

ALL AMERICAN PET RESORTS CANTON TERMS AND CONDITIONS

Owner Name: _____

Pet(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 night** boarding or daily daycare fees. Check out is by 12:00PM NOON on the day of pick up. Extended check out is available up to 6:00PM upon request. Additional fees apply. All check outs after 6:00PM will be assessed an additional night charge.
2. **AFTER HOURS PICK UP & DROP OFF** - for the protection & safety of all pets within, after hour pickup and drop off must be BY APPOINTMENT. Fees apply.
3. **PERSONAL ITEMS** - Bedding, soft toys, and/or fabric items of any sort from home are NOT allowed.
4. **VACCINATIONS** – Required vaccinations include Rabies, Distemper, Bordetella, and Canine Influenza.
5. **DAYCARE PACKAGES** – Daycare packages are only refundable up to 30 days from the point of sale.
6. **DEPOSITS** – Deposits are required to secure a room for your pet on all major holidays. The deposit is equivalent to the **nightly rate** on which the reserved holiday falls. The deposit will be applied towards the balance at check out. The deposit is non-refundable for cancellations.
7. **AGGRESSIVE BEHAVIOR** - There will be an additional charge of at least \$15.00 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 alternate care arrangements for your pet immediately. I understand that I am liable for any medical expenses incurred by a staff member or damages that result from injuries caused by my dog.
8. **BATHING** – All pets that stay with us three nights may receive at our discretion, a bath prior to returning home. Applicable charges will apply. Grooming services are available to schedule 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 owners' 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 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 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, allergens, 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 viruses. This pet resort cannot control airborne viruses and allergens. I am aware that if my pet becomes ill while boarding, 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.
11. **MEDICATION** – Insulin injections are \$10.00 per injection. Pills, drops, powders, or ointments are \$1.00 each 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 charge/day for food brought from home if not divided into serving quantities that are individually bagged. All other food that requires refrigeration, preparation, or any other maintenance is charged \$1 per serving. Raw food 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 not allow us to lift your pet off the ground, please initial by the signature line of this agreement.*
15. **DESTRUCTIVE BEHAVIOR** – In the event that your pet destroys any of our furnishings you will be asked to cover replacements costs- not to exceed \$100.00.
16. **INFESTATION** – Pet's entering this facility must be free of flea and ticks. If your pet enters our resort with fleas or ticks you will be assessed an infestation 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 the local animal shelter or adopted without Resort Liability.
- 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 the 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 dewclaws may cause injury to staff and other pets. I understand that I will be held responsible for such injuries and associated costs. To help mitigate risk of injury, and if staff determines my dog's dewclaws as hazards, I agree that staff may trim and smooth the 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 or damages which my dog may suffer, including specifically, but not limited to, any injury or damages resulting from the action of any dog and I expressly assume the risk of such damage or injury.

I understand that I am liable for any medical expenses incurred by a staff member 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 the aggressive 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.

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 Acknowledgment.
- Allow All American Pet Resorts to transport my pet for veterinarian 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 my veterinarian regarding the health and well-being of my pet both pre and post boarding.
- Release All American Pet Resorts, 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 while in the resort.

Customer Signature _____

Date _____

* Please do NOT carry my pet _____