



Our Service Terms

Aloha! Welcome to Ohana Pet Club. We're thrilled your furry friend is considering a vacation with us. To ensure a smooth and enjoyable experience for both you and your pet, please review our Terms of Service carefully.

1. Reservations and Requirements

1.1 Reservations: Reservations are required for all pet care services. A 50% deposit is required at the time of booking, and the remaining balance is due within 24 hours of service completion.

1.2 Recurring Reservations: For recurring reservations, payments must be made weekly by the last day of each week that services were provided.

1.3 Meet & Greet: All new boarding and daycare clients must complete a meet and greet prior to booking. Meet and greets are conducted **outside** for the safety and comfort of all pets. Owners are **not permitted inside** the home during meet-and-greets.

1.4 Vaccinations: All dogs must be current on Rabies, Distemper, Parvovirus, and Bordetella (Kennel Cough) vaccinations. Additional vaccinations may be recommended by your veterinarian.

1.5 Temperament: Dogs must exhibit a friendly, social temperament suitable for group settings. Ohana Pet Club reserves the right to refuse service or separate dogs that display aggression or destructive behavior.

1.6 Health / Illness: Pets may **not show signs of illness** at drop-off. Owners confirm pets are healthy and free from contagious disease.

2. Drop-Off, Pick-Up & Home-Based Facility (Boarding and Daycare only)

2.1 Scheduling: Drop-off and pick-up must be pre-scheduled and occur between 7:00 AM and 10:00 PM.

2.2 Outdoor Drop-Off & Pick-Up: All drop-off and pick-up activity will take place **outdoors**, to minimize disruption and protect the safety of other pets. Owners should communicate their estimated arrival time and avoid ringing doorbells or knocking unnecessarily.

2.3 Home-Based Facility: Owners acknowledge that Ohana Pet Club is a **home-based boarding facility**, and as such:

- Pets are welcome in the home during their stay.
- Owners are **not permitted inside** the home beyond designated outdoor areas for drop-off, pick-up, and meet-and-greets.
- Clients may see personal items or living spaces in use; please respect the privacy and property of the household.
- Ohana Pet Club reserves the right to **refuse service or remove any pet** whose behavior endangers



the safety of household members, staff, or other pets.

2.4 Safety & Security: For the safety of all pets and household members:

- No unaccompanied access is allowed to indoor areas by owners.
 - Clients must ensure gates or entryways used for drop-off/pick-up are securely closed after use.
 - Ohana Pet Club is not responsible for accidents or incidents that occur if these rules are violated.
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3. Medical Care

3.1 Emergencies: In the event of a medical emergency, Ohana Pet Club will make every effort to contact the owner immediately.

3.2 Medications: Ohana Pet Club can administer medications with written instructions. All medications must be provided in their original, labeled containers.

3.3 Pre-existing Conditions: Medical expenses related to pre-existing or underlying conditions are the responsibility of the owner.

3.4 Emergency Vet & Responsibility:

- **Emergency Vet:** VEG Lynnwood Emergency Vet Hospital.
 - **Insurance:** Ohana Pet Club will use its pet insurance when applicable.
 - **Owner Responsibility:** Owners are responsible for **pre-existing or underlying conditions**.
 - **Company Responsibility:** Ohana Pet Club is responsible for costs caused by **negligence or inability to uphold our promise**.
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4. Personal Belongings (Boarding and Daycare only)

4.1 Food: Please provide enough of your pet's regular food for the duration of their stay.

4.2 Bedding: A familiar bed or blanket is welcome, but not required. Comfortable bedding is provided for all pets.

4.3 Toys: One or two non-destructible toys are welcome. Ohana Pet Club is not responsible for lost or damaged toys.

4.4 Valuables: Please leave valuables at home. Ohana Pet Club is not responsible for lost or damaged personal belongings.

5. Boarding & Daycare Policies

5.1 Supervision: Pets boarding with Ohana Pet Club must be comfortable being left alone for periods of up to



five (5) hours at a time. Ohana Pet Club does **not guarantee constant care or 24-hour human presence.**

5.2 Crating: For safety reasons, pets may be crated during alone periods. All pets must be able to remain calm and secure when left alone, without displaying excessive barking, howling, destructive behavior, or other signs of separation anxiety.

5.3 Settling-In & Constant Care:

Ohana Pet Club recognizes that pets may require a **"settling-in" period** when dropped off for the first time. Our staff is prepared to support pets experiencing initial anxiety.

If a dog demonstrates upon drop-off that they **cannot be safely left alone** without exhibiting destructive behavior, excessive barking, or other unsafe behaviors, Ohana Pet Club will:

- Provide support during the settling-in period.
- Communicate with the owner to find a reasonable solution.

If, **after reasonable efforts, time, and prior communication**, the pet still requires constant supervision and alternative care cannot be arranged within 24 hours of notice, Ohana Pet Club may provide **constant care at a rate of \$15.00 per hour** until alternative arrangements can be established.

5.4 Potty Training: All boarding pets are expected to be fully potty trained. Owners acknowledge that Ohana Pet Club may charge **additional fees** for:

- Any damage or extra cleaning required due to accidents
- The use of supplies such as diapers, belly bands, or other materials needed to care for untrained pets

5.5 Behavior & Early Termination: Ohana Pet Club reserves the right to **end a service early** only if a pet exhibits behaviors that jeopardize the safety, comfort, or property of staff, other animals, or the facility, **and reasonable efforts have been made in consultation with the owner.**

5.6 Owner Responsibility: In the event a service must be ended early, owners agree to **arrange alternative care within twenty-four (24) hours** of notice from Ohana Pet Club.

5.7 Daily Updates: Owners are entitled to **one daily update** per day of their pet's stay, including photos and a brief summary of their pet's day. Additional updates may be requested, but Ohana Pet Club **cannot guarantee immediate responses.** Every effort will be made to communicate promptly.

5.8 Aggressive / Dangerous Behavior: Aggressive pets will be **crated and separated** from the group. Owners must **pick up the pet within 24 hours** if their pet exhibits aggression toward staff or other pets.

5.9 Escapes:

Ohana Pet Club is a **fully secured, fenced facility** designed to safely contain pets. Pets who escape would have to make extraordinary effort or intentional action to do so.

In the event a pet escapes:

- Staff will make **immediate and reasonable efforts** to locate and secure the pet.
- The area will be thoroughly searched, and staff may enlist assistance from neighbors or local authorities if necessary.
- The owner will be **notified immediately** of the escape. The owner will also be notified once the pet is located or if additional action is required.
- Owners acknowledge that while all reasonable precautions are taken to prevent escapes, **Ohana Pet Club cannot guarantee a pet will never escape**, and owners assume responsibility for any injury, loss, or damage resulting from such an escape.



6. Transportation Services

6.1 Availability and Scheduling: Ohana Pet Club may provide pet transportation services, including pickup and drop-off between the client's residence and our facility or other designated location. Transportation is generally scheduled during mid-morning or late evening hours; exact times may vary based on availability, traffic, and operational needs.

6.2 Property Access Authorization: By requesting transportation services, clients authorize Ohana Pet Club and its representatives to enter their property for the limited purpose of retrieving or returning the pet. Access may be granted in person or via a key, keypad code, or other secure method provided by the client. Clients are responsible for ensuring that access methods are functional and accurate.

6.3 Care During Pickup and Drop-Off: Pets will be handled with care and professionalism. Upon return, pets will be safely secured in the home and provided with food and water as instructed by the owner.

6.4 Liability and Responsibility: Ohana Pet Club is not liable for damage or loss resulting from pre-existing property conditions, malfunctioning locks or security systems, or inaccurate access information.

6.5 Safety and Delays: Ohana Pet Club reserves the right to adjust or delay transportation times in response to traffic, weather, or other conditions affecting the safety or well-being of pets.

6.6 Weather / Natural Events: Ohana Pet Club will notify owners promptly of **extreme weather or power outages**. We will do our best to remain open with likely **limited services**, such as limited transportations, shortened bathroom breaks or loss of heating/AC.

7. Discount & Billing Commitment

7.1 Discount Program: Clients committing to a full weekly service plan receive a 15% discount off the standard rate. The total discounted weekly rate will be billed regardless of missed or canceled individual sessions.

7.2 Cancellation of Individual Appointments: Cancelling a single appointment does not end the recurring plan. To stop recurring billing, clients must submit a cancellation request via the provided form. Requests must be made at least 48 hours before the next billing cycle.

7.3 Communication & Pauses: Clients should inform Ohana Pet Club in advance of missed services or needed breaks. Service pauses may be requested in full-week increments for reasons such as travel, requiring prior notice and approval. Frequent schedule changes are not covered under the discount plan.

7.4 Additional Services: Additional visits requested beyond the recurring plan will be charged at the standard rate and added separately from the discounted weekly plan.

7.5 Unpaid Invoices: If an invoice is missed, Ohana Pet Club may pause or cancel services at their discretion.

7.6 Consistent Use Requirement: Repeatedly skipped or cancelled sessions may result in removal from the recurring plan and forfeiture of the discount.

7.7 Payment Policy: Payments must be made via **3rd party booking apps** if booked there; otherwise, via



Square invoice. Failure to pay within the terms of this document will result in a **\$15/day late fee** until the balance is paid.

8. Release of Liability & Indemnification

By engaging Ohana Pet Club for pet care services, the undersigned ("Owner") hereby releases and agrees to hold harmless Ohana Pet Club, its owners, employees, contractors, representatives, and agents (collectively, the "Company") from any and all claims, demands, actions, causes of action, damages, or liabilities of any kind, including but not limited to injury, illness, loss, or death of Owner's pet, arising out of or related to the services provided by the Company, **except in cases where the Company fails to uphold its commitment to provide a safe, clean, and responsive environment, or in cases of gross negligence or willful misconduct by the Company.**

Owners also **indemnify Ohana Pet Club** against claims arising from their pet's actions, including damage to property or injury to other animals or people.

9. Cancellation & No-Show Policy

9.1 Cancellations: Ohana Pet Club does **not charge fees for advance or excusable cancellations.** We request that owners provide as much notice as possible