



CLOUD9 PET HOTEL & CARE - AGREEMENT

Dear Client,

We would like to thank you for choosing Cloud9 Pet Hotel & Care to serve your beloved pet(s). This agreement provides you with detailed information explaining all the terms and conditions that are to be strictly followed at all times for your pet(s) safety and to provide you with exceptional service levels.

VACCINATIONS REQUIREMENTS FOR ALL CLOUD9 PET HOTEL & CARE SERVICES

Procedures	Validity
• DHPPiL/PCH Vaccine	(Yearly)
• Rabies Vaccine	(Yearly)
• Kennel Cough Vaccine	(Yearly)
• Normal Giardia Test	(180 AED)
• Snap Giardia Test	(250 AED)
• Health Check	(1 Months)
• Deworming Treatment	(3 Months)
• Flea and Tick Treatment	(For Dogs) (Optional) A. External (1 month) B. Internal (3 months)
	(3 Months For Cats)
• Microsporium Canis Vaccine	(Ringworm Vaccine) (Optional)

A valid vaccination book is required, if it is not available kindly ask your vet to Fax or E-mail the records to;

- Fax: 02-5564640
- E-mail: info@cloud9pethotel.com

Kindly note that vaccinations are a legal requirement that all pet care facilities must provide. We appreciate your understanding and cooperation.

Article 1: BOARDING & DAYCARE

1. For reservations, kindly give us a call or e-mail us to ensure availability.
2. **Vaccination records have to be provided each time your pet(s) checks in and the pet passport will be kept in case any vaccinations need to be stamped. The Vaccination record can also be sent by email prior to check-in. Non availability of the vaccination record will result in cancellation of the entire reservation and we have the rights to refuse our services in such case.**
3. Rabies vaccine must be done one (1) month prior to the check-in date.
4. You can provide us with any items that your pet would need during the stay but in case of any damages, we do not bear any responsibility as these items are to be solely used by your pet.
5. Full payment must be settled upon check-in on every visit of boarding. A 500 AED boarding deposit per pet is required. This deposit will be used in case any emergency situations arise all the time. Cloud9 Pet Hotel & Care requests a 50% non-refundable deposit to be made within 72 hours (3 days) of the booking date. This deposit is required to confirm your booking. Failure to make the payment gives us the right to cancel the booking. The deposit will be refundable in full and must have proof of cancellation less than ten (10) days before the check-in date of cancellation. via email.

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Owner's/Legal Guardian's Signature: _____ Date: _____

6. In case any freshly prepared meals or medications are required, AED 30 will be charged per day.
7. You are responsible to collect your pet(s) on the check-out date before 12 pm or else there will be an additional cost for a full day daycare access. Kindly inform us if you would like to extend the stay.
8. Every dog reacts differently to new environments. Please be informed that Cloud9 Pet Hotel & Care will not be held responsible for any behavioral problems which may arise during your pet(s) stay.
9. By signing this form I fully agree that there are certain risks involved such as contraction of diseases & viruses, injury to staff or injuries from playing outside. I will not hold Cloud 9 Pet Hotel & Care responsible in case of any such event.
10. Dogs that play during the regular day care get dirty. Dogs with longer hair can get matted from the level of activity at day care. Baths and brush outs can be requested and scheduled. Excessively long toenails may cause injury. I will be notified if my dog's nails are too long. If, at my next visit, the nails have not been trimmed, the Facility will have them trimmed at my expense.
11. There are higher risks to young puppies of contracting disease or illness by entering the day care or boarding program with or without vaccination.
12. **WATER** is available at all times; however, my dog may still be thirsty after day care. I will be aware of their water intake as excessive amounts may cause an upset stomach or other problems. Dramatic changes in food and/or food quality may cause upset stomachs, diarrhea, and/or colitis.
13. Any animal behavior deemed dangerous or inappropriate by the facility personnel may result in dismissal of my pet(s) from the programs.
14. In case of death of a pet during any of our services at Cloud 9 Pet Hotel & Care, the establishment will not be held responsible, any Cloud9 Pet & Care beds that destroyed by your pet will be charge to your payment.
15. Photographs, videotape or digital recordings are taken of the facility, dogs, customers and staff on a regular basis for, among other things, use in advertising by Cloud9 Pet Hotel & Care. I acknowledge that all such images – electronic or negatives, together with prints and the copyrights therein, are the property of Cloud9 Pet Hotel & Care. I give Cloud9 Pet Hotel & Care and persons authorized by Cloud9 my consent, permission and authorization, without compensation to me, to use, reproduce and alter the images, in print or electronic format (including on the internet), either alone or in combination with other images, text and graphics. I waive my right to approve the finished photograph, advertising copy, print material or electronic files that may be used in conjunction with the images. I represent that I am at least 18 years of age and acknowledge that the rights granted in this paragraph are irrevocable, worldwide and perpetual, and are binding on my heirs, successors and assigns.
16. Pet handlers always check and keeps an eye on the pet(s) staying (boarding) at Cloud 9 Pet Hotel & Care to ensure they have fresh water and appropriate care, there is constant supervision during the day and every 3 – 4 hours at night.
17. If, at any time during care, a dog is noticed to have fleas or ticks, treatment will be applied and charged to the owner or caretaker of the pet. All dogs will be examined for signs of fleas and ticks at check in and will not be admitted to day care if fleas or signs of fleas or ticks are noticed.
18. **FOOD:** All food brought to Cloud9 Pet Hotel & Care Doggy Day Care facility must be stored in an airtight/ rodent proof container. Plastic baggies or opened dog food bags are not acceptable. Food for Sleepovers must be divided into separate meals. If this is not done, the facility will do this and charge the owner a special needs fee. This is to ensure proper amounts / meal are fed.
19. **FEES:** Due and payable at the end of each day. Cash, check or MasterCard / Visa are accepted. Credit cards which are issues from the **UAE BANKS ONLY ACCEPTED.**
20. If your pet has any special health care needs this must be specified in the pet registration form and may result in special care fees. AED 35 per day.

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Owner's/Legal Guardian's Signature: _____ Date: _____

21. In case of injury or death of any pet during the stay at Cloud 9 Pet Hotel & Care (Hotel / Daycare / Training / Grooming / Clinic) Cloud 9 Pet Hotel & Care will not be held responsible.
22. Cloud9 Pet Hotel & Care will not be held responsible if any female pet conceives during their stay. Kindly inform us in advance if your pet is in heat and or not sterilized.
23. It is mandatory for your pet to have a Health Check done every one (1) month with our in house veterinarian. We reserve the right not to accept the pet(s) if a client refuses to have the health check done by our veterinarian. The cost of the Health check is AED 55.
24. Giardia Test at Cloud9 Pet Hotel & Care is compulsory for all pets boarding at our facility. The Giardia test has to be done base on the agreement form.
25. Cloud9 Pet Hotel & Care does not approve or accept any health check for Daycare & Boarding from any other clinics.

CANCELLATIONS

For any cancellations, please inform Cloud9 Pet Hotel & Care 24 hours in advance. Cloud9 Pet Hotel & Care reserves the right to not refund the advance deposit if cancellations are made before 10 days of the check - in date.

Article 2: HEALTH AND TEMPERAMENT AGREEMENT

1. I understand that I am solely responsible for any harm caused by my dog(s) while my dog(s) are at Cloud9 Pet Hotel & Care.
2. I further understand and agree that in admitting my dog(s) or cat(s), at Cloud9 Pet Hotel & Care has relied on my representation that my dog(s) or cat(s) is/are in good health and have not harmed or shown aggression or threatening behavior towards any person or any other dog.
3. I further understand and agree that Cloud9 Pet Hotel & Care and their staff and volunteers, will not be liable for any problems that develop provided reasonable care and precautions are followed, and I hereby release them of any liability of any kind arising from my dogs(s) attendance and participation at Cloud9 Pet Hotel & Care.
4. I further understand and agree that any problems that develop with my dog(s) will be treated as deemed best by staff of Cloud9 Pet Hotel & Care, in their sole discretion, and that I assume full financial responsibility for any and all expenses involved.
5. All health information must be provided by the owner and mentioned in the application form.
6. Cloud9 Pet Hotel & Care will not be held responsible for any health issue development as it is the owner's responsibility to provide all information needed about the pet.

I certify that I have read and understand the rules and regulations set forth on the preceding page and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions, and statements of this agreement.

Article 3: EMERGENCY MEDICAL CARE RELEASE

The welfare and safety of your dog(s) is of the utmost importance. If a medical emergency should arise while your dog is attending daycare or staying in our facility it is critical that we are able to provide medical treatment quickly. We will do everything in our power to see that we treat your pet(s) to the best of our ability.

In the event of a medical emergency, I agree to allow Cloud9 Pet Hotel & Care to seek immediate medical care with either their in house veterinarian or a suitably qualified veterinarian. I further agree that I am financially responsible for any medical treatment my pet(s) receives as a result of a medical emergency while attending daycare, boarding or any of our services at Cloud9 Pet Hotel & Care.

Owner's/Legal Guardian's Signature: _____ Date: _____

Article 4: DOGGY DAYCARE

REQUIREMENTS

Age: Pets must be 4 months or older to use the daycare facility.

VACCINATIONS REQUIREMENTS FOR ALL CLOUD9 PET HOTEL & CARE SERVICES

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• Health Check	(1 Months)
• Deworming Treatment	(3 Months)
• Flea and Tick Treatment	(For Dogs) (Optional) A. External (1 month) B. Internal (3 months)
	(3 Months For Cats)
• Microsporum Canis Vaccine	(Ringworm Vaccine) (Optional)

A valid vaccination book is required, if it is not available kindly ask your vet to fax or e-mail the records to;

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- E-mail: info@cloud9pethotel.com

Kindly note that vaccinations are a legal requirement that all pet care facilities must provide. We appreciate your understanding and cooperation.

DOGGY DAYCARE TRIAL

All new Puppies & Dogs must pass the “Doggy Daycare Trial” in order to be enrolled at the Doggy Daycare. Trial days are scheduled by appointment only and require a non-refundable deposit. The cost is AED 100.

TERMS & CONDITIONS:

TRAINING

Dog training and dog sports are a physical activity as such handlers and spectators are reminded to train with due care and attention to their own safety and that for others.

I (The owner), am responsible for the conduct of my own pet(s) at all times. Neither Cloud 9 Pet Hotel & Care nor any person acting on behalf of Cloud 9 Pet Hotel & Care will accept any liability for any loss, damage accident, injury or illness to pet(s), handlers and spectators or any other person and property whatsoever.

I, (The owner) will be financially responsible for any damages and injuries that occurs during my dog’s training session. I am also responsible if my dog gets sick and needed any medical attention.

By completing this form, registering on a course or engaging Cloud 9 Pet Hotel & Care you are accepting these terms and conditions.

Course & accommodation fees are non-refundable after the start of the course. Training rates does not include boarding fees.

Our training uses positive reinforcement / reward based methods. Any abusive behavior, harsh verbal or physical corrections towards your pet will not be tolerated while the owner is handling the dog.

Owner’s/Legal Guardian’s Signature: _____ Date: _____

Article 5: REGISTRATION

A new registration form must be filled out for each dog added to your pack. A release form will also be provided at the end of the page and it must be signed.

RESERVATIONS: Please make early reservations to avoid disappointments.

NOTE: If any changes or disagreement from the client in regards upon this agreement will still be valid under Cloud9 Pet and Care rights

Kindly note that vaccinations are a legal requirement that all pet care facilities must provide. We appreciate your understanding and cooperation.

*I further understand and agree that any problems that develop with my pet(s) will be treated as deemed best by staff of Cloud9 Pet Hotel & Care, in their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

*I certify that I have read and understand the rules and regulations set forth on the preceding pages and that I have read and understand this agreement. I agree to abide by the rules and regulations and accept all the terms, conditions, and statements of this agreement.

BY SIGNING THIS FORM I AGREE TO ALL THAT IS MENTIONED ABOVE (ARTICLES AND POINTS) AS OWNER OF THE PET(S)

Name: _____ Date: _____ Signature: _____

Address: _____

Mobile No.: _____ Email: _____

Pet(s) Name: _____ Breed: _____ Color: _____

Pet(s) Name: _____ Breed: _____ Color: _____

Pet(s) Name: _____ Breed: _____ Color: _____

Pet(s) Name: _____ Breed: _____ Color: _____

This agreement is valid until you have a valid file with us and continue to use our services. Your file will be registered if we have the following documents up to date:

- Pet Application Form
- Cloud9 Pet Hotel Agreement

- Vaccination Record
- Valid Emirates ID only

Owner's/Legal Full Name:

Owner's Signature:

Employee's Legal Full Name:

Employee's Signature: