



Fur Friends Daycare and Resort, LLC

Selba Martinez and Juan Martinez

Owners / Managers

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PET CARE SERVICE AGREEMENT

PET ELIGIBILITY, BEHAVIOR & SAFETY

Fur Friends Daycare & Resort, LLC ("Fur Friends") is a private, home-based pet-care provider. All pets are accepted on an individual basis according to Fur Friends' ability to safely and appropriately provide care.

A meet-and-greet and/or temperament assessment may be required before new boarding, daycare, or other applicable services. Fur Friends may require reassessment following a significant lapse in services, health or behavioral changes, or a prior safety concern. Previous acceptance does not guarantee acceptance for future services.

Pets must be capable of being safely handled and cared for by Fur Friends. The Client must disclose any known aggression, biting, snapping, resource guarding, reactivity, destructive behavior, excessive chewing, foreign-object ingestion, escape attempts, fence jumping, digging, door-dashing, separation-related behavior, mounting, or other behavior that could affect the safety of the pet, other animals, caregivers, household members, or property.

Fur Friends determines eligibility for group play based on temperament, behavior, reproductive status, compatibility, size, play style, health, safety, and the animals currently in care. Group play is not guaranteed. Fur Friends may separate a pet, restrict activities, modify accommodations or routines, provide alternative activities when reasonably available, require early pickup, or discontinue services when necessary for safety or welfare. Dogs or cats in heat and pregnant pets will not be accepted. Intact pets may be accepted on a case-by-case basis, but acceptance does not guarantee group-play eligibility.

To the extent permitted by applicable law, Fur Friends may decline, restrict, suspend, or discontinue services when a pet cannot be safely or appropriately accommodated due to temperament, size, strength, handling requirements, aggression, bite history, escape risk, medical or mobility needs, medication or supervision requirements, coat/dander/allergy or sanitation concerns, compatibility, capacity, insurance, licensing, legal, residential, health, safety, or operational limitations.

HEALTH, VACCINATION & PARASITE REQUIREMENTS

Dogs: Rabies, DHPP/DAPP (including Distemper and Parvovirus), and Bordetella, subject to age-appropriate veterinary recommendations.

Cats: Rabies and FVRCP. Additional vaccination or health requirements, including FeLV considerations, may apply based on age, lifestyle, outdoor exposure, health, and veterinary recommendations.

Puppies and kittens must be at least four (4) months old and have age-appropriate vaccinations and boosters. Pets must arrive free from fleas, ticks, known contagious external parasites, and signs of potentially contagious illness, including vomiting, diarrhea, coughing, nasal discharge, contagious skin conditions, or other concerning symptoms.

CARE, SUPERVISION & ACCOMMODATIONS

Fur Friends provides home-based care that may include supervised activity, enrichment, rest periods, outdoor activity, and individual accommodations appropriate to the pet.

Continuous free-roaming, group play, or continuous direct visual supervision of each pet 24 hours per day is not guaranteed. Pets may be separated or placed in individual accommodations for meals, rest, sleep, introductions, cleaning, arrivals or departures, behavior management, individual activities, emergencies, or other safety and care needs. Boarding dogs will be provided with an individual kennel/suite or other appropriate designated sleeping accommodation. Same-household pets may share accommodations when requested and when Fur Friends determines that doing so is appropriate and safe, subject to availability.

Cats are housed in designated cat condos/suites separately from unfamiliar cats. Same-household cats may share accommodations when appropriate and subject to availability.

Small bird and small-animal boarding may be offered depending on species, space, care requirements, safety, and availability. Clients may be required to provide the animal's appropriate cage/enclosure, food, bedding, supplies, and other necessary items. Fur Friends may decline any species or animal it cannot safely or appropriately accommodate.

Fur Friends may provide bedding, bowls, toys, treats, enrichment, climate-controlled indoor accommodations, and other amenities as reasonably appropriate and available. Specific amenities or equipment are not guaranteed and may be changed, substituted, restricted, or removed for safety, sanitation, maintenance, availability, or the individual pet's needs.

RESERVATIONS, RATES, DEPOSITS & PAYMENT

The Client agrees to pay the rates and fees applicable when a reservation is confirmed. Current rates are provided through Fur Friends' website, booking system, written estimate, invoice, or other written pricing. Rates may change for future reservations. Unless otherwise disclosed and agreed, a rate change will not alter an already-confirmed reservation. Changes to dates, services, number of pets, or other reservation details may result in updated pricing.

A 50% reservation deposit may be required to confirm and hold requested dates. Fur Friends may waive or modify a deposit requirement for an individual Client or reservation at its discretion. A waiver for one reservation does not waive deposit requirements for future reservations.

The Client is responsible for applicable charges for services provided and authorized or applicable additional services. Outstanding balances are due no later than completion of services/pickup unless otherwise agreed.

Overnight boarding is generally calculated in 24-hour periods beginning at the pet's scheduled drop-off time. Pickup after the applicable boarding period may result in extended-care, daycare, late-pickup, or additional boarding charges according to current rates. Drop-off and pickup are by appointment during Fur Friends' current designated hours.

Early pickup or voluntary shortening of a confirmed stay after services have begun does not automatically entitle the Client to a refund, credit, or reduction for unused reserved time.

CANCELLATION POLICY

Cancellations received at least forty-eight (48) hours before the scheduled start of services are eligible for a refund of the applicable reservation deposit.

Cancellations received less than forty-eight (48) hours before the scheduled start of services, including same-day cancellations and no-shows, will result in forfeiture of the applicable reservation deposit.

Past-due accounts may result in suspension or refusal of future services. To the extent permitted by law, the Client may be responsible for reasonable collection costs and other amounts legally recoverable.

MEDICATIONS

Fur Friends may agree to administer routine medications when reasonably able to do so. Medications must be provided in their original labeled container with clear written instructions. The pet must permit safe handling for medication administration. Applicable medication fees, if any, will be disclosed separately.

EMERGENCY VETERINARY CARE & FINANCIAL RESPONSIBILITY

If Fur Friends reasonably believes a pet requires urgent or emergency veterinary care, Fur Friends will make reasonable efforts to contact the Client and/or emergency contact.

If the Client or emergency contact cannot be reached within a reasonable time, or delaying treatment could jeopardize the pet's health or welfare, the Client authorizes Fur Friends to transport the pet to the designated veterinarian, an emergency veterinary facility, or another reasonably available licensed veterinarian.

The Client authorizes the attending licensed veterinarian to evaluate the pet and provide care reasonably necessary under the circumstances, subject to any written financial or treatment limitations specified by the Client. The Client is responsible for veterinary expenses resulting from the pet's illness, pre-existing or undisclosed medical condition, natural disease process, behavior, or other circumstances for which Fur Friends is not legally responsible.

Nothing in this Agreement requires the Client to assume financial responsibility for veterinary expenses to the extent Fur Friends is legally responsible for the injury or condition. If responsibility for an incident is uncertain when emergency care is required, necessary veterinary care will not be delayed solely while responsibility is being determined.

Emergency veterinary expense authorization: I authorize expenses up to \$_____ without further approval.

☐ No predetermined limit when the attending veterinarian determines immediate treatment is reasonably necessary to protect my pet's life or prevent serious suffering.

Euthanasia is not authorized under this general emergency-care authorization without separate authorization from the Client, except as otherwise permitted or required by applicable law.

Reasonable transportation or veterinary waiting-time fees may apply according to Fur Friends' current rates. Emergency transportation will not be delayed solely because the Client is temporarily unavailable to approve a transportation fee. Fur Friends maintains applicable business insurance coverage. The existence of insurance does not determine responsibility for an incident or guarantee coverage of any particular claim.

INHERENT RISKS & EMERGENCY CONDITIONS

The Client understands that boarding, daycare, group play, outdoor activity, transportation, handling, and interaction with other animals involve inherent risks that cannot be completely eliminated even with reasonable care and supervision. These risks may include illness, communicable disease, scratches, bites, falls, escape attempts, foreign-object ingestion, allergic reactions, injuries from normal animal interaction, and unexpected animal behavior.

Nothing in this Agreement is intended to waive or limit liability to an extent prohibited by applicable law.

AUTHORIZED PICKUP & EXTENDED CARE

Fur Friends will release a pet only to the Client or a person authorized by the Client.

Authorized Pickup Person

Name: _____ Phone: _____

The Client may add or change an authorized pickup person through written authorization, including email or text, before release of the pet. Fur Friends may require identification or other reasonable verification and may refuse release when authorization or identity cannot reasonably be verified.

If the Client does not retrieve the pet as scheduled, Fur Friends will make reasonable efforts to contact the Client and, when appropriate, the emergency contact or authorized person. Fur Friends may continue reasonably necessary care, subject to availability and the pet's needs, and the Client remains responsible for applicable additional care and related charges.

If a pet is apparently abandoned and satisfactory arrangements cannot be established, Fur Friends may proceed in accordance with Florida Statute §705.19, as amended, and other applicable legal requirements.

EMERGENCY CARETAKER AUTHORIZATION

If I become unable to retrieve or arrange care for my pet(s) due to death, illness, incapacity, or other emergency, I authorize Fur Friends Daycare & Resort, LLC to release my pet(s) to the person listed below, after reasonable verification and when legally permissible.

Name: _____

Phone: _____

Relationship: _____

PHOTO & MEDIA AUTHORIZATION — OPTIONAL

Please select one:

- ☐ YES — Promotional Use: I authorize Fur Friends to photograph and/or record my pet and use the images or videos for Fur Friends' website, social media, advertising, and other business-related promotional purposes without compensation.
- ☐ PRIVATE UPDATES ONLY: Photos/videos may be taken and sent privately to me but may not be used publicly for advertising or promotional purposes.
- ☐ NO PROMOTIONAL PHOTOS/VIDEOS: I do not authorize promotional use. Fur Friends may still photograph or record my pet when reasonably necessary to document an incident, injury, condition, or business record.
- Declining promotional media authorization will not affect eligibility for services.

CONTINUING AGREEMENT

This Agreement applies to current and future services unless replaced or terminated. The Client must notify Fur Friends of significant changes to the pet's health, medications, behavior, vaccinations, emergency contacts, veterinarian information, or care instructions.

Fur Friends may update its policies as reasonably necessary for health, safety, operational, insurance, licensing, or legal purposes. Material changes affecting the Client's rights or obligations will be communicated before future services when appropriate.

CLIENT ACKNOWLEDGMENT & SIGNATURE

I acknowledge that I have read and understand this Pet Care Service Agreement. I certify that the information I have provided regarding myself and my pet(s) is accurate to the best of my knowledge. By signing below, I agree to the terms and authorizations contained in this Agreement.

Client Printed Name: _____

Client Signature: _____

Date: _____

Fur Friends Daycare & Resort, LLC

Selba Martinez, Owner | Juan Martinez, Co-Owner