

**DIAMOND CREEK LLC
DIAMOND CREEK PET RETREAT
PET SERVICE AGREEMENT - FELINE 2023-2024 Amended**

Hours of Operation for Drop-off/Pick-up

Mon-Fri: 8:00 A.M. – 10:00 A.M. & 4:30 P.M. - 6:30 P.M. & Sat/Sun: 8:00 A.M. – 10:00 A.M.

(Limited drop-off/pick-up/tour hours allow us to provide more restful, quiet times for our guests)

All cats must arrive in an owner provided cat carrier. The owner may be asked to transfer the cat from their carrier to their enclosure. Owners may also be asked to remove the cat from their enclosure and place them back in their carrier at pick-up. We are primarily a canine facility but accept cats that are familiar with being around dogs. Cats are housed in a quiet environment frequently shared with dogs.

Holiday Closures: Animal Caregivers are on hand for normal operations every day of the year, even days when our facility is closed. We are closed for drop-offs, pick-ups on the following holidays: New Year’s Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day, and we close at 11:00 a.m. on New Year’s Eve, Easter Eve, Thanksgiving Eve and Christmas Eve.

Fees: Cats are housed in “kitty condos” with a litter box. The dispensing of owner-supplied food, medication/supplements (excluding injections), bedding, dishes, litter and lots of TLC from the staff are all included. Nightly rate is \$32.00.

For pets with special needs or behavioral concerns (i.e. medical conditions, injections, aggressive behavior, expired vaccinations, mobility issues etc.) please advise Diamond Creek prior to booking as a special accommodation fee will apply should your pet’s needs exceed standard care procedures. The standard accommodation fee will be \$35 per cat per night.

The full over-night charge will apply for the date of check-in regardless of check-in time. If pick-up is prior to 10:00 A.M., there is no charge for that day. If pick-up is after 10:00 A.M. on a weekday a 75% rate will apply. A charge of two nights standard accommodation per pet may apply for no-shows or cancellations without 24 hours notice. Visa, MasterCard and Discover cards are accepted. Payment in full is required before any pet is released unless previous arrangements have been made. No pet will be released to a person who is not the owner without prior written authorization.

SPECIAL PICKUP/DROP OFF REQUESTS:

Our office is closed Saturday and Sunday evenings as well as major holidays (see listing above). For pickups outside designated hours, please contact management.

We are presently unable to house females in season.

Vaccinations: Every cat should be current on vaccinations. As required by state law, we need proof of current rabies vaccination in the form of a current rabies certificate or vet reminder. For the safety of all our guests, Diamond Creek also requires current vaccinations for RCP (Feline Distemper). Please fax, drop off or mail proof of vaccinations to us prior to arrival. Our fax number is: (860) 491-3906. Each pet checking in will have a brief wellness exam the day of arrival, not to replace or substitute an exam by a licensed veterinarian. If external parasites are present upon arrival or found during routine daily wellness checks, the cat will be treated immediately at owner’s expense.

Food: *Cats can be sensitive about food changes, so we ask that you provide an ample supply of your cat’s regular diet while staying with us.* We can accommodate raw diet feeders. We feed between the hours of 7:00-8:00 am & 5:00-6:00 pm and at midday for any cat requiring a meal at this time. Please take this into consideration when dropping off your cat in the am. If food is provided and we run out, we will attempt to locate and replenish your pet’s supply for the remainder of their stay at owner’s expense. If we are unable to locate your food, we will switch your pet to our retreat food.

Toys, Bedding and Personal Belongings: We prefer to provide all bedding and safe toys for your pet. Toys with batteries and squeakers are not permitted. Those who bring blankets or a bed may do so with the understanding that these items may be chewed or soiled. Therefore, *all bedding must be fully machine washable.* Any personal belongings such as leashes and collars may be left with us for your convenience; however, on rare occasions items can be lost or destroyed. **Diamond Creek will not replace any lost or destroyed items.**

Emergencies: By signing below, if your cat becomes ill or needs medical attention, you are authorizing Diamond Creek LLC to do whatever is necessary to provide care for your pet, including seeking veterinarian services and medicines. You are agreeing to be responsible for payment of services and medications rendered, including any Diamond Creek LLC expenses involved. The fees for emergency vet visits (in addition to the vet fees) are based on the time required and trip expenses. Charges from Diamond Creek LLC can range from about \$25.00 to \$50.00 for staff time and trip expenses.

Owner’s or Representative’s* Signature: _____ Date: _____

*If signed by a Representative, please indicate relation to Owner: _____