ALL AMERICAN PET RESORTS ROCHESTER HILLS TERMS & CONDITIONS

Owner's Name:_____

Dog's Name(s):_____

This is a Contract between **All American Pet Resorts Rochester Hills** & the pet owner(s) whose signature appears below (hereinafter called "Owner") This contract is assumed by any & all legal owners of the pet(s) regardless of who's signature appears on this contract.

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.
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 our lobby reopens.
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 including but not limited to wage loss and pain & suffering caused by serious injury.
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. **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, parasites, 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 but not all. 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 102.5 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_____

10. **MEDICATION**- Insulin injections are $10.00 per injection. Pills, drops, powders supplements or ointments are $1.00 per application/administration.
11. **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.
12. **FOOD FROM HOME**- We ask that food brought from home be pre-divided into serving quantities, per meal 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, any preparation, or any other maintenance is charged $1.00 per serving. Raw diets incur a $5 extra charge per serving.
13. **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_____

14. **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.
15. **Emergency Veterinarian Care**-All American Pet Resorts Rochester Hills' staff may, as my & all legal owner's representative/agent, transport my dog to my veterinarian, closest emergency veterinarian, or another nearby non/emergency veterinarian & I agree to assume all costs incurred. I allow All American Pet Resorts Rochester Hills' staff to contact my veterinarian regarding health history, vaccinations & well-being of my dog(s) both pre, during & post boarding/daycare. I & all legal owners, are consenting, granting & allowing All American Pet Resorts Rochester Hills' staff to act on my behalf, as my dog(s)'s agent & health representative with regards to any & all veterinary emergency & non-emergency care, treatments, surgeries, medication, & services they deem necessary at my expense regardless of which veterinarian treats my dog while in their care. My verbal and/or written consent is not needed to treat & care for my dog. This document is my and all legal owner's explicit verbal consent & written consent.

Signature _____ **Date**_____

16. **INTACT FEMALES**- We do not accept female dogs while they are in heat or pregnant. Should your pet go into heat during her stay a $20.00 per day 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. We are not responsible in any way whatsoever for the health, viability & safety of a pregnant dog's unborn puppies, should your dog be pregnant at the time of boarding/daycare.
17. **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 Rochester Hills or the local animal shelter, rescues or be adopted without any Resort Liability and Responsibility.
18. **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 plus the cost to treat if deemed necessary. 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 to stop infestation.
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 Rochester Hills. 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 and/or potentially dangerous 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 group play is ***Play At Your Own Risk*** and I am assuming responsibility for my dog's injuries should they occur.

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 my trim and smooth the nails & dewclaws at my expense.

I hereby waive and release All American Pet Resorts Rochester Hills 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 any & all 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 Rochester Hills that injury to any other dog or dogs was the result of aggressive play/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 Rochester Hills to transport my dog(s) for veterinary care. In an emergency, I agree that All American Pet Resorts Rochester Hills 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 Rochester Hills to contact my veterinarian regarding health history, vaccinations and well-being of my dog(s) both pre, during and post boarding/daycare.
- Allow All American Pet Resorts Rochester Hills to act on my behalf as my dog's agent with regards to any & all veterinary care & services they deem necessary at my expense regardless of which veterinarian treats my dog while in their care. My verbal and/or written consent is not needed to treat and care for my dog.
- Release All American Pet Resorts Rochester Hills, its affiliates, owners, staff and managers from any and all liability that may arise directly or indirectly from any activity and/or service that are provided for my dog(s) while in the resort.
- Any & all collection efforts needed for past due balances are entitled to reasonable attorney & collection costs.
- Long term boarding (28 days or more) will be charged weekly to a credit card on file. Should the method of payment cease working during their dog's stay and 10 days has passed since our last communication, your dog(s) will become the legal property of All American Pet Resorts Rochester Hills and adopted to a suitable family without any recourse. You will still be held accountable for any outstanding balances still owed, collection and legal costs.
- I understand that it is my sole responsibility to communicate/inform to all legal owners of my dog(s) of all the terms & conditions of this contract with them. By signing this contract, I am representing the explicit consent of all the owners of my dog(s).

Customer Signature_____ **Date-** _____

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