

Liability Release and Agreement

(please initial after each statement that you have read the terms of this agreement)

I, _____, release all liability from Ruff Luxury Inn At The Dunes & TK-9 II Inc. including its owners, shareholders, officers and employees at 311 Melton Road, Burns Harbor, IN 46304. In case of injury, accident or illness, I do understand that Ruff Luxury Inn At The Dunes will take the very best care of my dog(s) and every precaution for the health and welfare of my dog(s).

1. I agree to pay the rate for boarding effective on the date the dog is checked into the kennel. I further agree to pay all costs and charges for special services requested and all necessary costs for the dog(s) during the time said dog(s) are in the care of the kennel_____
2. By signing this contract and leaving my dog(s) with Ruff Luxury Inn At The Dunes, I certify to the accuracy of all information given about the said dog(s)_____
3. I further understand and agree that by checking my dog(s) into Ruff Luxury Inn At The Dunes, the staff have relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggressive or threatening behavior towards any person or any other dog. I hereby agree to indemnify Ruff Luxury Inn At The Dunes, its owners, officers, shareholders and employees with regard to any claims arising from the aggressive behavior of my dog(s)_____
4. I agree that Ruff Luxury Inn At The Dunes will not be responsible or liable for lost, stolen or damage to personal property belonging to me_____
5. I understand and agree that Ruff Luxury Inn At The Dunes and their staff and volunteers, will not be liable for any problems which develop, including but not limited to, loss by fire, theft, running away, death or injury, and I hereby release and discharge Ruff Luxury Inn At The Dunes, its owners, shareholders, officers and/or employees from any and all claims, damages, liability and/or causes of action of any kind arising from my dog(s) attendance at the kennel except where any such loss is caused by willful or intentional acts of an employee or representative of the kennel_____
6. I specifically represent to Ruff Luxury Inn At The Dunes that the dog(s) have not been exposed to rabies or distemper within a 30-day period prior to boarding and that the dog(s) has all the necessary vaccinations (Rabies, Distemper (DHLPP) and Bordetella). Evidence of these vaccinations have been provided by time boarding_____
7. I understand that the dog(s) must be treated for fleas and ticks prior to arrival. If fleas or ticks are found on the dog(s) during boarding, the staff of Ruff Luxury Inn At The Dunes will treat the dog(s) at the owner's expense_____
8. All charges incurred shall be payable upon pickup of dog(s). The kennel shall have and is hereby granted a lien on the dog(s) for any and all unpaid charges resulting from boarding dog(s) at the kennel_____
9. Ruff Luxury Inn At The Dunes will make every effort to keep all dogs safe however I recognize that there are inherent risks of illness or injury when dealing with animals. Such risks include, but are not limited to problems resulting from rough play and canine cough_____
10. I am aware that my dog will co-mingle with dogs owned by different owners in a supervised environment unless otherwise specified during the consultation_____
11. I am aware that all playtime and interaction is supervised by staff at all times_____

12. I am aware that playtime and interaction is NOT guaranteed_____
13. If my dog becomes ill, I understand that I will be notified pursuant to the contact information I have provided when my dog was checked into Ruff Luxury Inn At The Dunes. If I do not immediately notify Ruff Luxury Inn At The Dunes regarding which measures I wish to be taken or in the event emergency action is required, in the sole discretion of Ruff Luxury Inn At The Dunes, a veterinarian may be contacted and my dog may be evaluated by such veterinarian or transferred to the veterinarian as deemed necessary. I agree to promptly pay for any such expenses incurred in connection with such veterinarian services_____
14. I understand that I am responsible for any and all damages by my dog(s) from aggressive or improper behavior. I will reimburse Ruff Luxury Inn At The Dunes for the full value of damages at the time my dog is picked up_____
15. I understand that Ruff Luxury Inn At The Dunes cannot guarantee availability for boarding outside the dates and times given at time of booking_____
16. I understand that my dog cannot have any visitors, being friends or family during his or her stay at Ruff Luxury Inn At The Dunes due to unwarranted stress upon the dog(s)_____
17. I understand that if I have 2 or more pets boarding in the same suite, Ruff Luxury Inn At The Dunes has the right to separate the pets if problems arise. For example, if the dogs become aggressive with each other in a manner that causes staff to be alarmed or if one of the dogs becomes at risk for injury. I understand that I will be responsible for any additional charges_____
18. I understand that upon entering and exiting your facility, if my dog(s) gets into an altercation with another dog(s) while being handled by me or another owner, Ruff Luxury Inn At The Dunes is not liable or responsible for any damages/injuries to me, my dog(s) or my personal belongings_____

Additional Charges

- Any medications or supplements per dog- \$5 per day
(Example: Dasuquin, Apoquel, CBD, Joint Supplements or allergy pills etc.)
 - Topicals/Eye/Ear medications per dog- \$5 per application or dose
 - Injections of any kind- \$5 per injection
 - Enticement (adding supplement to dogs food) fee- \$2 per day
 - Ruff Food- \$5 per day (ask front desk)
 - Early drop- \$10 (ask front desk)
 - Late Pick Up- \$10 (after 6pm)
19. I agree to pay all costs and charges for special services requested and any necessary costs for the dog(s) during the time said dog(s) are in the care of the kennel_____

Vaccination Requirements

Ruff Luxury Inn At The Dunes requires that your dog(s) have the following vaccinations BEFORE they receive any services here. Vaccines need to be given to dog(s) SEVEN (7) days prior to boarding.

Bordetella (Kennel Cough)

DHPP (Distemper/Parvo)

Rabies

**Please provide a copy of shot records from your vet or have them email a copy to us at ruffatthedunes@gmail.com **

Deposit Required

A deposit of \$75.00 with valid credit card number (Visa, American Express, MasterCard and Discover) is required for all *non-holiday* stays for more than one night. The deposit will be applied to your final bill at the time of pick up/check out. All 1 (one) night reservations must be paid in full at time of booking.

A deposit of 50% of the boarding total with valid credit card number (Visa, American Express, MasterCard and Discover) is required for all *holiday* stays for more than one night. The deposit will be applied to your final bill at the time of pick up/check out.

**Processing fee for Refunds paid with Card:
Non-Holiday Refund fee \$5.00 Holiday Refund fee \$10.00**

Holidays are defined as follows:

- Any weeks during the Spring Break Holiday (please check with your local school system)
- The period beginning the Thursday immediately before Easter Sunday through and including the first Monday following Easter Sunday
- The period beginning the Thursday immediately before Memorial Day through and including the first Tuesday following Memorial Day
- The period beginning July 1 through and including on July 10
- The period beginning the Thursday immediately before Labor Day through and including the first Tuesday following Labor Day
- The period beginning the Sunday before Thanksgiving through and including the Monday following Thanksgiving
- The period beginning December 20 through and including January 8

Cancellation Policy

Non-Holiday boarding cancellations must be made 72-hours prior to scheduled stay for your deposit to be refunded. If you cancel a ***Non-Holiday*** scheduled reservation in less than a 72-hour notice or are a "no-show", the \$75.00 deposit is non-refundable.

Holiday boarding cancellations must be made **TWO WEEKS** prior to scheduled stay for your deposit to be refunded. If you cancel a ***Holiday*** scheduled reservation less than **TWO WEEKS** or are a "no-show", you will be required to pay and will be charged the full cost of the cancelled boarding reservation.

Processing fee for Refunds paid with Card:

Non-Holiday Refund fee \$5.00

Holiday Refund fee \$10.00

Drop Off & Pick UP Policy

You may drop-off and pick-up your pet during our business hours listed below. Early drop-off times can be arranged by calling our facility but are not always guaranteed.

- Monday-Saturday between the hours of 8:00 a.m. and 5:00 p.m. We close at 6:00pm.
- Sunday between the hours of 10am and 3:00pm. We close at 4:00pm

Ruff Luxury Inn At The Dunes is closed on all Major Holidays.

If you pick up your pet before 11:00am, you will not be charged the daycare fee. If you pick up after 11:00am, a daycare charge will be applied per dog.

Monday-Friday \$25

Saturday & Sunday \$30

Please call us if you have any questions with regards to our drop off or pick up times. If someone else is picking up your pet, we need proper notification from you at the time of drop off.

IF YOU CHANGE A CONFIRMED DROP OFF AND/OR PICK UP DATE WITHIN 72 HOURS (NON-HOLIDAY) OR TWO WEEKS (HOLIDAY) OF ORIGINAL DROP OFF DATE, YOU WILL BE RESPONSIBLE FOR THE ENTIRE STAY THAT WAS ORIGINALLY SCHEDULED.

I certify that I have read, understood and agree with the policies of Ruff Luxury Inn At The Dunes set forth on these pages and that I agree with the conditions and statements of this agreement. If you would like a copy of this signed document, please ask front desk staff and they can email you a copy.

Signature of Owner

Date

Social Media Release

_____ I give Ruff Luxury Inn at The Dunes permission to take and post pictures to any and all of their social media sites. *I also understand that pictures being posted are not a guarantee during the stay of my dog(s).*

_____ I **DO NOT** give Ruff Luxury Inn at The Dunes permission to take any pictures of my dog(s) to post on their social media websites.