

**Walkers Pet HoTail® Pet Care Center**  
**CUSTOMER AGREEMENT AND WAIVER**

Our company, Genzel Co., t/d/b/a Walkers Pet HoTail® Pet Care Center (“**Walkers**”), prides itself on the very high level of care we provide to your Pet/Pets (“**Pets**”) and the high level of customer service we provide to you the Owner. To best meet these goals, we require all Owners to agree to the following terms and conditions that attach to all services provided by Walkers. Your signature below reflects your acknowledgement and agreement to this Customer Agreement and Waiver, our current Fee Schedule, and the additional Rules or similar terms we may post in our facility or on our website.

**I acknowledge:**

- ✓ Pets can experience stress by being apart from its Owner, which may result in behavioral changes or medical conditions.
- ✓ Pets can acquire various diseases, viruses, and other conditions through contact with other animals.
- ✓ Pets may have existing latent or unknown underlying conditions.
- ✓ Pets can experience minor, serious, or even fatal injuries by their actions or the actions of other animals.
- ✓ Walkers will not be able to detect or prevent all physical, medical, or health conditions that affect my Pets, including transmissible pathogens.
- ✓ On-site veterinarian services are provided by appointment only and by the veterinarian.

**I authorize Walkers:**

- ✓ To transport my Pets to my regular vet or to another veterinary facility if needed (e.g., AVETS).
- ✓ To receive my Pets' medical records from any veterinary facility and to transmit / release records upon request.
- ✓ To make medical decisions and give instruction to others for my Pets should they require veterinary / medical care during their stay if I cannot be reached.
- ✓ To receive and be provided access to updated medical information and records from any medical provider involved with any medical condition relating to my Pets.
- ✓ To take my Pets' photograph, use and publish in print and electronically.

**I agree:**

- ✓ To inform Walkers in writing of my Pets' medical conditions or behavioral issues (biting, destructive, eloping, aggressive or other), as well as any changes to those when they appear, and when my Pets has been exposed to airborne pathogens and other Pets.
- ✓ To provide such additional information necessary to ensure current status of Owner or Pets records.
- ✓ To pay third party service providers, such as my preferred vet, directly, and to reimburse Walkers for the actual costs plus a surcharge should it be obligated to pay for any service on my behalf.
- ✓ To pay and reimburse Walkers for all direct and indirect goods and services provided at the then current Fee Schedule, which shall be payable at checkout.
- ✓ Walkers is not responsible for paying any medical expenses that may have been associated with my Pets' visit.
- ✓ To reimburse Walkers, its employees, and any other Pets' Owner for the full cost of any physical harm, medical bills, or property damage occurring as the result, in whole or part, caused by my Pets or from my failure to honor any term of this Agreement.
- ✓ Walkers does not identify all conditions that affect the health and safety of my Pets and does not guaranty the health or safety of my Pets during or after the stay.
- ✓ Walkers is not responsible for repairing or replacing any lost or damaged items left at Walkers.
- ✓ Walkers cannot guarantee the safety of Pets from objects left in their suite or available for their use, including, but not limited to bedding, toys, bowls, etc.
- ✓ To release and hold harmless Walkers from any claim for bodily harm or personal injury relating to my presence on the premises without limitation, such as those relating to floor conditions or animal behaviors.
- ✓ I have full authority and capacity to sign this Agreement for myself, any Co-Owner, and my household.
- ✓ I agree to the wording of this Agreement and have had the full opportunity to review before signing.

Therefore, by signing below, and intending to be legally bound, I agree for myself, any Co-Owner of our Pets, my executors, heirs, and assigns, to the above terms, and I further agree to hold Walkers harmless, release, and indemnify Walkers, its employees, owners, contractors, and assignees, against any claim relating to non-intentional conduct relating to the health and safety of my Pets, any claim by Owner relating to the Pets, and any third party claiming to have sustained damage due to Owner's Pets or Owner, including any effort to comply with the Owner's instructions.

**Pets Owner's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Pets Owner's Printed Name:** \_\_\_\_\_

If signed electronically, by typing your name above, you agree the same constitutes an electronic signature executed with the intent to sign and to be bound by these terms and conditions.