Is on a monthly flea and tick preventative medication.
- Has been in good health for the last 30 days prior to check-in.
- My pet is not aggressive, nor shown signs of aggression to other dogs or humans.
- I have completed the Owner/Guest Profile and read the Aloha Pet Resort and Spa Guidelines.
- My dog will enter and exit The ALOHA PET RESORT AND SPA on a non-retractable leash
- “In heat” dogs will NOT be allowed in the facility.
- FITNESS CLUB: must be spayed/neutered after 6 months of age.

**Veterinarian Liability and Care:** If the pet is ill or injured while participating in activities at ALOHA PET RESORT AND SPA, ALOHA PET RESORT AND SPA will make every reasonable effort to reach the owner in accordance with the emergency contact information provided to ALOHA PET RESORT AND SPA. However, if ALOHA PET RESORT AND SPA is unable to reach the Owner, the Owner grants consent to ALOHA PET RESORT AND SPA to seek appropriate veterinary care and the Owner accepts responsibility for any and all associated expenses. ALOHA PET RESORT AND SPA will not pay any portion of veterinary expenses associated with seeking medical

# ALOHA PET RESORT AND SPA



**704 Enterprise Drive, Cedar Falls, IA 50613**

care for the pet if necessary. Medical treatment may require transportation of my pet to receive care and I hereby authorize such transportation.

**Fleas and Ticks:** I agree that if any fleas or ticks are discovered on my pet during check-in or at any other time while my pet is receiving services at ALOHA PET RESORT AND SPA, that ALOHA PET RESORT AND SPA will require my pet to be picked up. If a flea bath is administered, it will be at the owner's expense.

**Contagious Diseases:** Owner specifically represents ALOHA PET RESORT AND SPA that, to the owner's knowledge, the pet has not been exposed to any contagious diseases within the 30-day period prior to check-in. Owner understands that each time the pet is brought to ALOHA PET RESORT AND SPA, Owner is recertifying that the pet is in good health and has not had any communicable illness of any kind for 30 days prior to check-in.

**Fitness Club:** I understand that ALOHA PET RESORT AND SPA has off leash playgroups where multiple dogs will interact. I understand that dogs often play with their mouth and paws, which can result in nicks and scratches on pets. While ALOHA PET RESORT AND SPA provides reasonable care, trained professionals and 100% supervision in the playgroups, I understand and agree that it's possible ALOHA PET RESORT AND SPA employees may not notice these nicks or scratches before my pet's departure and, therefore, I might not be notified.

**Service Fees:** I agree to pay for all fees, services and products with a credit card, cash, or ALOHA PET RESORT AND SPA gift certificate at the time of my pet's pickup from each visit. I furthermore agree to pay for any additional services requested during the pet's extended stay at ALOHA PET RESORT AND SPA.

**Photo and Video Release:** I agree to allow ALOHA PET RESORT AND SPA to use my pet's name and any images or videos taken while they are in the care of ALOHA PET RESORT AND SPA, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

**Agreement to Participate and Liability Waiver:** Owner understands certain activities that the pet may participate in, including Fitness Club, grooming, training, lodging, one-on-one play, movement within and outside the facility, involve risk and possible injury, including but not limited to: exposure to parasites, viruses, and other medical conditions passed from dog-to-dog or person-to-dog; sprains, strains, bites, broken bones, fatigue, dehydration, nicks, cuts and loss of dog or death.

# ALOHA PET RESORT AND SPA



**704 Enterprise Drive, Cedar Falls, IA 50613**

Owner further understands that not each and every potential risk can be listed above, but nonetheless agree that the benefits associated with dog socialization outweigh the possible risks, therefore, Owner hereby voluntarily releases, forever discharges and agrees to hold harmless and indemnify ALOHA PET RESORT AND SPA, LLC, ITS OWNERS, EMPLOYEES AND AGENTS from any and all liability, claims, demands, actions, or rights of action, which are related to, arise out of, or are in any way connected with the dog's participation in activities at ALOHA PET RESORT AND SPA, including those allegedly attributable to the negligent acts or omissions of ALOHA PET RESORT AND SPA or their staff. Further, Owner understands that Owner may be exposed to certain risks when bringing the dog to participate in activities at ALOHA PET RESORT AND SPA or when picking up the dog from participating in activities at ALOHA PET RESORT AND SPA. Such risks may include property damage and/or physical injury inside or outside the building, such as from falling, slipping, illness, and/or dog bites.

---

**OWNER PRINTED NAME**

---

**OWNER SIGNATURE**

---

**DATE**