

Client Acknowledgement

We appreciate your business and want to ensure that our policies related to the services we are providing are clearly understood. By signing this acknowledgement, the undersigned client confirms that they have read and understand the policies or risks indicated as applicable.

Boarding Deposit/Cancellation Policy

_____ Applicable _____ Not Applicable

Deposits are required to confirm boarding reservations during holiday periods indicated by Urban Tails. Deposit amounts paid will be deducted from total amount of invoice for boarding stay. Changes from the reservation which reduces the number of nights boarding will result in forfeiture of deposit unless Urban Tails is **notified five days prior** to scheduled arrival date/time. Reservations that are not cancelled by calling Urban Tails five days prior to scheduled arrival date/time result in forfeiture of deposit paid. Reservations cancelled timely result in the deposit amount being converted to Urban Tails credit. Urban Tails' credits are applicable toward any purchase or service. Credits are good for 6 months from date of cancellation.

Boarding reservations during peak periods (spring break, weekends, and all days in June, July and August) are subject to a cancellation fee in the event **48 hour notice** is not provided. Cancellation fee equals one night boarding fees.

Payment Policies

_____ Applicable _____ Not Applicable

Payment is due when services are rendered. Prepayment is requested for all after hours pick-ups. A \$30 returned check fee is applicable. Urban Tails credit (good for 6 months) will be given for overpayments, retail returns or cancelled reservation deposits. Retail returns must be in original packaging and in salable condition.

Credit Cards on File

_____ Applicable _____ Not Applicable

Clients that request a credit card number be kept on file for payment of goods and services agree to the following:

- Urban Tails will process credit card payment for invoice total automatically (generally within 1-2 business days of services being rendered).
- To promptly notify us of any amounts charged to the credit card that are in question and to provide reasonable time for research and resolution.
- To notify us immediately if card on file is cancelled or expired.

Signed acknowledgement must be submitted to Urban Tails before any boarding reservations will be confirmed.

Client Name: _____
(Printed)

Date: _____

Signature: _____

(Urban Tails representative)