



1680 Greenbourne Dr, Greensboro, NC 27409
336-891-2102 - www.AllAmericanPetResorts.com/Greensboro

Contract Terms & Conditions

Owner's Name: _____ Dog's Name(s): _____

This is a contract between All American Pet Resorts - Greensboro (AAPR-GSO) and the pet owner whose signature and initials appear below (hereinafter called "Owner"). AAPR-GSO reserves the right to modify pricing at any time, please verify rates with each reservation.

VACCINATIONS - AAPR-GSO requires Owner provide verification of the following vaccines: Rabies, Bordetella, DHPP (often referred to simply as Distemper/Parvo), and Leptospirosis (often referred to simply as Lepto). The Canine Influenza vaccine is highly recommended, but not required at the moment. Owner agrees to bring their dog(s) only after required vaccinations are up-to-date. AAPR-GSO also requires a negative fecal screening every six months. AAPR-GSO is able to perform the fecal screening at our facility for an additional cost of \$63 per screening. Owner agrees that any dog they bring to stay at AAPR-GSO has not had a potentially communicable condition within 30 days prior to arrival. Owner also acknowledges that vaccines do not take effect immediately and assumes all liability of potentially exposing the dog to said viruses before a vaccine can make an impact. Owners are asked to consult with their vet on the appropriate timing for bringing Owner's dog to a boarding facility.

COMMON CANINE MALADIES - Owner is aware that wherever multiple dogs come in contact with one another, Owner's dog may be exposed to common airborne canine viruses, allergens, digestive upset, and skin conditions. AAPR-GSO uses stringent cleaning methods and the latest UV air purification technology to minimize risk, but cannot 100% control airborne viruses. Owner acknowledges that even if Owner's dog is vaccinated for Bordetella (i.e. Canine Cough or Kennel Cough) there is a chance that the Owner's dog can still contract the virus. Owner agrees AAPR-GSO is not liable or responsible if Owner's dog(s) contracts canine cough, or any other dog-to-dog transmitted ailments.

QUARANTINE AND NOTIFICATIONS - Owner is aware that if their dog becomes ill while at our facility, AAPR-GSO will quarantine the dog and will contact the Owner to pick the dog up. Owner agrees to make every reasonable effort to pick up their dog immediately and must have an emergency contact on file when leaving town. Owner understands their dog will be kept in isolation for their own safety as well as all other dogs in the facility. The isolated dog will receive 1:1 care which is an additional \$20 per day. If Owner's dog(s) become ill once returning home after a boarding or daycare stay, Owner agrees to let AAPR-GSO know as soon as possible. Lastly, Owner understands if their dog has a fever of 103 or higher at check in, or is coughing with phlegm discharge, the dog will not be allowed to stay.

BUSINESS HOURS & AFTER HOURS PICK-UP/DROP-OFF - AAPR-GSO is staffed 24 hours a day, 7 days a week. The lobby will be open to the public Monday through Friday 7am - 7pm, Saturday and Sunday 8am - 4pm. After hours pick-ups and drop-offs are available by appointment and will incur a fee. For the safety of our staff, and the efficiency of the transition, please notify us of your expected arrival time. Pick-ups after midnight, both boarding and daycare, will be charged for a night of boarding rather than the after hours charge. Pick-ups after the lobby closes, but before midnight on the last day of your reservation, incur a \$20 after hours charge (per occurrence, not per dog). Early drop-offs are available between 4am and lobby opening time on the first day of your reservation (boarding or daycare) and will incur a \$20 after hours charge per occurrence. If you need to drop off early and pick up late in the same day, it's only one charge of \$20.

EVALUATION - Every dog staying with AAPR-GSO must complete a half-day evaluation with a fee of \$15. The AAPR-GSO staff will evaluate play style, energy level, how they interact with other dogs and staff, and how they adapt to being in a boarding/daycare environment. Based on this evaluation, AAPR-GSO will advise if the dog is a good candidate for our facility. AAPR-GSO will make every reasonable effort to keep a dog classified as 'approved' for group play. However if a dog is unable to successfully interact with the pack, AAPR-GSO will require the dog to have one-on-one (1:1) care to stay with us. AAPR reserves the right to adjust a dog's group play status at any time during a stay if events transpire that could impact the initial evaluation decision. In the event that your dog does not meet the requirements to stay at AAPR, there will be no fee.

BOARDING & DAYCARE - The boarding rate is based on a calendar night stay. The rate for a deluxe suite is \$60 per night and a VIP suite is \$80 per night. For dogs from the same family sharing a suite, each additional dog will receive a \$10 discount per night. Rates include: group play (for dogs who are eligible), multiple potty walks, access to resort webcams, basic medication administration and two meals using our house food. VIP suites also include: a quieter space with a built-in lofted bed, upgraded orthopedic bedding, a private webcam, a private TV streaming dog programming, and a daily gourmet dog biscuit. Additional enrichment services are available for all dogs; pricing for these services can be provided by our Customer C.A.R.E. staff. The daycare rate is \$35/day and is based on a stay in our facility during business hours of one day. This rate includes: group play (for dogs who are eligible), multiple potty walks, a deluxe suite to rest between group play, access to resort webcams, basic medication administration and one meal using our house food. An upgrade to a VIP suite for a daycare day is \$10 extra and based on availability.

PERSONAL BELONGINGS - To avoid potential conflicts, we do not accept outside bedding or toys. The resort will provide bedding for every dog and will have interactive toys available during 1:1 interactions. We ask that you limit any personal items that come into the facility to their leash and collar, which will be returned at pick-up.

BEDDING - AAPR-GSO provides bedding for all dogs that stay with us. Deluxe suites receive an elevated cot specially designed for dogs and a blanket. Deluxe suites have the option to add a certified Fear Free™ orthopedic pad to the cot for an additional \$10 per night per dog. VIP suites come standard with the blanket and both the certified Fear Free™ orthopedic pad and a dog designed orthopedic sofa couch. The blankets and bed pads will not be made available if the dog chews them, but the cot is always available.

DESTRUCTIVE BEHAVIOR - In the event that your dog destroys any furnishings, you will be asked to cover part of the replacement costs. These costs are not to exceed \$100. If destructive tendencies are known, please inform the staff at booking so we can accommodate accordingly.

DIET - Our house food is the Purina "EN Gastroenteric" veterinarian selected food. It is a highly digestible Rx formula to promote digestive health and minimize intestinal upset. House food is included in boarding stays, and one meal is included for daycare stays. However, we understand owners may not want to switch their dog's diet during their stay. Therefore, AAPR-GSO allows owners to bring food from home. There is no additional charge to bring food from home if it is dry-kibble and is packaged in ziplock bags per meal, per dog. Any bulk-packaged dry food or wet/natural food brought in for a dog will be charged a food prep fee of \$5 per day, per dog.

MEDICATIONS - Included in the boarding and daycare rates is medication administration of all medications that are not injectables. Injectable medications will incur a fee of \$5 per day. The used injectables will be sent home with you at the time of checkout.

CARRYING DOGS - Small, geriatric and disabled pets often need to be carried in order to provide quality care. There may also be instances in play groups where a dog needs to be picked up in order to be removed from a situation. Owner gives permission for AAPR-GSO staff to carry their dog if it is necessary.

GROUP PLAY - Unless one-on-one (1:1) care is specified at booking or check-in, Owner understands their dog will be socialized with other dogs, and affirms their dog has not demonstrated a tendency to attack or bite other dogs or people. Owner further understands that their dog may be placed in time-out, excused from group play, or otherwise restricted if he/she displays behaviors that are deemed inappropriate for safe group play. Owner understands that there is risk when dogs play together and that some dogs may bite and/or injure each other while playing. Owner expressly assumes the risk of such damage or injury. Owner also understands their dog may be introduced to new dogs completing their evaluation with supervision of AAPR-GSO senior staff.

ONE-ON-ONE (1:1) CARE: The 1:1 care service provides additional walks and 1:1 time with our K9 C.A.R.E. staff and adds \$20 per day per dog to the boarding rate or \$10 to the daycare rate. Puppies, geriatrics, and disabled dogs might also be better suited for 1:1 care. These cases will be treated on an individual basis with Owner's input. The owner understands associated fees with 1:1 care, and authorizes AAPR-GSO to move their dog to a 1:1 care situation should it be in the best interest of the pack. We also offer socialization time for our 1:1 dogs with parent approval. Examples for this would be 1) elderly dogs that don't do well with large groups, but enjoy the company of another low energy dog; or 2) unneutered males that can't go into group play but are good with other dogs.

INJURY LIABILITY - Owner waives and releases AAPR-GSO and its staff from any and all liability for any injury the owner's dog may suffer. This includes, but is not limited to, any injury or damages resulting from the action of another dog. Owner understands Owner could be liable for medical expenses incurred by a staff member from injuries caused by Owner's dog. Furthermore, should it be determined that injury to another dog(s) was the result of the actions of Owner's dog, Owner may be held liable for medical expenses of said injured dog(s). In consideration of this, Owner consents to their name and contact information being provided to the owner of the injured dog(s) in order to settle said expenses.

INTACT DOGS: AAPR-GSO prefers all its guests to be spayed or neutered. However it is not a requirement. Owner acknowledges intact males will not be allowed in a group play setting after 6 months of age and will require the 1:1 care package (additional fees apply). Intact females will only be allowed in the resort when they are not in heat. Owner agrees, to the best of their knowledge, not to bring an intact female dog into the facility when that dog is in heat. Should an intact female go into heat while at AAPR-GSO, Owner agrees to make every reasonable effort to pick their dog up immediately and understands their dog will be kept in isolation until they can be picked up from the facility. Owner also agrees to not hold AAPR-GSO liable for any reason should an intact female become impregnated. Owner acknowledges that an intact female could be in close proximity to intact males younger than six months, and while we will do our best to monitor and keep them separated, AAPR-GSO can not guarantee that impregnation won't occur. Owner assumes all risks around this scenario.

MEDICAL ATTENTION: AAPR-GSO is not a veterinary establishment and does not practice veterinary medicine. AAPR-GSO staff will make their best efforts to notify Owner in the event of a serious illness or injury using the contact information provided. Owner is responsible for providing AAPR-GSO updated contact information and an emergency contact when going out of town. Owner agrees that if Owner's dog(s) becomes ill, injured, or its general health is deemed to require medical attention, AAPR-GSO in its sole discretion may engage the services of a veterinarian. Owner further authorizes AAPR-GSO to administer medicine or give other requisite attention to the dog. Owner consents to these decisions and actions and releases AAPR-GSO and its staff of any liability for claims, damages, and debts arising out of or related to such medical care. Furthermore, Owner agrees to reimburse AAPR-GSO for all associated expenses related to these events.

PHOTO & VIDEO RELEASE: Owner agrees to allow AAPR-GSO use Owner's dog's name and any images/videos taken while he/she is in the care of AAPR-GSO, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials. Furthermore, Owner agrees AAPR-GSO is the exclusive owner of any images or videos containing their dog at the AAPR-GSO facility.

FLEA/TICK INFESTATION: Dogs entering the AAPR-GSO facility must be free of fleas and ticks. Owner agrees that if their dog(s) are found with fleas or ticks, they will immediately be flea-bathed or dipped and have preventative products applied. Should this happen, Owner will be asked to cover the costs of these services – not to exceed \$100.00 per dog.

BATHING & GROOMING - All dogs staying 4 nights receive, at AAPR-GSO's discretion, a complimentary bath and brush prior to returning home. For all other resort visitors, grooming services are available for purchase. Bath charges are based on a dog's size and coat condition, and will be determined at check-in. Services such as nail trims, and ear cleaning may also be scheduled, a price sheet will be available online and in our lobby. Owner agrees that sharp nails and/or dewclaws can cause injury to other dogs, as well as the staff, and agrees to pay for a mandatory trimming and smoothing should the AAPR-GSO deem it necessary. Owner also understands that pet grooming services may require the use of scissors, clippers and other tools that may cause injury to Owner's dog. Owner authorizes use of these tools. Owner understands that circumstances may exist with Owner's dog, such as coat condition, skin sensitivity or pet behavior, that may make grooming difficult or impossible. Owner understands a muzzle might be used, at the groomer's discretion, to help prevent any potential bites while grooming. Owner further acknowledges possible risks of grooming and agrees to hold AAPR-GSO, its owners, managers, groomers and staff harmless and will not pursue legal action against them in the event

of any injury to Owner's dog. AAPR-GSO requires 48 hours notice of cancellation of grooming services. After three cancellations under this requirement, Owner will be charged the full cost of the grooming service. Grooming prices are listed on our website and owner can use that as an estimate; the final price is determined by the groomer based on dog behavior and coat condition.

DOG TRAINING: AAPR-GSO partners with Sit-Means-Sit Greensboro for dog training services. These services can be performed in our facility during your dog's stay. Prices are determined by Sit-Means-Sit and can be provided at the time of booking. These services will be integrated into your boarding/daycare bill, although additional paperwork may be required by Sit-Mean-Sit. Owner acknowledges AAPR-GSO or its staff are not liable for any training methods performed by Sit-Mean-Sit dog trainers, nor any injuries that may result during training. Owner agrees to hold AAPR-GSO, its owners, managers, groomers and staff harmless and will not pursue legal action against them in the event of any injury to Owner's dog during training.

DEPOSITS: Deposits are required for all boarding stays. A deposit of \$50 per suite will be collected at the time a boarding reservation is made. For reservations made for non-peak boarding times, this deposit will be refundable up to 3 days prior to reservation check-in date, but forfeited after that time if you decide to cancel. For reservations made for peak boarding times, the deposit is non-refundable. Peak boarding times are defined as: June 1 - August 31, November 15 - 30, and December 15 - January 1.

ABANDONMENT- North Carolina state statutes consider pets to be abandoned if not picked up by the owner after 10 days following the arranged pick up date. Owner agrees that abandoned dogs will either become the property of AAPR-GSO or the local animal shelter, rescues or be adopted without any AAPR-GSO liability or responsibility.

ALTERNATE PICK-UP PERSON - Owner agrees that if someone other than Owner is to pick up their dog on the departing date, Owner will provide either written or verbal authorization.

RIGHT OF REFUSAL - AAPR-GSO reserves the right to refuse admittance to any dog or dismiss any dog that does not meet our daycare or boarding standards. The determination shall be made at the sole discretion of AAPR-GSO.

I HEREBY disclaim and release All American Pet Resorts - Greensboro (AAPR-GSO), and its affiliates, from any and all liability that may arise directly or indirectly from any activity or service that I authorize for my dog while staying in this facility.

Signature: _____ Date: _____

Print Name: _____

Amendment Log

First Published in December 2024

April 2025 Changes:

- Reduced after-hours charge from \$20 to \$15; clarified per occurrence, not per dog
- Changed the Canine Influenza vaccine from "required" to "recommended"
- Reduced the daycare one-on-one care charge to \$10/day (boarding remains \$20/night)
- Added a grooming cancellation policy: Owner is asked to cancel any grooming service 48 hours or more in advance of the appointment. After the 3rd occurrence of cancellation within that window, the full price of the groom will be charged.
- Owner assumes all risks around Unaltered Females over 6 months in group play.
- Minor edits to verbiage and correction of spelling errors

January 2026 Changes:

- Increased after-hours charge from \$15 to \$20; only one charge per day
- Changed fecal screening to \$63
- Require an emergency contact to be available to pick up a dog when owner is out of town. Clarified when a dog is ill that 1:1 fees will be applied when dog is in isolation.
- Evaluation fees are \$15, no fee if dog is not a good fit for the facility
- Boarding rates: \$60/deluxe; \$80/VIP
- Daycare rate: \$35/deluxe; additional \$10/VIP
- Grooming rates are listed on website and are an estimate, but groomer sets the final price. It may increase due to a handling charge or dematting.
- Clarification of 1:1 care and notification of adding 1:1 socialization option