

ALL AMERICAN PET RESORTS NEW BERN - SERVICE CONTRACT

This is a contract between All American Pet Resorts New Bern (AAPR-NBN) and the pet owner whose signature completes this document (hereinafter called "Owner"). *Initial each page and sign the sections on the last page.*

1. Price Adjustments: Owner agrees to the following standard price adjustments for AAPR-NBN's services:

- Early drop-offs are available for Boarding & Daycare **by appointment only.**
- Boarding checkins before lobby hours (no earlier than 5am): +\$20/family
- Boarding checkouts after lobby hours (until 10pm): +\$20/family
- Daycare checkins before lobby hours (as early as 5am) cost +\$5/pet.
- Daycare checkouts after lobby hours (as late as 10pm) cost +\$5/pet.
- Boarding & Daycare checkouts after 10pm cost the same as boarding the entire night
- Pickups are unavailable after midnight until lobby reopens the following morning.
- Multi-pet discounts for Boarding & Daycare if pets share the same lodging.

Orientation Day (\$20 for visits shorter than 5hrs, \$30 for visits longer than 5hrs)

- Dogs must complete an Orientation Day before Boarding or Daycare. This is a paid service.

If an Orientation Day cannot be completed before Boarding, an Expedited Boarding Fee of \$20/dog is charged.

Creature Comforts:

- \$5/night each - an orthopedic bed and/or non-slip mat can be added to Boarding & Daycare

Feeding & Medications

- Serving meals that do not meet our requirements of packaging and portioning (see section 3): +\$5/day/family
- Storage of large, bulky items (other than pets' harness/leash/collar/carrier): +\$5/day
- Injected medications (such as insulin) cost \$10/administration.

Cleaning & Infestation Fees:

- Pets checked into the resort with an infestation of fleas or other insects: Owner is charged \$50
- Owners are responsible for damage caused by their pets; the cost varies depending on the object damaged.

2. LOBBY HOURS & HOLIDAYS: Please check AAPR-NBN's Google Business profile for updated lobby hours.

The lobby is closed on the following dates: Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day. Daycare hours may be restricted on days before and after major holidays. Picking up a pet after the lobby closes on the night before one of these holidays will incur a charge equal to a full night of boarding.

Example: Picking up after the lobby closes on Christmas Eve will cost the same as a full night of boarding.

3. PET FOOD: AAPR-NBN's boarding and daycare rates include feeding times at 5am-6am (Breakfast), 11am-12pm (Lunch), and 5pm-6pm (Dinner). AAPR-NBN, by request, offers House Food at no additional cost for daycare lunches and boarding breakfasts and dinners. AAPR-NBN does not serve raw meat diets.

At no additional charge, AAPR-NBN will serve pets food from home that meets the following requirements:

- Each meal must be pre-packaged and pre-portioned in individual containers (Ziploc, Tupperware, cans, etc.).
- No more than one meal's worth of food per container (except cans).
- No more than 3 containers per meal (wet ingredients in one, dry in another, and sealed cans may be a third)
- If Owner has multiple pets, their meals should be sorted and identifiably labeled.
- Tupperware-style containers (top and bottom) and cans must be labeled with pet's first and last name
- If meals served at different times are different in composition, each meal must be labeled AM, Lunch, or PM
- Over-the-counter **non-prescription** additives must be portioned into meals ahead of time.
- **Treats** from home will be treated as meals and must follow the same rules. They can either be packed as individual meals, or incorporated into other meals. Owner-provided treats can be designated as "walk treats" but must be in a Ziploc-style bag no larger than 1 gallon per pet. These walk treats can be offered to pets when they come back in from walks or playtime.

If Owner's provided food does not meet these requirements, AAPR-NBN staff will do the necessary work to make the food meet these requirements (packing, portioning, and labeling) at the cost of a \$5/day food preparation fee. Any meal that cannot meet AAPR-NBN's food preparation rules (more containers needed, special time required, etc.) will be treated as a specialty service at \$5/day.

Owner's Initials: _____ (Required)

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4. PERSONAL ITEMS: Owner agrees not to bring items with pet(s) that are valuable or irreplaceable. Owner agrees that AAPR-NBN shall not be responsible or liable for any lost, stolen, or damaged personal property belonging to Owner. Owner accepts that AAPR-NBN may not return used bags or containers from packaged meals.

The following items are accepted by AAPR-NBN:

- Pre-packaged, pre-portioned food (**rawhide is not allowed**)
- Prescription medications in their original veterinary prescription containers
- Equipment for the safe transport of pets in/out of the resort (collar, leash, harnesses, carrying crate, etc.)
- Hard rubber/plastic toys (like Kongs or Nylabones) without squeakers

To maintain a high standard of cleanliness, AAPR-NBN will not place anything provided by Owner (other than toys and food) in a pet's suite with them. If Owner needs to store possessions not listed above, including un-portioned bags/containers of dog food, there is a \$5/day storage fee. Miscellaneous small objects (like collapsible carrying bags) will be stored with the pet's leash and collar in the pet's storage basket at no charge provided that they fit. Owner understands that AAPR-NBN provides beds, bowls, and blankets, and that AAPR-NBN does not allow such items from outside the resort. AAPR-NBN offers soft orthopedic bed rentals which have waterproof covers that can be changed and sanitized if dirtied.

5. MEDICATIONS / SUPPLEMENTS: Owner agrees to:

- For **prescription** medications: to keep them in their original prescription-labeled container. (NC State Regulation)
- For **non-prescription** "over-the-counter" additives: to pre-portion them into their pet's meals.
- Authorize AAPR-NBN to administer medications to his/her pet(s) per the prescribed dosage.

Owner understands that AAPR-NBN administers medications at 5am-6am, 11am-12pm, 5pm-6pm, and 9pm-10pm. Medications that must be administered at times other than these incur a \$2-per-administration fee. Injected medications cost \$10 per injection.

6. IMMUNIZATIONS & EXAMS: The following health and immunization requirements apply to all AAPR-NBN services:

Dogs: Rabies, Distemper, Parvo, Bordetella, Leptospirosis, Heartworm & Fecal Exams (Yearly)

Cats: Rabies, FVRCP

Owner is aware and agrees that:

- Wherever multiple pets come in contact with one another, Owner's pet may be exposed to common airborne viruses, allergens, and conditions transmitted through direct skin contact and may experience digestive upset.
- Vaccinating a pet only protects a pet from known strains of viruses.
- Pets can contract diseases even if they are vaccinated.
- AAPR-NBN cannot control airborne viruses and allergens.
- If Owner's pet becomes ill while with AAPR-NBN, the staff will contact Owner.
- If Owner's pet becomes ill once returning home, Owner agrees to let the pet resort know as soon as possible.
- If Owner's pet has a temperature of 103°F or higher (fever) at the time of check-in, is coughing up phlegm, and/or has nasal discharge, they will not be allowed to board and will be refused service.

7. PAYMENT: AAPR-NBN reserves the right to modify pricing at any time; please verify rates with each reservation. All charges incurred for the pet's stay shall be payable upon pickup of the pet. AAPR-NBN is hereby granted a lien on the pet for any and all unpaid charges resulting from the pet's stay. Charges accrue so long as a pet is in AAPR-NBN's care.

8. CARD ON FILE: Owner agrees to the following:

- Keep a valid credit card on file with AAPR-NBN (or fully pay in advance for all boarding)
- If a boarding reservation exceeds 14 days, Owner's card will be charged once each Friday for accumulated charges.
- If Owner makes an appointment to pick up after lobby hours, his/her card will be charged ahead of time, during lobby hours that day, for the total expected balance.
- It is Owner's responsibility to offer alternative forms of payment before the end of lobby hours.
- Should Owner be unable to pick up pet(s) in person, Owner will have a representative do so in his/her place.
- Be responsible for all costs of collection of unpaid charges, including attorney's fees.

Owner's Initials: _____ (Required)

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9. DEPOSITS: At AAPR-NBN's discretion, a deposit may be required for reservations. The standard deposit for boarding is \$60/deluxe-suite, \$70/vip-suite, and \$32/cat-condo. By default (unless modified with a secondary signed agreement), deposits are refundable if the reservation is canceled more than 48 hours ahead of the reservation's start date. Owner understands that deposits for holiday boarding are refundable only if the reservation is canceled 7 or more calendar days before the holiday.

10. SERVICE PACKAGES: AAPR-NBN offers "Daycare Packages" which contain a number of "Daycare Credits." Daycare Credits can be redeemed for AAPR-NBN's Daycare Service at 2 credits per half day per dog, and 3 credits per full day per dog. Boarding packages contain a number of "Boarding Credits." One Boarding Credit can be redeemed for one dog boarding in a Deluxe Suite for 1 night. Owner understands that service packages are nonrefundable 10 days after the date of purchase, or after a credit from the package has been used, and expire 365 days from the date of purchase.

11. EXTENDING A RESERVATION: Owner agrees that if his/her reservation needs to be extended for any reason, he/she will notify AAPR-NBN immediately. If AAPR-NBN cannot accommodate this extension, Owner agrees to make other care arrangements. If an extension can be granted, Owner agrees to pay for the accumulated bill no later than the originally scheduled checkout date.

12. BOARDING & DAYCARE: Owner understands and agrees that:

- AAPR-NBN's prices are posted and subject to change.
- Pricing as of 9-16-26: Deluxe Boarding: \$60/night/dog; VIP Boarding: \$70/night/dog; Cat Boarding: \$32/night/cat; Half Day (less than 5hrs) Daycare/Orientation: \$20/dog; Full Day (5+hrs) Daycare/Orientation: \$30/dog
- Multi-pet discounts for Boarding and Daycare available if pets share the same lodging.
- Before-hours boarding drop-offs are only available by appointment, and food/meds must be delivered the day before.
- After-hours pickups are only available by appointment, and will require payment to be made during lobby hours.

13. GERIATRIC PETS / PUPPIES / KITTENS / SPECIAL NEEDS: Owner understands that special-needs pets, young puppies and kittens, and senior pets naturally face increased risks, including injury, stress-related illness, weakened immunity, and exacerbation of preexisting conditions. As such, by using AAPR-NBN's daycare or boarding services for a pet fitting into these categories, Owner waives any claim for injury or illness experienced by the pet while in AAPR-NBN's care. Owner accepts that as pets age, the risks of boarding may become serious enough that AAPR-NBN will decline service.

To provide quality care, some dogs may need to be carried. Owner will notify AAPR-NBN if he/she prefers that his/her pet not be carried, but Owner accepts that it may be necessary at times.

14. PETS WITH BEHAVIORAL ISSUES:

Owner understands that AAPR-NBN cares for dogs by transporting them to/from outdoor yards with slip leads, and does not have indoor/outdoor suites. Owner accepts that if their dog cannot be safely handled in this manner, service may be denied. In this event, Owner agrees to have his/her pet picked up as soon as possible.

If Owner's pet damages any of AAPR-NBN's assets, Owner agrees to pay a replacement fee of up to \$100.

15. PRIVATE CARE: A dog may be designated as Private Care, temporarily or permanently, for the following reasons:

- If Owner indicates (last page) that a dog will be in Private Care
- A male dog is unaltered and over 6 months of age, if hormones are reducing safety of the play environment
- A male dog is unaltered and over 8 months of age (maximum for unaltered males)
- A female dog is unaltered and has had her first heat cycle, or is over 1 year of age
- AAPR-NBN deems that group play is not beneficial to the dog's safety and wellbeing

A dog in Private Care will not be socialized with dogs from other households. If Owner has a friend whose dog is boarding at the same time and Owner wishes the dogs to socialize together, Owner *must* select "Group Play" for their pet(s) on the last page of the contract, consenting to the risks associated with group play. A dog is only considered a "Group Play Dog" if they are able to safely be in the standard groups run by AAPR-NBN. Private Care includes multiple private outdoor walks each day for dogs in lieu of group play sessions. Private play sessions and enrichment activities are available as additional services.

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16. PHOTO & VIDEO RELEASE: Owner agrees that AAPR-NBN may use his/her pet's name and any images or videos taken while the pet is in AAPR-NBN's care, in any format and at any time, for marketing, advertising, illustration, trade, or promotional purposes. Owner acknowledges that AAPR-NBN exclusively owns any such images or videos. Owner consents to video and audio recording of him/her and his/her pet(s) while on AAPR-NBN property and to audio recording of telephone conversations with AAPR-NBN staff. These recordings may be retained indefinitely.

17. TRAINING SERVICES: AAPR-NBN offers basic obedience training classes as an additional service for Daycare & Boarding, or as group classes or private sessions. There is no half-day pricing for Daycare with training as the pet must be present for at least 5 hours to ensure they receive all of their training sessions. Owner agrees that dog training must be reinforced by him/her at home. Owner acknowledges that AAPR-NBN's training service is limited to training his/her dog during sessions at the resort, and that payment for these services is not contingent on his/her pet's retention of training.

18. SANITARY TRIM: Owner agrees that if his/her pet does not have a closely shaved genital area and a staff member is required to clean feces from that area because of an accident, a minimum fee of \$10 per incident will be added to Owner's invoice. This fee also applies if the pet arrives at AAPR-NBN with feces stuck to it.

19. NAIL TRIMS: Owner agrees that his/her pet's nails may be trimmed when necessary to protect AAPR-NBN staff or other pets and agrees to pay for this service. Owner understands that dew claws can become very sharp if not maintained.

20. INFESTATION: Owner agrees to pay a \$50 treatment and cleaning fee if his/her pet enters AAPR-NBN with fleas, ticks, worms, or other parasites. Owner consents to the administration of flea/tick medication and/or baths for this purpose.

21. UNALTERED DOGS: Unaltered female dogs will not be allowed in group play after they first go into heat. Female dogs currently in heat will not be checked in. Owner agrees that if his/her dog goes into heat while at AAPR-NBN, a clean-up fee of at least \$15/day/pet will be added to his/her bill. Unaltered male dogs are allowed in boarding and daycare but cannot participate in group play past 8 months of age, and may be excused from group play earlier than that if their hormonal development is deemed to be creating an unsafe play environment.

22. ABANDONMENT: Owner understands that the state of North Carolina considers a pet abandoned if not retrieved within 10 days after the scheduled pickup date. Owner understands it is his/her responsibility to contact AAPR-NBN to extend his/her pet's reservation if needed, and that he/she is required to settle the accumulated bill by the originally scheduled check-out date. Owner understands and agrees that if he/she fails to contact AAPR-NBN before ten days after the scheduled check-out date that AAPR-NBN will begin the process of having his/her pet officially recognized as abandoned. Owner understands that once a pet in AAPR-NBN's care is recognized as abandoned, Owner's ownership of said pet is nullified, and that said pet may then be surrendered to an animal shelter, or that AAPR-NBN may otherwise operate through legal channels to rehome the abandoned animal. In the event that Owner abandons an animal boarded with AAPR-NBN, Owner understands that he/she is still obligated to pay for the accumulated bill, including the original reservation, and the 10 days leading up to the pet's recognition as an abandoned animal.

23. VETERINARY TRANSPORTATION & CARE: Owner hereby grants AAPR-NBN authority to act on his/her behalf and transport his/her pet(s) to a veterinary hospital for care. Owner agrees that if he/she cannot be contacted, it is at AAPR-NBN's discretion to determine whether Owner's pet is in need of veterinary care. Further, if Owner cannot be reached by either AAPR-NBN or a veterinary office during an emergency, Owner grants AAPR-NBN sole authority to request and approve veterinary treatments for his/her pet(s). Owner agrees to pay all veterinary fees for the treatment and care of his/her pet(s), and will reimburse AAPR-NBN for these costs or pay the veterinary office directly.

Owner's Initials: _____ (Required)

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24. GROOMING SERVICES: AAPR-NBN's grooming services are available as stand-alone appointments or in combination with Daycare & Boarding services. Owner understands and agrees to the following:

- To ensure the safety of AAPR-NBN staff and pets, muzzles, elastic collars, slings, straps, etc. may be used humanely to restrain pets during grooming. Owner understands that if his/her pet does not respond to the groomer/stylist or remain still during the grooming process, accidents, such as nicks from clippers, scissors or nail clippers, may occur.
- Owner assumes all liabilities, financial and otherwise, for the behavior and health of his/her pet. AAPR-NBN & the groomer will be held harmless from damages, loss, or claims arising from any known or unknown pre-existing condition of the pet. Owner will disclose all such pre-existing conditions, allergies, sensitivities, etc. before the groom begins. Owner will disclose any events where his/her pet's behavior resulted in a negative or unsafe grooming experience.
- AAPR-NBN will stop any grooming procedure that causes evident pain, discomfort, or otherwise brings harm to a pet. Matted fur, infections, and other medical conditions may cause certain grooming actions to be impossible to complete. Owner agrees to pay for the time and effort expended on a service even if it could not be fully completed.
- Pricing for grooming services involving a dog's coat is based on coat length, coat condition (matting/tangles), size, and behavior during the groom.
- Allowing a pet's coat to get matted is uncomfortable and dangerous for the pet's health. Matted fur traps shed hair, dead skin cells, dirt, and bodily fluids against the body, leading to sores, rashes, bruises, hematomas, and infections. AAPR-NBN's groomer/stylist will de-mat the pet (if possible) and there is an extra charge for dematting. Matting can be difficult to remove and the pet may be shaved to remove the mats. Under these circumstances, a shave is the only way to allow the skin to receive necessary oxygen and for it to heal. Charges for the shave or shaving ears and tail if they are matted are determined on a per-pet basis. If Owner requests the mats be combed out, the groomer/stylist will not do so if it causes the pet undue stress or pain. De-matting can be a painful, time-consuming and costly procedure that causes extreme discomfort and can aggravate (or cause) skin problems. Owner is aware that neglect of his/her pet's coat can cause injuries that become visible after grooming or a shave down, such as irritation, itchiness, failure of hair to regrow, and greater risk of sunburn. Owner is aware that shaving may expose pre-existing skin conditions.
- Grooming haircuts that differ from the standard for a dog's breed must be discussed and detailed thoroughly before grooming begins. Owner agrees to fully explain what style of groom he/she wants, and/or offer sample pictures, or pictures of past grooms to help AAPR-NBN to meet expectations.
- A pet's behavior and coat condition may result in appointment times taking less or more time than initially scheduled. Owner agrees to try to pick up his/her pet shortly after being alerted that his/her pet is ready, and to promptly pay for services rendered so that following appointments can begin. Owner agrees to wait patiently if a groom takes longer than scheduled, and to never intrude upon the professional grooming room of AAPR-NBN without explicit invitation.
- AAPR-NBN's staff are trained professionals. Owner understands that they reserve the right to alter or cease any groom in the event that staff determine it is in the pet's best interest, or if the pet displays aggressive behavior. Owner understands that AAPR-NBN may refuse service at any time for any reason. Owner also agrees to compensate AAPR-NBN for time spent on completed services."

Owner's Initials: _____ (Required)

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25. General Policies (Required) Initial beside each policy as acknowledgment:

- a. AAPR-NBN does not allow soft bedding/fabric/toys from outside the resort inside pet suites _____
- b. Food from home must meet packing requirements from section 3, or additional fees apply _____
- c. Prescription medications must be in their original veterinary-supplied containers _____
- d. Pets must have up-to-date vaccine records (Distemper/Parvo, Rabies, and Bordetella for dogs; FVRCP and Rabies for cats) to check in for a reservation _____

26. GROUP PLAY (Optional): By opting into AAPR-NBN's Group Play program, Owner agrees to the following:

- Owner wants his/her dog to receive playtime with other dogs at AAPR-NBN.
- Owner's dog is well socialized with other dogs and will not attack or bite another dog.
- Owner's dog may be placed in time-out, excused from group play, or otherwise limited/restricted if he/she displays behaviors that are deemed inappropriate for safe group play.
- Owner understands that there is a risk when dogs play together and that some dogs may bite or injure each other.
- Owner understands that their dog may interact with other dogs that are in the process of play group evaluation.
- Owner hereby waives and releases AAPR-NBN and its staff from any and all liability of any nature for any injury or damage that his/her dog may suffer, including specifically, but not limited to, any resulting from the action of an animal and Owner expressly assumes the risk of such injury, death, or damage.
- Owner understands that it is at AAPR-NBN's discretion whether a dog will participate in group play, which other dogs will be in group play with a dog, and the times and duration that group play will take place.

(Optional) Owner's initials here _____ to indicate agreement with the Group Play terms.

27. AGREEMENT: By signing this agreement, Owner agrees to all terms and conditions contained herein, including:

- Owner waives and releases AAPR-NBN and its staff from any and all liability of any nature for any injury or damages which Owner's pet may suffer, including specifically, but not limited to, any injury or damage resulting from the action of any animal, and Owner expressly assumes the risk of such damage.
- Owner understands that he/she is liable for any medical expenses or damages incurred by a staff member that result from injuries caused by Owner's pet.
- Owner understands that if it is determined by AAPR-NBN staff that an injury to any other pet(s) was the result of aggressive actions on the part of Owner's pet, then Owner will be held liable by the owners of the injured pet(s). Owner also understands and consents that his/her name and contact information may be provided to the owner of the injured pet(s) in order to settle said expenses.
- Owner agrees that AAPR-NBN reserves the right to alter programs or services to better care for Owner's pet(s), and also agrees to pay for any alterations to services for his/her pet.

Please write the names of all pets owned by Owner. Owner understands that indicating "Group Play" for a dog is consent to all terms in section 26, but is not a guarantee that said pet will be in Group Play for any set amount of time.

Pet Name(s):	Group Play	Private Care	Cat
	☐	☐	☐
	☐	☐	☐
	☐	☐	☐

Owner Name: _____

Owner Signature: _____ Date: _____

Witness Signature: _____ Date: _____