KITTY CASTLE POLICIES

This is an agreement between Kitty Castle (Wrobel Enterprises LLC dba Kitty Castle), (hereafter referred to as "Kitty Castle" and the pet owner, _____, (hereafter referred to as "Cat Owner").

By signing below, in consideration of the services rendered and products provided by Kitty Castle to the "Cat Owner" acknowledges:

1. **Personal Items:** Small personal items are permitted (blankets, bed, toys). Kitty Castle provides bowls (water and food), litter pans and litter. Kitty Castle is not responsible for any personal items left behind, lost or destroyed and will not deliver or replace such items.
2. **Medications:** Cat Owner agrees to pay Kitty Castle $5.00 per medication per day for each pet to administer medications. This includes over the counter medication and supplements.

3. **Photographs:** Kitty Castle employees may take photographs or video of our guests. Cat Owner gives permission for any photograph or video of cat(s) to be used for advertising or educational material unless written notification to Kitty Castle is provided. Taking photographs or videos of cats other than the owner's, their family's or friend's or posting such images on any social media outlet is strictly prohibited. All photos/videos are sole property of Kitty Castle.

4. **Payment**: Cat Owner agrees to pay Kitty Castle for all services provided during each visit at time of pick up. This includes any and all costs/charges for special services: veterinary/medical costs and transportation costs provided during the lodging. Rates in effect on the date cat(s) is/are checked into Kitty Castle will apply.
   a. **Deposits** are required during our peak times **(Memorial Day - Labor Day, Thanksgiving and Christmas)**. **A $150.00 deposit for a reservation of one week up to three weeks, $75.00 deposit for less than a week is required, due 30 days prior to reservation. Deposits are non-refundable.** Deposits will be applied toward reservation cost and will be deducted at time of pick-up.
   b. **Extended reservations** (reservations in excess of one month or without pick-up date) **requires a deposit equal to one month's stay per cat and subsequent bi-weekly payments are required until pick up date. An extended stay fee of $50.00 may be added if pet pick up is 5 days or more past scheduled pick up date.**
   c. **Payment** for reserved services and any unexpected services are **due at time of pick-up. During Peak Times, if a Cat Owner returns early, payment is due in full for the dates reserved. No refund or credit will be issued. All outstanding charges are due and payable upon completion of services, at time of pick-up. No cat(s) will be released to Owner until all outstanding charges are paid.**
   d. **Returned check fee** $50.00 will be charged for any returned checks.

5. **Alternate person designated to pick-up Cat(s).** If an authorized Agent will be picking up your cat(s), Kitty Castle requires prior notification and payment arrangement. The authorized person will be required to present a valid form of photo identification at the time of pick-up. If any of the preceding conditions are not met Kitty Castle has the right to retain the cat(s) until claimed by the Cat Owner.

Kitty Castle Policies continued

6. **Abandonment:** If Cat Owner or authorized agent does not communicate with Kitty Castle regarding delay or does not pick up cat(s) on the agreed upon date, Kitty Castle will consider cat(s) to be abandoned. Abandoned cat(s) will remain at Kitty Castle for five (5) days past the expected pick-up date and the cat(s) will be transferred to an alternate location (NOT the local Humane Society) and Kitty Castle shall have no further responsibility for the cat(s). Cat Owner shall remain liable to Kitty Castle for all unpaid charges including extended stay fees, court costs and attorney fees incurred in the collection of the charges.

7. **Representation of Owner:** Cat Owner hereby represents and warrants that cat(s) has/have not been exposed to any contagious diseases within thirty (30) days prior to arrival at Kitty Castle; cat(s) is/are in good health and the cat(s) has/have had the required vaccinations. **If your cat(s) has/have been sick, they must be symptom free for at least ten (10) days prior to check-in.** Cat Owner agrees to disclose any allergies, conditions, special medications or the like which cat(s) requires, and which could affect the provision of lodging. Cat Owner represents the cat(s) is/are not aggressive and the cat(s) does/do not have a history of biting (people or cats), and the Cat Owner, is solely responsible and liable for any medical expenses and damages that result from a bite.

8. Kitty Castle reserves the right to refuse services to anyone for any reason.

9. **Waiver of Liability**: Kitty Castle will take every reasonable effort to provide a safe and friendly environment for cat(s) while at our facility. Cat Owner understands that cat(s) in the company and environment with other cats involves risks such as contraction of illness or disease. I understand even regular vaccinations and preventatives may not completely protect against illness and that Kitty Castle will not be responsible should any such circumstance arise. The provision of lodging involves minor risk of illness or injury including by not limited to exposure to parasites, bacteria, viruses, and other medical conditions (passed from cat to cat and from people to cat), sprains, strains, bites, broken bones, fatigue, diarrhea, dehydration, inappetence, nicks, cuts, and even death. As a result, Cat Owner hereby voluntary releases, forever discharges and agrees to hold harmless and indemnifies Kitty Castle, it's owners, agents, employees, successors and heirs, from any and all liability, claims, demands, actions, or rights of action, which are or may be related to, arise out of, or are in any way connected to the provision of services to cat(s) by Kitty Castle.

Accepted and agreed to:

Cat Owner Signature: _____ Date: _____