



# Lodging

# Liability Release Terms and Agreement



Ensuring Safety and Peace of Mind  
for You and Your Furry Companion

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### Ensuring Safety and Peace of Mind for You and Your Furry Companion

Welcome to the Hydrant Pet Center. We prioritize the safety and well-being of all pets entrusted to our care.

To ensure clarity and understanding of responsibilities, before lodging, we request that all clients log on to our Pet Parent Portal at <https://hydrantpetcenter.portal.gingrapp.com/#/public/login> to carefully review and agree to these terms outlined in this liability agreement.

This agreement establishes the terms and conditions between you, the pet owner, and your pet(s) (hereafter referred to as "my pet(s)" or "my dog(s)") and the Hydrant Pet Center, LLC (hereafter referred to as "the Hydrant"), including its owners, shareholders, officers, and employees at 8630 Kennedy Ave., Highland, IN 46322.

If you would like a copy of this document, please call (219) 923-3649, and we can email you a copy.

#### **General:**

1. I understand that while the Hydrant Pet Center and its employees take every precaution to ensure the Safety and well-being of my pet(s) during grooming or lodging services, accidents or injuries may occasionally happen. In such instances, I trust that the Hydrant Pet Center will promptly seek veterinary care and take all necessary precautions to prioritize the health and welfare of my pet(s)

2. I understand that upon entering and exiting your facility, if my pet(s) gets into an altercation with another pet(s), other clients, or employee while being handled by me or another owner, the Hydrant is not liable or responsible for any damages/injuries to me, my pet(s) or my personal belongings.

3. I certify that my pet(s) have not been exposed to rabies or distemper within 30 days before entering the Hydrant facility, that my pet(s) is up-to-date on all vaccinations required by the Hydrant, and is in good health. Vaccines must be given to pet(s) SEVEN (7) days before any service is offered. Before any service at the Hydrant, I understand that I must provide proof of current vaccinations, including rabies, distemper, and Bordetella.

I understand an additional 2% fee is added to my total bill when I use a debit or credit card. Cash & Check Payments will not incur this fee.



## Lodging Agreement Terms

- 1. Lodging Dates:** I, the undersigned, hereby agree to board my dog, named in this portal, at the Hydrant. I understand there will be different statutes of terms based on regular (non-holiday) and Peak Season/Holiday lodging, including rates, cancellation notice times, and pick-up/drop-off days.
- 2. Payment:** I agree to pay the lodging rates & any additional fees as outlined by the Hydrant for the duration of my dog's stay. Payment is due in full at the time of pick-up unless otherwise arranged with the Hydrant. I agree to pay all costs and charges for special services requested and any necessary costs for the dog(s) while my dog(s) are in the care of the Hydrant.
- 3. Deposit:** Lodging reservations require a \$75.00 deposit to be applied toward your final bill. In the event of a cancellation made less than 72 hours before the scheduled lodging date, the deposit will serve as the cancellation fee.
- 4. Additional Fees**
  - Any medications or supplements per dog- \$2 per day
    - (Example: Antibiotics, Dasuquin, Apoquel, CBD, Joint Supplements or allergy pills, etc.)
  - Topicals/Eye/Ear medications per dog- \$2 per application or dose
  - Injections of any kind- \$5 per injection
  - Enticement fee (adding enticers to dog's food- i.e., bone broth, toppers) - \$2 per day
  - Hydrant House Food- \$7.50 per day (must be discussed at check-in)
  - Early drop- \$25 (before 10:00 am)
  - Late Pick Up- \$25 (after 1:00 pm)
- 5. Reservation Modifications:** If you make changes to a confirmed drop-off and/or pick-up date less than 72 hours (non-holiday) or two weeks (holiday) from the original drop-off date, you will be responsible for the entire duration cost of the initially scheduled stay. Changes include cancellation completely or shortening of the stay.
- 6. Health Requirements:** I certify that my dog(s) have not been exposed to rabies or distemper within 30 days prior to lodging and that my dog is up-to-date on all vaccinations required by the Hydrant and is in good health. Vaccines must be given to dog(s) seven (7) days before lodging. Before lodging, I understand that I must provide proof of current vaccinations, including rabies, distemper, and Bordetella.
- 7. Health and Safety:** I understand that the Hydrant will take all reasonable precautions to ensure the health and Safety of my dog during their stay. However, I acknowledge that lodging has inherent risks, including but not limited to illness, injury, or escape. Therefore, I understand the Hydrant will not be liable for any problems which develop, including but not limited to loss by fire, theft, running away, death, or injury, except where willful or intentional acts of an employee or representative of the Hydrant cause any such loss.



8. **Flea & Tick Preventative:** I understand that my dog(s) must be treated for fleas and ticks prior to arrival. If fleas or ticks are found on my dog(s) during lodging, the staff of the Hydrant will treat the dog(s) at the owner's expense, including a flea bath & topical treatment.

9. **Emergency Medical Care:** In the event of an emergency or if my dog(s) requires medical attention during their stay, I authorize the Hydrant to seek veterinary care at my dog's expense. The Hydrant will make reasonable efforts to contact me or my emergency contact listed in my customer portal before seeking medical treatment. I understand that if I do not immediately notify the Hydrant regarding which measures I wish to be taken in the event emergency action is required, it is at the sole discretion of the Hydrant to seek a consultation from a veterinarian. My dog may be evaluated by such veterinarian or transferred to the veterinarian as deemed necessary. I agree to pay promptly for any expenses incurred with such veterinarian services.

10. **Behavior:** I understand that my dog will be indirectly interacting with other dogs and directly with staff members during their stay. I certify that my dog is socialized and does not pose a danger to themselves or others. I agree to disclose my dog's behavioral issues or aggressive tendencies.

11. **Personal Items:** I acknowledge that the Hydrant is not responsible for any lost, damaged, or misplaced personal items belonging to my dog, including but not limited to toys, bedding, or accessories.

12. **Pick-up / Drop-off:** Drop-off time on the day of lodging must be NO earlier than 12:00 pm until 4:00 pm on the day of arrival, and pick-up time is 9:00 am until no later than 12:00 pm on the day of departure. Pick-up & Drop-off windows allow us to ensure a smooth transition for your pet.

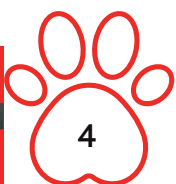
- Early drop- \$25 (before 12:00 pm)
- Late Pick Up- \$25 (after 12:00 pm)

**NOTE:** If you authorize someone else to pick up your pet, please provide us with proper notification at the time of drop-off. Including in writing the person's name & phone number

13. **Departure Groom:** We strongly advise that all dogs receive a departure grooming service. Whether opting for a simple bath and fluff or a full grooming session, dogs often accumulate odors during their stay, given their activities while staying with us. Departure grooms need to be scheduled during Lodging Booking. Please note: departure groom can be scheduled at 8:00 am, 9:00 am, or 10:00 am to ensure a proper 2 hours for the grooming service. You will be called for pick up after your dog(s) is groomed.

14. **Playtime & Enrichment Activities:** I understand that all playtime, enrichment activities, and interactions are supervised by staff at all times.

15. **Hydrant Property Damage:** I understand that I am responsible for any and all damages made by my dog(s) from aggressive or improper behavior, including but not limited to chewing or destroying enclosures, suites, runs, play yard, or playroom. I will be liable to reimburse the Hydrant Pet for the total value of damages at the time my dog is picked up.



16. **Social Media Release:** I hereby grant the Hydrant permission to capture and share photographs of my dog(s) on any and all of their social media platforms. I acknowledge that posting pictures is not guaranteed during my dog(s)' lodging stay.

17. **Availability:** I understand that the Hydrant cannot guarantee availability for lodging outside the dates and times given at the time of booking.

18. **Sharing Suites:** I understand that if I have two or more of my dogs lodging in the same suite, the Hydrant has the right to separate the pets in the event that the dogs exhibit aggressive behavior towards each other, causing concern among staff members, or if any dog is deemed to be at risk of injury.

19. **Cancellation Policy:** Lodging Cancellations must be made at least 72 hours before the scheduled lodging date or if during Holiday or Peak season (see list below) cancellation must be done two weeks before initial booking. For any cancellation after this, the owner will be responsible for the entire duration of the lodging charges.

20. **Visitors:** I understand that my dog cannot have any visitors, being friends or family, during his or her stay at the Hydrant due to unwarranted stress upon my dog(s)

21. **Peak Season Rates:** During peak season, there will be an adjustment to our lodging rates at the Hydrant Pet Center to reflect increased demand and operational costs. Peak seasons are defined below:

- Weeks coinciding with the Spring Break Holiday (please verify dates with your local school district)
- The period which begins on the Thursday before Easter Sunday and concludes on the first Monday after that
- The period commencing on the Thursday before Memorial Day and concluding on the first Tuesday after that
- The period from July 1st through July 10th
- The period which begins on the Thursday before Labor Day and concludes on the first Tuesday after that
- The period beginning on the Sunday before Thanksgiving and concluding on the Monday after that
- The period commencing on December 20th and concluding on January 8th

22. **Holiday:** The Hydrant Pet Center observes and is closed on most major holidays (listed below).

**Please note that pick-up and drop-off services are unavailable on the day of the holiday.**

- New Year's Day - January 1st
- Presidents Day - 3rd Monday in February
- Memorial Day - last Monday in May
- Independence Day - July 4th
- Labor Day - 1st Monday in September
- Thanksgiving Day - 4th Thursday in November
- Christmas Day - December 25th

