

**BOARDING & DAYCARE TERMS & CONDITIONS**  
**AGREEMENT TO HOLD HARMLESS, WAIVER & ASSUMPTION OF RISK**

Daily boarding rates are by suite type. Daycare rates may be added to pet stays that exceed the previously set checkout time. Depending upon the type of care required for your pet, other fees may apply as follows:

\_\_\_\_\_INSULIN - \$10/injection. Used needles will be capped and returned to you for proper disposal.

\_\_\_\_\_ PERSONAL ITEMS – Bedding, fabric items, totes, suitcases, some chews & toys are NOT allowed.

\_\_\_\_\_SMALL, GERIATRIC &/or DISABLED PETS – To provide quality care, some dogs may need to be carried. If you do not want us to carry your pet, initial here \_\_\_\_\_. GERIATRIC pet extra fees are based on the level of care required but will not exceed an additional \$20/day/pet.

\_\_\_\_\_COMMON CANINE MALADIES – I am aware that:

- ✓ Wherever multiple dogs interact with one another, my pet may be exposed to common airborne canine viruses, bacteria, allergens, and stress related digestive upset.
- ✓ Vaccinating my pet only protects him from known strains of disease.
- ✓ This pet resort cannot control airborne viruses & allergens.
- ✓ Should my pet become ill while boarding, the staff will contact me. If my pet becomes ill once returning home, I agree to contact the pet resort as soon as possible.

\_\_\_\_\_AGGRESSIVE, UNALTERED & PETS WITH BEHAVIORAL ISSUES – I understand that an additional charge of at least \$20/day will be added to my bill if my pet(s) falls into any of these categories & requires the staff to move him into private exercise or walk time. If the staff is unable to handle or properly care for my pet, I agree to make other arrangements for him to be picked up immediately.

\_\_\_\_\_BATHING & NAILS – All pets boarding for 4 days or longer may receive a bath. Management discretion & veterinarian instructions are the only exception. Bath fees are based on pet size, temperament & coat condition. I understand that services such as nail trims, ear cleaning, sanitary cleanup etc. may also be scheduled & priced accordingly. Sharp dewclaws cause injury to other pets and to staff. These must be dremmeled. The fee will be added to my bill.

\_\_\_\_\_SANITARY CUT – I understand that if my pet does not have a sanitary cut and staff is required to clean the genital area of feces due to accidents, a minimum of \$10/incident will be added to my bill. I agree that if I arrive with stuck feces in the genital area, a fee of \$10.00 will be immediately added to my bill.

\_\_\_\_\_ UNALTERED FEMALES – I understand that if my pet goes into heat while boarding a clean up fee of at least \$15/day/pet will be added to my bill.

\_\_\_\_\_INTESTINAL UPSET – I understand that the diet provided here is an EN veterinarian prescribed diet and is especially suited to the boarding environment. If I opt to bring food from home and my pet experiences intestinal upset, cleanup and medication charges may apply.

\_\_\_\_\_FOOD FROM HOME – If I opt to bring food from home, I agree to bag the food into serving sizes for every meal (and for each pet). There needs to be enough for the entire boarding stay. If I do not bag the food additional fees are as follows: \$5/day/suite for dry kibble, \$8/day/suite for refrigerated and canned food and \$10/meal/dog for raw food. Fees will be added to the daily boarding rate. If there are not enough individual bags of food for the stay, we will transition your pet(s) to our food at no additional cost to you.

\_\_\_\_\_INFESTATION – I understand that if my pet enters the pet resort infested with fleas, ticks, or worms I will be assessed an infestation fee of \$50.00. I also agree to pay any additional fees for such things as insect removal from my pet and medication that may be required.

\_\_\_\_\_ABANDONMENT – I understand that state statutes consider a pet abandoned if not picked up after 10 days past the original pickup date. If I abandon my pet, I agree that this pet resort may make adoption or shelter arrangements.

\_\_\_\_\_EXTENDING MY PETS STAY – I agree that if my return date needs to be extended for any reason, I will notify the pet resort immediately. If this pet resort cannot accommodate my extension, I agree to make other care arrangements. If an extension can be granted, I agree to satisfy my original invoice at the time of extension.

\_\_\_\_\_SAFETY & MARKETING – I consent that my oral & visual content & images and those of my pet, may be used for purposes of monitoring the safety and the wellbeing of my pet, for the protection of staff & other visitors and for education and training. I further consent to the publication and re-publication of the content of my oral and visual capture electronically for the purposes described and for positive marketing on social media platforms. I understand that this pet resort is under video surveillance 24 hours a day.

\_\_\_\_\_HOLIDAY DEPOSITS – I agree that required holiday deposits are non-refundable. Deposit examples: Deluxe suite = \$55/pet for stays less than 5 days. (1 pet = \$55.00, 3 pets = \$165.00.) For stays longer than 5 days, deposits are \$100.00/pet. (1 pet = \$100.00, 3 pets = \$300.00)

\_\_\_\_\_I want my pet to play with other pets in structured groups that are most suited for his age and activity level. I understand that this pet resort does **not** offer all-day play. I certify that my pet is well socialized and will not attack or harm another pet or staff member during play.

\_\_\_\_\_I understand that there are risks when dogs play together & that dogs may bite and/or injure another pet while at play.

\_\_\_\_\_I understand that untrimmed dewclaws may cause injury to staff & other pets. I understand that I am responsible for such injuries & associated costs. I agree that if staff determines that my pets' dewclaws may cause injury, the cost of dremmeling the claws will be added to my bill.

\_\_\_\_\_I hereby waive and release this pet resort and its staff from any and all liability of any nature for any injury or damages which my pet may suffer, including specifically, but not limited to, any injury or damage resulting from the action of any pet, and I expressly assume the risk of such damage.

\_\_\_\_\_I further understand that I am liable for any medical expenses incurred by a staff member or damages that result from injuries caused by my pet. Furthermore, if it is determined by this resort staff that the injury to any other pet(s) was the result of aggressive behavior on the part of my pet; I will be held liable by the owners of the other pet(s). In consideration of this, I also understand and consent that my name and contact information may be provided to the owner of the injured pet in order to settle said expenses.

I agree that this pet resort reserves the right to change programs or services to better care for my pet. I also agree that any changes to services for my pet may require extra fees and will be added to my bill.

By signing this agreement, I agree to:

- ✓ All the terms and conditions contained in this agreement.
- ✓ Allow this pet resort to transport my pet for veterinarian care and pay a \$5.00 transportation fee.
- ✓ In an emergency, I agree that this pet resort may, as my representative/agent, transport my dog to BluePearl Veterinary Hospital. If injuries do not constitute an emergency, this pet resort may transport my pet to another Wellness Center or veterinarian within 2 miles of the pet resort.
- ✓ Be responsible for all veterinary fees.
- ✓ Allow this pet resort to provide my on-file credit card information to the specified veterinarian. If my credit card is not on-file, I agree to contact the appropriate veterinary as soon as notified. Initial \_\_\_\_
- ✓ Allow this pet resort to contact my veterinarian, Blue Pearl or any other medical professional treating my dog, to obtain information regarding the health and wellbeing of my pet both pre and post boarding or daycare experience.
- ✓ Release this pet resort, its affiliates, staff, owners, and managers from any liability that may arise directly or indirectly from any activity or service that I authorize for my pet(s) while in the pet resort.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Pet(s) name(s) \_\_\_\_\_

Staff Initials \_\_\_\_\_