

Tailwinds Pet Profile Form

Owner Name: _____ Pet Name: _____
Birthday: _____ Age: _____ Weight: _____
Male: _____ Neutered: _____ At what age? _____ / Female: _____ Spayed: _____ At what age? _____
Breed: _____ Color/Markings: _____
Veterinarian or Clinic Name: _____ Phone: _____

1. PET FOOD - Our house food is Maei Pet Nutrition, www.maeipet.com, 1-877-393-6234

Tailwinds food _____ Home food: _____ Morning Quantity: _____ Evening Quantity: _____ Other: _____
Known food allergies: _____
Pets have to be separated for feeding: _____ Treats OK? Y or N _____ Are there any exceptions if Yes? _____

2. MEDICAL CONDITIONS / NONE

Does your Pet have any physical limitations (e.g. arthritis, blind, deaf, ligament repairs, etc.)? If yes, please list: _____

Has your pet had any surgeries we should know about? _____

Has your Pet been diagnosed with any chronic (long-term or life-time) medical condition? (e.g. thyroid disease, diabetes, allergies, etc.). If yes, please list.

Medication List for Chronic (long-term or life-time) Conditions

**Medication for acute (short-term) conditions should be listed on the reservation form (e.g. antibiotics, ear infection ointment, etc.)*

1) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

2) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

3) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

**Please note that your pet may require non-prescribed medication such as; anti-histamine, anti-diarrheal, buffered aspirin, anti-biotic ointment during their stay. Tailwinds will administer as necessary.*

3. SEIZURES / NONE

Has your Pet ever suffered from seizures? Y or N _____ If yes, is your Pet on medication to control them? _____

Is there anything you know that will trigger them? _____

If the seizure is not grand mal, how will we recognize it is occurring? _____

How does your Pet behave during a seizure (e.g. does it try to bite)? _____

How often do they occur? _____

How do you care for your Pet once the seizure is over? _____

4. PET INFORMATION

Have you had your Pet since it was a puppy? Y or N _____ If No, how long? _____

Where did you get your Pet? (Adopted; Breeder, Pet Store, etc.) _____

If adopted, please provide history: _____

Do you administer a monthly flea/tick preventative? ____ Do you administer a monthly heart worm preventative? ____

5. PET BEHAVIOR

Does your Pet socialize regularly with other Pets? If yes, in what environment? _____

How does your Pet respond with other pets in your household? _____

How does your Pet respond when meeting another pet? _____

Does your Pet show any aggression when on a leash? _____

How does your Pet respond when meeting a stranger in your home? _____

How does your Pet respond when meeting a stranger on walks? _____

Does your Pet show any aggression when playing with toys alone or with other pets? _____

Does your Pet show any aggression with food when any people are around or when other pets are around? _____

Is your Pet known to have cage aggression? _____

Does your Pet have any sensitive areas that may cause it to snip or bite (e.g., collar, ears, tail, hips, feet)? _____

Has your Pet shown any fear or aggression towards: any noise ____, actions ____, hats ____, men ____, kids ____, other breeds ____? If yes, please explain: _____

Would you describe your pet as being aggressive or just rowdy? _____

6. PET EXPERIENCES

Has your Pet ever bitten a person? If yes, please explain: _____

Has your Pet ever bitten another pet or animal? If yes, please explain: _____

Has your Pet ever been bitten or attacked by another pet or animal? If yes, please explain: _____

Does your Pet jump fences? ____ Max height? ____ Does your Pet eat rocks? ____ Does your Pet dig? ____

Has your Pet ever suffered from Canine Bloat, or any other digestive condition? If yes, please explain: _____

Is there anything else we should be aware of regarding your Pet? _____

Tailwinds Schedule of Fees

1. **BOARDING**

Boarding (dogs) – rates are charged per night

- \$38 Small run (2 x 4 ft) - for small pets 14 pounds or less. Small pets may request standard run size if desired.
- \$48 Standard run (4 x 6 ft) - for medium size pets or multiple small pets. This size may accommodate 2 medium size pets and will be based on size and energy.
- \$68 Large run (6 x 8 ft) – for very large pets or multiple medium size pets. This size may also be requested for any size pet.
- \$22 for each pet sharing a run of any size. If pets are sharing a small run, they must be extremely small (8 lbs or less) and able to move around without tipping water and food bowls. Tailwinds may reserve the right to deny multiple pets sharing a small run if size or energy level may prove hazardous to the well-being of either pet.
- \$10 if pet received a complimentary departure bath and is picked up early. The departure bath is included with boarding 4 nights or longer.

Boarding (cats) – rates are charged per night

- \$22 per kennel (2 x 3 ft) and reserved for a single cat. Each additional cat will require another kennel at \$22 per night. The kennels have removable panels so they can be together.

2. **DAYCARE**

Daycare (dogs only).

- \$22 for a full day
- \$15 for ½ day. A ½ day is defined as 5.5 hours or less and has no restriction on arrival time or departure time.
- \$18 for Saturday and Sunday daycare.
- \$220 for daycare package. By pre-paying the package fee you will receive 11 days of daycare, lowering the daily fee to \$20.

We will care for cats on a daily basis and they will be charged \$22 per day.

3. **TEMPERAMENT TEST**

\$10 for a one-time Temperament Test. This is a test to ensure the safety of the owner's pet, the other pets and Tailwinds staff. This is described in the Service Guidelines document.

4. **DEPOSITS**

Deposits equal to the cost of one night of the service requested will typically be required for a reservation. No reservation will be confirmed until Tailwinds has received all necessary documentation.

5. **CANCELLATIONS**

Cancellations not received at least 48 hours before the day of the Pet's arrival will result in a forfeiture of the deposit.

6. **GROOMING FEES**

Grooming is quoted based on a fee schedule which has been determined on the "normal" amount of time required to finish the process for the particular breed, coat type and cut request. Both baths and grooms include; bath, blowout, brush, ear cleaning, external anal gland expression, and nail trims. Grooms differ from baths based on whether hair cutting is requested.

The following additional fees may be assessed:

- Excessive matting
- Tick/flea dip and/or tick removal
- Hand stripping
- Special scissoring
- Medicated shampoo

\$10 for nail trims

\$8 for monthly flea/tick treatment

\$15 for pets left for the day that do not qualify for daycare

Tailwinds Service Request Form

1. SERVICE INFORMATION

Owner Name: _____ Contact Phone: _____
(to confirm reservation, vaccinations and in case of emergency)

Name of person picking up if different than owner: _____ Phone: _____

Services Requested for your pet(s):

Dogs

___ Boarding ___ Grooming ___ Daycare

Cats

___ Boarding ___ Grooming

Pets included in reservation:

Pet 1: _____ Pet 2: _____

Pet 3: _____ Pet 4: _____

Check-In Date: _____ Check-Out Date: _____

Time: _____ Time: _____

Pet Toy Description (limit of 2)

1: _____ 2: _____

List any changes in information we have on file below or ___ None

2. CONTACT INFORMATION CHANGES

Contact phone # changes? If Yes, Cell: _____ Home: _____ Work: _____

Veterinarian change? If Yes, Name: _____ Phone: _____

Emergency contact changes? If Yes, Name: _____ Phone: _____

Credit Card changes? If Yes, New #: _____ Expiration Date: _____

3. FOOD CHANGES

Food Changes? If Yes, describe: _____

4. HEALTH CHANGES

Has your Pet eaten anything unusual within the last week? If yes, please explain: _____

Does your pet have any medical condition for this visit? If yes, please explain: _____

5. NEW MEDICATION OR MEDICATION CHANGES

Medication needed for **acute** condition (short-term)? If Yes, describe below:

1) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

2) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

Medication changes for **chronic** condition (long-term or life-time as listed in Pet Profile? If Yes, describe below:

1) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

2) Medication: _____ Ailment: _____

Morning Dose: _____ Evening Dose: _____ Other: _____

Administration method: _____ Storage method: _____

Tailwinds Service Guidelines

1. BOARDING/DAYCARE

Reservations will be confirmed once all Tailwinds paperwork has been completed and received including receipt of current vaccination proof. The proof should come in the form of a receipt you provide from your veterinarian or directly from your veterinarian. The form should show either dates of administration and/or dates of expiration. The paperwork can be emailed to info@tailwindsaz.com or faxed to 602-265-8246.

2. REQUIRED VACCINATIONS

Vaccines must be administered at least 5 days prior to arrival.

Required vaccines for dogs:

- Bordetella (prevents kennel cough)
- Rabies
- Distemper/Parvo
 - * *Note: Older dogs may be exempt from Distemper/Parvo vaccine after age 9 or 10, consult with your veterinarian.*

Required vaccines for cats:

- Rabies
- FVRCP
 - * *Note: Older cats may be exempt from FVRCP vaccine after age 9 or 10, consult with your veterinarian.*
- Feline Leukemia (optional)

3. CANCELLATIONS

Cancellations not received at least 48 hours before the day of the Pet's arrival will result in a forfeiture of the deposit.

4. CONTAGIOUS DISEASES/INFESTATIONS/GERIATRIC PETS

If your pet has been diagnosed with any contagious disease within 1 month of reservation, Tailwinds will require clearance from your veterinarian before they may stay. If a contagious disease is suspected during their stay, Tailwinds is not equipped to quarantine pets and will require the pet to be removed immediately. We will contact owner first for direction for removal. If they cannot be reached we will contact emergency contact. If they cannot be reached Tailwinds will transport the pet to a veterinarian's facility.

Fleas and Ticks. Tailwinds strongly recommends administering regular preventative treatment for your Pet against fleas and ticks.

Examples of contagious diseases are:

- Giardia
- Valley Fever (depending on what stage)
- Tracheobronchitis (Canine Kennel Cough)
- Parasites
- Ring worm
- Tape worms
- Intestinal worms
- Conjunctivitis (pink eye)
- Fleas and/or Ticks - if fleas or ticks are discovered on your pet at arrival, Tailwinds will administer a flea and tick dip at owner's expense. Depending on infestation, Tailwinds may require the pet to be picked up immediately.
- Others may not be listed. If unsure, please inquire with your veterinarian if it is safe for other pets to be exposed to your pet.

Geriatric pets are welcome as long as they are in good health.

5. GROOMING

Appointments are required, though we may be able to take "day of" appointments if there is availability.

Pet must show proof of a current rabies vaccine.

Tailwinds does not accept grooming pets to be dropped off and left all day unless they are participating in daycare. The pet will have to be picked up within a reasonable time after notification of completion. Tailwinds reserves the right to place the pet in daycare if all vaccines are current and has previously participated in a temperament test. If the pet is not qualified to participate in daycare, a \$15 fee will be assessed.

If your pet is participating in daycare and receiving a bath or groom during that day, you will receive a daycare fee reduction to 1/2 day price (\$15) in addition to the grooming fee.

6. GENERAL REQUIREMENTS

All pets must be leashed when entering and leaving Tailwinds property.

Arrivals and Departures are only available during office hours. If you arrive after the office has closed you will have to pick up your pet the following day and pay for the additional service. If you arrive early, you will have to wait until the office opens to drop off your pet.

Office hours are:

Monday-Friday 7:30am to 6:30pm

Saturday and Sunday 9:00am-4:00pm

The office is closed on the following major holidays and no drop-offs or pick-ups can be accommodated; New Year's Day, Memorial Day, Fourth of July Day, Labor day, Thanksgiving Day, and Christmas Day.

Tailwinds suggests that first time clients arrive after morning daycare arrival rush and before daycare departure rush Monday through Friday. The best time for new clients is between 10:00am and 4:00pm Monday through Friday. We will need a little extra time to review documentation. If arrive during the rush, please be prepared to wait.

- No rawhides or natural bones will be allowed during stays. These can cause serious digestive problems. Nylabones would be a good substitute.
- No large bags of food (example 40lb bags). Please provide appropriate size container for stay.
- 2 toy limit. We do not accept balls. The balls can roll out from under the runs and then we don't know who they belong too if picked up by another dog or they get mixed in with Tailwinds stock.
- No bowls except for slow feeders or risers.
- No bedding or other fabric items. This includes dog beds, t-shirts, blankets, socks, etc. Owners often think their pet finds comfort in a scent from home, but we cannot guarantee a sanitary environment and would have to wash and sanitize them at arrival, thus removing the scent from home and making it difficult to know who it belonged to upon return.
- Pets must be leashed while on Tailwinds property.
- Pets must have an identity tag on a regular leather or nylon collar. We remove harnesses, choke chains and prong and spike collars. If your pet requires any of these types of collars, please add an additional regular collar and attach tags to it.
- Meals are served at 6:30am, 12:00pm, and 6:30pm. If owner requests pet to be fed outside of these timeframes the pet will have to skip group play until an hour has passed to reduce the risk of digestive complications.

7. TEMPERAMENT TEST

A temperament test is performed by a playgroup monitor and can take anywhere from an hour to a day depending on the pet's acclimation and comfort duration. This test will be performed on the first day of their stay. It is recommended you make a daycare reservation prior to your first boarding stay if unsure of how your pet will perform.

The test consists of:

- Touching pet all over to determine any sensitive areas that may provoke a warning or aggressive response.
- Test for food or toy aggression
- We will use the information provided by owner in conjunction with a slow introduction to different playgroup types that include size, age and energy level to ensure a safe and comfortable play experience.

The Temperament test must show pet is suitable for group play. If pet displays any aggression towards other pets or staff on a particular day, Tailwinds will require the pet to be picked up. If the pet continues to exhibit aggression towards other pets or staff, Tailwinds will ask that the pet not return for any services.

Pets are assigned to a play group of like size, age and energy level based on the outcome of the temperament test.

8. GROUP PLAY REQUIREMENTS

Pets must be a minimum of 4 months and have received the complete series (typically 3) of its' puppy vaccines. The puppy will also have to receive the Bordetella vaccine.

Pets' temperament test must prove them suitable for group play.

Pet must be spayed or neutered before 6 months.

- Males - If a young unaltered male displays mounting or dominance behavior, he will be removed from the playgroup. If he is attending daycare, Tailwinds will advise owner that he not return until he has been neutered. If he is boarding, he will not participate in group play.
- Females – If an unaltered female goes into heat during their stay, she will be removed from the playgroup. If she is attending daycare, Tailwinds will advise owner that she not return until she has been spayed. If she is boarding, she will not participate in group play. Tailwinds will not take a female that is currently in a heat cycle for boarding or daycare.

If pet cannot be controlled by staff, or will not listen to commands, or if staff feels its behavior may provoke fights with other pets, Tailwinds will ask that the pet not return for any services.

9. WHAT'S INCLUDED WITH YOUR BOARDING FEE:

For Dogs

- Group play (unless you request the pet not participate or if the temperament test concludes the pet is not suitable to participate)
- Individual play, if not participating in group play (the number of play times is reduced to 2 to 3 times at least 20 minutes or more)
- Treats (per owner consent)
- Toys
- Pool and water play (weather permitting). Please advise if you prefer your pet be exempt from water play.
- Medication administration
- Meals - either Tailwinds or from home – Tailwinds house food is Maei.
- Cots and lambskins
- TV viewing featuring pet friendly shows
- A free departure bath is included for pets staying 4 nights or longer (if coat condition or size of pet is such that time and effort exceeds "normal", you will be required to pay an additional \$10). You will have to advise Tailwinds at check in if you prefer to be exempt from departure bath. Client may request pet be groomed during their stay. If it qualified for a departure bath, a \$10 discount will be applied to the groom fee. If pet falls under exceeds "normal" then no discount would be applied.

For Cats

- Treats
- Medication administration
- Meals - either Tailwinds or from home – Tailwinds house food is Iams.

Additional services available for an extra fee

- \$10 for a nail trim

- Bath or groom for additional charge. An estimate will be provided at check-in.

10. WHAT'S INCLUDED WITH YOUR DAYCARE FEE:

For Dogs only

- Group play
Note: Unless the temperament test concludes the pet is not suitable to participate, then we will advise owner and suggest pet not return. If pet has to be removed from client's home for a day or more due to construction, carpet cleaning, house cleaners, guests that may be allergic or fearful, etc. we will be happy to care for your pet and advise that they will not participate in group play if unsuitable for group play.
- Treats (per owner consent)
- Toys
- Pool and water play (weather permitting). Please advise if you prefer your pet be exempt from water play. Pet will only be towel dried at pick up time and very likely still wet. If it was bathed or groomed it will be left out of water play.
- Medication administration
- Meals - either house or from home
- Lambskins
- TV viewing featuring pet friendly shows

Group play begins at 8:00 am and continues to 6:30pm. The play groups are alternated so they play then have a rest period. There are 2 separate play groups going on at once with play ground monitors watching. There are 4 groups in total.

Tailwinds reserves the right to cancel daycare or cut off the number of arrivals due to capacity limitations.

Tailwinds Services Agreement

This Agreement referred to herein shall apply to all Owner's (hereinafter called "Owner") Pet visits to Tailwinds Pet Resort, L.L.C. (hereinafter called "Tailwinds"). It constitutes a contract between you and Tailwinds. Within this agreement "Owner" shall also mean your emergency contact or Designated Representative or such other individual(s) designated by Owner in writing as authorized to pick up Pet or make decisions in the event Owner cannot be reached.

1. SERVICES

Tailwinds agrees to provide the specific services ("Services") to Owner's Pet for each visit as indicated on the Service Request Form. Tailwinds will exercise reasonable judgment in all circumstances of provided Services.

2. PAYMENT FOR SERVICES

Owner agrees to pay Tailwinds for the Services provided to Owner's Pet during each visit at the rates set forth in the Schedule of Fees at the start of such visit (collectively the "Charges"). Prices are subject to change without notice and seasonal rates may apply. The Schedule of Fees may change, from time to time, and Owner agrees to pay the fees in effect at the time the service is rendered. A current Schedule of Fees is available at all times on the Tailwinds website (<http://www.tailwindsaz.com/>), or may be obtained in person at the Tailwinds office. Charges begin on the day Owner's Pet is dropped-off at Tailwinds. Check-out time is identified on the Service Request Form by Owner and must be within Tailwinds office hours; additional charges will be due for late check-out at the same rate as the reservation request. In the event you do not pay your bill in full at time of check-out, Tailwinds reserves the right to charge a service fee comparable to the Services provided. Tailwinds is nonetheless required to return Owner's Pet at the time of check-out. Owner is liable for all charges incurred during your Pet's stay and Tailwinds reserves the right to collect any unpaid balance. By leaving a credit card number on file with Tailwinds, Owner authorizes Tailwinds to charge such card for all charges incurred without the need for any further consent from Owner.

3. RESERVATIONS

Reservations will be accepted but not guaranteed without receipt of Tailwinds required paper work and your deposit. The typical deposit will be equal to the cost of one night of the services requested. Deposits are non-refundable, unless a cancellation is received at least two (2) days before the Pet's arrival date. The deposit will be applied to the services invoice.

4. CANCELLATIONS

Owner agrees to cancel reservation at least two (2) days prior to Pet's arrival date. If a reservation is not canceled at least two (2) prior, or if Owner fails to submit all required paperwork to Tailwinds at least two (2) days prior, Tailwinds reserves the right to cancel the reservation and Owner will forfeit any deposit.

5. OWNER'S REPRESENTATIVE

Owner agrees to provide an adult, over the age of 18 not traveling with the Pet Owner that can be reached if the Owner will knowingly be unavailable, as Designated Representative within this Agreement. If Owner cannot be reached, Owner authorizes Tailwinds to contact the Designated Representative. Owner agrees that Designated Representative shall have full and complete authority to make immediate life and death decisions, authorize veterinarian or other care including the expenditure of funds.

6. CHECK-IN AND CHECK-OUT

Tailwinds is open for Check-In and Check-Out as provided in the Service Guidelines. Tailwinds may ask Owner for identification to be sure Tailwinds only releases Pet to Owner or Representative as designated in writing as authorized to pick up Pet.

7. PET HEALTH, BEHAVIOR AND EMERGENCIES

Tailwinds is prepared to care for older Pets and to administer routine medications for chronic conditions, but Tailwinds is not equipped to care for acutely sick Pets or aggressive or biting Pets.

- No Pet can stay at Tailwinds until confirmation from a licensed veterinarian that all of the Pet's required immunizations meet Tailwinds requirements and the Pet is healthy as set forth in the Pet Profile Form.
- If Pet is found to have fleas or ticks, Owner authorizes their removal at an additional expense.

- Tailwinds reserves the right to refuse to accept a Pet if at Check-In it appears that such Pet is sick or that its behavior could jeopardize the health or safety of other Pets or staff.
- If Pet becomes sick or injured and requires professional attention, or if Pet passes away during its stay, Tailwinds will attempt to notify Owner or Designated Representative at the telephone numbers provided within this Agreement. If Owner or Designated Representative cannot be reached, Tailwinds at its sole discretion may engage the services of a veterinarian and/or administer medicine or give other requisite attention to Pet, and the expense thereof shall be paid by Owner. If Owner refuses medical treatment for Pet, Tailwinds, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make Pet as comfortable as possible until picked up, and the expense thereof shall be paid by Owner, or if paid by Tailwinds, Owner shall reimburse Tailwinds.
- In some instances, Tailwinds administers certain animal appropriate over the counter medications to Pets that show signs of diarrhea, allergies, or pain. Owner consents to the administration of such medications unless Owner identifies an allergy to such product on the Pet Profile Form.
- **Emergencies.** Tailwinds agrees to make every effort to contact Owner for the retrieval of Pet in the event of an emergency that requires the Pet to be removed from Tailwinds. If an emergency arises, Owner agrees that Tailwinds, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for Pet until such time Owner or Designated Representative can retrieve Pet. Owner is responsible for the costs of such transportation, alternate arrangements and/or care, including any veterinary care that may be required.
- **Dog Bites.** If your Pet bites an individual or another Pet so severely as to require immediate medical attention, Tailwinds reserves the right to report such bite to appropriate authorities. Owner is responsible for any injuries or damages caused by your Pet, including biting of staff or other Pets. The severity of the bite may include reporting it to the county and appropriate quarantine procedures applied.

8. PETS NOT PICKED-UP ON DEPARTURE DATE

In the event that Pet is not picked-up on the agreed upon Departure Date, Owner hereby authorizes Tailwinds to continue to provide care as set forth in the Service Request Form and agrees to pay any charges incurred as a result. Notwithstanding the foregoing, if such Pet is deemed abandoned under local, state, or federal laws or regulations, or in Tailwinds discretion as permitted by law, the Abandoned Pet Procedure will be followed.

9. ABANDONED PET PROCEDURE

Unless otherwise required by applicable law: All Services for such Pet, other than Basic Services (as defined on the Service Request Form) will be terminated.

- Tailwinds will attempt to contact Owner or Designated Representative at the phone numbers provided if the Pet is not picked up on the scheduled Check-out date for Pet. Tailwinds will advise Owner that if Pet is not picked up within a two day period Pet will be deemed abandoned and Tailwinds will deliver Pet to a third party adoption partner, Animal Control or other similar government agency. In no event shall Tailwinds have any further responsibility for the Pet.
- Owner remains liable to Tailwinds for all unpaid charges including the court costs and reasonable attorney's fees incurred in the collection of the charges.
- If Owner is unable to retrieve the Pet on the scheduled Check-out day, Owner or Designated Representative may contact Tailwinds to makes arrangements to extend the stay, and to make payment arrangements for any additional charges.

10. OWNER'S REPRESENTATIONS TO TAILWINDS

Owner represents to Tailwinds

- a. That they are the Owner of the Pet and are fully authorized to enter into this Agreement.
- b. That All information in the Pet Profile Form is true, accurate and complete.
- c. That to the best of Owner's knowledge, Pet has not been exposed to rabies, distemper or any contagious illness within 30 days prior to beginning its stay at Tailwinds.
- d. To the best of Owner's knowledge, Pet has no illness or behavior problem (including aggressive or biting behavior) that has not been disclosed to Tailwinds in the Pet Profile Form.
- e. Owner agrees to indemnify and hold Tailwinds harmless, from and against all loss, damage or expense, including attorney's fees, resulting from misrepresentations by Owner or Designated Representative or resulting from Pet's stay including, without limitation, any person claiming to be the Owner of Pet and any person claiming damage or injury by Pet.

11. MISCELLANEOUS PROVISIONS

This written Agreement and the accompanying documents identified in paragraph 17 constitutes Tailwinds and Owner's entire and only agreement and there are no oral agreements or understandings except as provided for herein.

- All terms and conditions of this Agreement shall be binding on the heirs, administrators, personal representatives and assigns of the Owner and Tailwinds.
- The law that applies to the Agreement is the law of the state and municipality where Pet is to stay.

Any controversy or claim arising out of or relating to this Agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be brought in the appropriate state court in Maricopa County, Arizona.

12. CONTACT WITH OTHER PETS

While Owner's Pet is staying at Tailwinds, Pet may come into contact with other Pets unless Owner does not consent to Pet participating in Group Play while at Tailwinds for Day Care or Boarding.

- Tailwinds will use the information on the Pet Profile Form, and exercise care in allowing Owner's Pet and others to come into contact with each other for Group Play or other activities. However, there are inherent risks associated with allowing animals to come into contact with each other for Group Play, and no amount of diligence can prevent all accidents or injuries from occurring, such as injuries from bites, scratches, running into something, torn toe nails, muscle soreness, undisclosed disease and dog fights. By requesting services that include Group Play or contact with other animals, Owner waives any claims against Tailwinds for any injury or illness to Pet arising out of such contact, and Owner acknowledges that Owner will be solely responsible for any veterinary or other expenses that may arise out of such injury or illness. In the event of an injury resulting from contact with another Pet, Tailwinds shall provide information relating to the injury to the respective Pet Owners, who shall be responsible to resolve any dispute between themselves, and without further involvement of Tailwinds. This includes injuries sustained by or caused by Owner's Pet.
- Owner acknowledges and agrees that in the unlikely event Pet is injured by another Pet, Tailwinds will not be held responsible for the injury.
- If Owner's Pet injures another Pet, Owner identified in this Agreement will be solely responsible for any injury to either or both Pets.
- **Communicable Diseases or Pests:** All pets coming into Tailwinds are required to be vaccinated. However, it is still possible for a Pet to become ill, even if vaccinated. This is not due to any circumstance or condition at Tailwinds and Owner agrees that Tailwinds is not liable for any illness suffered by Pet during or after its stay, including but not limited to Tracheobronchitis (Kennel Cough).
- **Fleas and Ticks.** Tailwinds takes regular precautions against fleas and ticks on its premises. However, it is not possible to completely eliminate the possibility of fleas and ticks coming into the facility. It is also possible for your Pet to come into contact with fleas and ticks outside of Tailwinds. Consequently, Tailwinds shall not be liable for any fleas or ticks you may discover on your Pet following a visit to Tailwinds. Tailwinds strongly recommends administering regular preventative treatment for your Pet against fleas and ticks.

13. PERSONAL ITEMS

Do not bring items with your Pet that are valuable or irreplaceable. Tailwinds is not responsible for loss or damage to any personal item or toy left with Pet.

14. PET PHOTOGRAPHS

All photographs taken of Owner's Pet while at Tailwinds will be the property of Tailwinds and may be used for promotional purposes.

15. LIMITATION OF DAMAGES, WAIVER

Loss due to or associated with injuries to Pets is difficult to value. Although we have an emotional attachment to our Pets, they are, in essence, personal property, often with little or no actual monetary value. Consequently, it would be difficult to value any claim arising out of Tailwinds' care and services for your animal. With this in mind, the parties agree that the liability of Tailwinds, its Owners, agents, sub-contractors and employees, in connection with or related to the services provided hereunder (including any grooming, Group Play or other services provided) for the Client, is limited to \$500.00 in the aggregate of any and all claims that may be asserted. This includes claims arising out of negligence, breach of contract, bailment, emotional distress, or any other legal theory. Client specifically waives any claim for damages above and beyond such amount.

16. DEFINITIONS

The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form, shall mean as follows: "Tailwinds" shall mean Tailwinds Pet Resort, L.L.C. "Owner" shall mean the Pet Owner signing this Agreement. "Pet" shall mean the dog(s) and cat(s) staying at Tailwinds and shall refer to the Pet(s) designated by the Pet Owner in the Pet Profile Form(s).

17. OTHER DOCUMENTS INCORPORATED AS PART OF THIS AGREEMENT

The Pet Profile Form, the Service Request Form, the Schedule of Fees, and the Service Guidelines documents are all incorporated into this agreement by this reference. By initialing below, Owner acknowledges receipt of such documents and that Owner has read and understands such documents:

____ Pet Profile Form (for each Pet) ____ Service Request Form
____ Schedule of Fees ____ Service Guidelines

You have read this entire Agreement and you have had the opportunity to discuss it with any of Tailwinds staff to your satisfaction, and you agree to its terms.

_____ Signature	_____ Date
Credit Card Number: _____	Expiration Date: _____
Name as it appears on credit card: _____	
Printed Name of Pet Owner: _____	Cell Phone: _____
Street Address/Mailing Address: _____	Home Phone: _____
City, State, Zip Code: _____	Work Phone: _____
Email address: _____	

Emergency Contact # 1: _____	Cell Phone: _____
	Home Phone: _____
Emergency Contact # 2: _____	Cell Phone: _____
	Home Phone: _____