



Date, 12 November, 2024

Terms and Conditions of this Pet and Service Animal Service Level Agreement (hereby known as "PSASLA")

In order to bring a pet or Service Animal to Gena's Sierra Inn and Restaurant and let them stay with me in the rental unit I booked, I accept and affirm each of the following terms and conditions:

Animal Limits: Up to a total of two animals, (dogs or cats or combinations thereof) are allowed to stay in the Rental unit. Any other animal(s) found inside this unit will result in immediate eviction, without refund, and a fine of \$100 USD for each trespassing animal.

Pet Cleaning Fee: To approve pets, a non-refundable pet cleaning fee of \$30 USD, plus applicable taxes and payment processing fees, will be charged in addition to the unit booking fees. This fee covers the cost of disinfection, pest control, and enhanced pet-related cleaning services and supplies for the entire stay of up to seven (7) consecutive nights. The fee is a lump sum and will not be prorated for stays shorter than seven nights.

Stays Longer than Seven Consecutive Days

For stays of eight (8) or more consecutive nights, an additional non-refundable pet-related cleaning fee of \$30 plus applicable taxes and payment processing fees will be charged for each additional seven (7) consecutive night period. The fee is charged per seven-day period and is not prorated.

Routine Maintenance Cleaning

For stays of eight (8) or more consecutive nights, guests may be asked to temporarily remove belongings from the floors of their unit to allow for routine maintenance cleaning. This cleaning may include carpet cleaning, disinfection of surfaces, pest control, and replacement of supplies. Cleaning chemicals or insecticides may be used during this process. Maintenance cleaning may occur every seven (7) consecutive days or as needed. The guest will be given 24 hour notice of pending maintenance cleanings.

Service Animals

Service dog(s) must provide verifiable documentation or certification demonstrating their training to perform tasks or work related to a disability. Pet cleaning fees will be waived for service dog(s) that present such verification. Pursuant to California Penal Code Section 365.7(a), falsely representing a dog as a trained service animal is a misdemeanor punishable by up to six months imprisonment and/or a \$1,000 fine.

Animals are permitted only in designated pet-friendly rooms or areas. Gena's Sierra Inn strictly prohibits any animal from staying at the Rental property unless they have been disclosed in this PSASLA and approved prior to arrival.

Verified service dog(s), as defined by applicable law, are permitted access to all areas of the property where their safety, the safety of the handler, or the health and safety of other pets, staff, or guests are not compromised as allowed by law.

Dangerous/Aggressive Animals: Any animal exhibiting aggressive behavior towards other guests or hotel staff will be required to be removed from the property. Aggressive behavior shall be determined solely at the discretion of the Gena's Sierra Inn and Restaurant LLC Management.

Safety: I acknowledge and agree that Gena's Sierra Inn and Restaurant LLC staff may take reasonable precautions to ensure the safety of guests and staff, including but not limited to the use of repellents, defensive measures, or contacting local authorities for animal control services, if my pet(s) or service animal(s) exhibit aggressive or threatening behavior towards other guests or hotel staff.

Cleaning Up After Your Animal: I agree to pick up after my pet(s) and service animal(s), using the waste pick-up stations located throughout the property and to dispose of waste in the outdoor garbage receptacles. Please reference our hotel map for pick-up station locations by the Dog Park. I acknowledge this link to the site map where I can locate pet accessible features <https://www.genassierrainn.com/contact>

Unattended Animals: I will not leave my pet(s) or service animal(s) unattended in my rental unit. I understand that some areas of National Parks, National Forests, State Parks and other places in this region may not allow pets. I agree to make arrangements to have my pet cared for when I cannot be inside the rental unit.

Animal Control: Pet(s) must be kept on a leash or in a carrier while on the Gena's Sierra Inn and Restaurant LLC property and in public areas. Aggressive pets are not allowed to be located around other people or pets. I acknowledge that the property's fences are not designed to contain pets or service animals. I understand that much of the property at Gena's Sierra Inn and Restaurant LLC is not fenced and that my animal(s) could encounter dangerous situations. It is my responsibility to keep my animals leashed and under control at all times when outside the rental unit Gena's Sierra Inn and Restaurant LLC .

Animal Safety: I understand that Gena's Sierra Inn and Restaurant LLC may be located next to a road/highway/parking lot where automobiles and other vehicles frequently operate. I agree that it is my own responsibility to keep my pet(s) and service animal(s) safe around vehicles of any kind and in any state of operation or non operation.

Restricted Locations: Pet(s) are not allowed in any pool area, hot tub, spa, Jack's Creek, or inside the on site Restaurant. Pet(s) are welcome outside on the restaurant patio, in the designated Dog Park, at any outside location that Guests are allowed to occupy.

Service Animal(s) may attend a handler anywhere on the property where their presence does not create a dangerous situation or health hazard to guests, pets, staff, or others, as allowed by law.

Animal Predators: I assume sole responsibility for ensuring my animal's safety and preventing its escape or attacks from other animals. I understand that the area may harbor potential threats, such as mountain lions, bears, foxes, hawks, snakes, and other wildlife. I agree to take all necessary precautions to protect my animal from harm, including but not limited to securing it properly and supervising it closely.

Animal Infection Control: I declare that my animal(s) have no communicable diseases or any other health or safety issues that could be spread to other pet(s), service animal(s) and / or people. I agree that my animal(s) are current with all immunizations required in the State of California. <https://www.cdph.ca.gov/Programs/CID/DCDC/pages/rabies.aspx>

Negligent Oversight of Animals On Premises: I agree to pay any additional cleaning or repair bills associated with negligent oversight of my animal(s) and authorize Gena's Sierra Inn and Restaurant LLC to charge my payment card on file for such charges. This includes, but is not limited to, odors, stains, excessive hair, damages to flooring/carpet, furniture, or structures, and flea treatment of the Unit.

I understand that even though Service Animal(s) are exempt from routine cleaning fees as applicable by law, damages resulting from negligent oversight may be billed to my payment card or any other payment remedy.

Behavior and Noise Complaints: Gena's Sierra Inn and Restaurant LLC reserves the right to impose noise fees on the Rental unit if the pet(s) cause disturbances that adversely affect other guests. Such fees will be assessed based on the extent of the disturbances and the labor necessary to mitigate their impact. I agree that if my animal(s) cause a disturbance to other guests, staff, or pets, Gena's Sierra Inn and Restaurant LLC management reserves the right to evict the animal(s) from the property, even if they are a service animal as allowed by law.

Right Of Refusal of Service: I agree that Gena's Sierra Inn and Restaurant LLC may deny my pet access to accommodations for any reason, including failing to abide by any of the terms and conditions of this PSASLA.

Housekeeping and Maintenance: I understand that for safety reasons, housekeeping or other staff cannot service a room if an animal(s) are present in the room. If I wish to have housekeeping services, I will schedule service with the front desk accordingly or by contacting Gena's Sierra Inn and Restaurant LLC at +15593408487 or booksierrainn@gmail.com

To make sure staff will not have to encounter an animal while attempting to provide services inside a unit, I will remove the animal from the unit while services are provided.

I, the Client, will accept the Services provided unconditionally. I understand that no refunds will be offered, unless I have canceled my booking at least 72 hours prior to my arrival date and time of 4 pm PST.

INDEMNIFICATION:

As a responsible pet owner, I hereby agree to be fully liable for any personal injury or property damage caused by my pet(s) or service animal(s), including any injury or damage suffered by any guest, employee, or invitee of Gena's Sierra Inn and Restaurant LLC . I further agree to indemnify, defend, and hold harmless Gena's Sierra Inn and Restaurant LLC , its officers, directors, employees, agents, attorneys, insurers, affiliated companies, successors, and assigns, from and against any and all claims, liabilities, damages, losses, costs, and expenses (including reasonable attorneys' fees) arising from or related to any such personal injury or property damage.

Termination of Contract: The Contract ends on the date of my departure from Gena's Sierra Inn and Restaurant LLC unless one of the parties ends the contract before that time. I accept that any violation of the aforementioned pet-related policies will result in the immediate termination of my stay, without refund. Even if one of the parties chooses to end the Contract prior to booking completion, I, the Client is responsible for paying for all work and costs incurred.

Expenses: I will pay Gena's Sierra Inn and Restaurant LLC for reasonable additional expenses incurred through the provision of services under this Contract. This means that if my pet has damaged the property or created an extraordinary mess, I will pay for expenses related to repairs and cleaning costs above the \$30 fee for normal pet cleaning. Sole discretion for the determination of additional costs is hereby given to the management of Gena's Sierra Inn and Restaurant LLC and I approve the Business charging my payment method on file.

I, hereby accept these terms and conditions once you have allowed a pet or service animal to enter your Rental Unit, at Gena's Sierra Inn and Restaurant LLC during the time of your contracted stay.