

ALL AMERICAN PET RESORTS LAKESHORE TERMS & CONDITIONS

Owner's Name: _____

Dog's Name(s): _____

This is a Contract between **All American Pet Resorts** and the pet owner whose signature appears below (hereinafter called "Owner")

1. **BOARDING CHARGES**- Owner understands and agrees to pay the current **Per Calendar Day** boarding or daily daycare fees. On the day of pick up a half day fee is assessed until 12pm noon, full per day rate applies to all pickups after noon. All check outs after 7:00PM will be assessed an after-hours check out charge of \$19.00.
2. **AFTER HOURS PICK UP & DROP OFF**- For the protection & safety of all pets within, after hours pick up and drop off must be BY APPOINTMENT. Fees apply. We reserve the right to turn you away & allow pickup when we open after 7am.
3. **PERSONAL ITEMS**- Bedding, soft toys, and/or fabric items of any sort from home are NOT allowed. This protects our kennel from possible flea outbreaks.
4. **VACCINATIONS**- Required vaccinations include Rabies, Lepto, Distemper, Parvo, & Bordetella (kennel cough).
5. **DAYCARE PACKAGES**- Daycare packages are only refundable up to 10 days from the point of sale. Unused days are good for up to 1 year from their purchase date.
6. **DEPOSITS**- Deposits are required to secure a suite for your pet on all major holidays. The deposit is equivalent to the daily rate on which the holiday falls. The deposit will be applied toward the balance at check out. The deposit is non-refundable for cancellations.
7. **AGGRESSIVE BEHAVIOR**- There will be an additional charge of at least \$20.00 per day added to your bill if your pet(s) is determined to be aggressive, difficult to handle or requires extraordinary private time. If we are unable to handle your pet(s) we reserve the right to demand that you make alternative care arrangements for your pet immediately. I understand that I am completely liable for any and all medical expenses incurred by a staff member and/or damages that result from injuries caused by my dog.
8. **BATHING**- All pets that stay with us 3 nights may receive at our discretion, a bath prior to returning home. Applicable charges will apply. Grooming services are available at check in. Bath charges are based on pet size and coat condition. Additional services such as nails, ear cleaning, sanitary area washing etc. may also be scheduled and priced accordingly. Sharp nails and/or dewclaws cause injury to pets and staff. Mandatory trimming and smoothing will be done at owner's expense.
9. **GROOMING**- I understand that pet grooming services require the use of scissors, clippers and other tools that may cause injury to my pet. I further understand that circumstances may exist with my pet, such as; coat condition, skin sensitivity or pet behavior that may make grooming difficult or impossible. I understand a muzzle might be used at the groomer's discretion. I acknowledge the possible consequences of requesting that my pet be groomed and agree to hold All American Pet Resorts, its owners, managers, groomers and staff harmless and will not pursue legal action against them in the event of any injury to my pet.
10. **COMMON CANINE MALADIES**- I am aware that wherever multiple dogs come in contact with one another, my dog may be exposed to common airborne canine viruses, allergen, digestive upset, as well as conditions from direct skin contact. I am also aware that vaccinating my pet only protects my pet from known strains of virus. I understand my dog can contract kennel cough even though they are vaccinated. This pet resort cannot control airborne viruses and allergens. I am aware that if my pets becomes ill while boarding or in daycare, the staff will contact me. If my pet becomes ill once returning home, I agree to let the pet resort know as soon as possible. I understand if my dog has an active fever of 103 or higher at the time of check in, and/or coughing with phlegm discharge, they will not be allowed to board and will be turned away.

Initial _____

11. **MEDICATION**- Insulin injections are \$10.00 per injection. Pills, drops, powders or ointments are \$1.00 per application.
12. **DIET**- The diet served at All American Pet Resorts is an "EN Gastroenteric" veterinarian selected food and is specifically suited for the boarding environment. We HIGHLY recommend our diet unless your pet is on a veterinarian prescribed diet.
13. **FOOD FROM HOME**- We ask that food brought from home be pre-divided into serving quantities and individually bagged. There is a \$5.00 charge/day for food brought from home if it is not divided into serving quantities that are individually bagged. All other food that requires refrigeration, preparation, or any other maintenance is charged \$1.00 per serving. Raw diets incur a \$5 extra charge per serving.
14. **SMALL, GERIATRIC &/or DISABLED DOGS**- To provide quality care, some dogs may need to be carried. If you do allow us to lift your pet off the ground, please initial this agreement.*

Initial _____

15. **DESTRUCTIVE BEHAVIOR**- In the event your pet destroys any of our furnishings, cots and/or bedding you will be responsible to cover replacement costs- not to exceed \$150.

Initial _____

16. **INFESTATION-** Pet's entering this facility must be free of flea and ticks. If your pet enters our resort with fleas and/or ticks you will be assessed a fee of \$50.00. Other fees may also apply such as personal handling of your pet to remove fleas or ticks, the application of prevention products, dips and any other measures that must be taken by the resort in order to stop an infestation.
17. **INTACT FEMALES-** We do not accept female dogs while they are in heat. Should your pet go into heat during her stay a \$10.00 nightly fee will be assessed and she will need to be quarantined for the duration of her stay or until her cycle is finished. Bathing fees may apply.
18. **ABANDONMENT-** State statues consider pets to be abandoned if not picked up by the owners after 10 days following the arranged pick up date. Abandoned pets will either become the property of All American Pet Resorts Lakeshore or the local animal shelter, rescues or be adopted without any Resort Liability and Responsibility.
19. **SAFETY/MARKETING-** I consent that my oral and visual content and images, and those of my pet, may be used for purposes of monitoring the safety and wellbeing of my pet, for protection of employees and visitors, for education and management of employees. 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.

GROUP PLAY ACKNOWLEDGMENT

I want my dog to receive playtime with other dogs at All American Pet Resorts. My dog is well socialized with other dogs and will not attack or bite another dog.

I understand that my dog may be placed in time-out, excused from group play, or otherwise limited/restricted if he or she displays behaviors that are deemed inappropriate for safe group play.

I understand that there is risk when dogs play together and that some dogs may bite and/or injure each other while playing.

I understand that untrimmed nails & dewclaws may cause injury to staff and other pets. I understand I will be held responsible for such injuries and associated all costs. To help mitigate risk of injury, and if the staff determines my dog's nails & dewclaws are hazards, I agree that the staff may trim and smooth the nails & dewclaws at my expense.

I hereby waive and release All American Pet Resorts and its staff from any and all liability of any nature for any injury and/or damages which my dog may suffer, including specifically, but not limited to, any injury, death and/or damages resulting from the action of any dog and I expressly assume the risk of such injury, death and/or damages.

I understand that I am liable for any medical expenses incurred by a staff member and/or damages that result from injuries caused by my dog. Furthermore, shall it be determined by All American Pet Resorts that injury to any other dog or dogs was the result of aggressive behavior/nature of my dog; I may be held liable by the owners of said injured dog. In consideration of this, I also understand and consent that my name and contact information may be provided to the owner of the injured dog in order to settle said expenses.

Initial- _____

I wish to opt my dog OUT of group play _____

We reserve the right to alter programs or services to better care for you and your pet. Any such alterations that result in extra costs will be added to your bill.

By Signing this agreement, I agree to:

- All the terms and conditions contained in this contract. Items 1-19 & Group Play Acknowledgement.
- Allow All American Pet Resorts to transport my pet for veterinary care. In an emergency, I agree that All American Pet Resorts may, as my representative/agent transport my dog to my veterinarian, closest emergency veterinarian, or another nearby non-emergency veterinarian and I agree to assume all costs incurred.
- Allow All American Pet Resorts to contact your veterinarian regarding health and well-being of my pet both pre and post boarding/daycare.
- Release All American Pet Resorts, its affiliates, owners, staff and managers from any and all liability that may arise directly or indirectly from any activity and/or service that I authorize for my pet while in the resort.

Customer Signature _____ **Date-** _____

***Please do NOT carry my pet- Initial** _____

