



Boarding Service Agreement

Contact: Nancy Ellis

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This agreement is effective from _____ to _____ and is between Pooch Palace, Inc. and _____ (hereinafter referred to as "client") who resides at _____.

Phone Number: _____ Cell Number: _____ Other Number: _____

Who can we call in the event of an emergency: _____

This agreement constitutes permission to board said animal and perform duties as stated in the relevant Pet Information Sheet.

Any changes to this agreement must be done so in writing or they will be null and void. Pooch Palace, Inc. has the right to make any changes to this agreement at will and without notice. With any changes, a new agreement will be presented before any new services are rendered.

Type of Animal Boarding: Dog Cat Small Animal Bird

Other: _____

Rate: \$ _____ per day Additional Pet: \$ _____

Payment for Services: Cash Check Credit Card

Card Type: Visa MC

Card #: _____ Exp. Date: _____

Signature: _____ Date: _____

**In the event of a returned check, the client must pay the entire invoice and a \$30 fee promptly via cash or money order only.*

Any medical/health concerns (Must fill out Medication Permission slip if administering meds): _____

Veterinarian Release Form read and signed: Yes No

Relevant Pet Information Sheet(s) filled out: Yes No

Vacation/Trip Log Filled Out: Yes No

Additional information/comments:

Policies and Procedures

- 1) Pooch Palace, Inc. and its employees agree to provide services stated in this agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against Pooch Palace, Inc. or its employees, unless arising from gross negligence on the part of Pooch Palace, Inc.
- 2) The client understands that all pets must have a veterinarian and must be current with all vaccinations. Vaccinations must be given far enough in advance to be effective. We require about 2 weeks. We also require vaccination against kennel cough, which is very common among boarding facilities. Please bring vaccination record with you before or during admission or pet(s) **will not** be admitted.
- 3) The client understands that all pets must be treated with a flea, tick and heartworm preventative. If fleas are found on pet, a flea bath will be given at owner's expense.
- 4) Pets over 6 months of age must be spayed or neutered.
- 5) The client understands that we will not administer sedatives to your pet -- regardless if they are veterinarian prescribed. If your pet needs this type of medication you need to make arrangements for your pet to be hospitalized with your veterinarian.
- 6) Pooch Palace, Inc. does not diagnose, prognose, nor make therapy decisions nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian.
- 7) Pooch Palace, Inc. will not board acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet. Certain medical conditions may also be referred to a veterinarian for boarding. Pets infected with Feline Aids, FIP, ringworm or any other contagious disease will not be admitted.
- 8) The client understands that the animals interact with other animals and employees. The client must express any known aggression problems that the animal has with other pets or people and must be free of any communicable diseases. The pet is being admitted based on client's representation.
- 9) Client is solely responsible for any harm caused by their pet to any employees, other pets/owners, or property. Client agrees to reimburse Pooch Palace, Inc. for all costs (including, but not limited to, medical care and lost wages) associated with exposure to pet(s).
- 10) Pooch Palace, Inc. does provide food, bowls, and bedding; however, if you decide to provide your own, Pooch Palace, Inc. is not responsible for those items. Please label all items including medications with pet's name and owner's name. It is recommended that the client provide the pet's own food as a change in diet can cause upset stomachs.
- 11) Pooch Palace, Inc. **does** accept aggressive animals; however, these animals will not have any interaction with others. If you request a playgroup setting and your pet displays aggression or behavioral problems, it will be removed from playgroup.
- 12) Client understands if a playgroup setting is requested for your pet that accidents do happen. Client understands Pooch Palace, Inc. will not be responsible for scrapes, scratches, playful bites, transmission of diseases, etc. as these things are common amongst play groups.
- 13) All dogs must be accompanied by a leash or they **will not** be admitted. All cats must arrive and depart in a carrier. Collars will be removed during your pet's stay for safety reasons. All other pets must arrive in their own, CLEAN cages.
- 14) Pooch Palace, Inc. reserves the right to take pet(s) to vet if necessary. Client is responsible for all charges including, but not limited to, vet fees and transportation fees.
- 15) Pooch Palace, Inc. reserves the right to deny service or terminate service because of safety concerns, financial concerns, or inappropriate or uncomfortable situations.
- 16) The client agrees if pet is not picked up, or we are not notified, within 5 days after scheduled pick up date, Pooch Palace, Inc. will consider pet abandoned and pet will be dropped off at nearest shelter.
- 17) Payment is expected before services are rendered. In the event of additional unforeseen costs (such as food, supplies, flea bath, vet fees, etc.), payment is expected at the completion of services or a late charge of \$20 will be applied and invoiced per month.
- 18) Cancellations must be received 2 days prior to the scheduled boarding day or a \$25 cancellation fee will apply. We must be notified within 2 days of an early return or you will be charged for the remaining number of booked days. There will be a \$5 fee for late pick-ups. If pet is not picked up by one hour after close it will remain for another night and will be billed for another boarding day.

By signing below the client fully understands and agrees to the contents of this agreement:

Client's signature

Date