

CUSTOMER PROFILE

Pet Parent Information

Last Name: _____ First Name: _____

Address: _____ City: _____

State: _____ Zip: _____

Primary Phone: _____

Email Address: _____

Emergency Contact: _____

Phone: _____

Dog's Basic Information & Medical History:

Dog

Name: _____ Breed: _____

Color: _____ Sex: _____:

Spayed/Neutered: Y N

Weight: _____

Dogs Age: _____

Veterinarian; Name, Address and Phone Number:

Past Injuries: _____

Medications: _____

Medical Conditions: _____

For the safety of your dog(s), please inform us of all authorized names that you will allow to pick up your dog(s). We require to see a government ID/photo of anyone picking up your dog(s). We will not release your dog(s) under any circumstances without this ID or name on this list.

Authorized Parties:

NAME: _____

HOME PHONE: _____

CELL PHONE: _____

WORK PHONE: _____

NAME: _____

HOME PHONE: _____

CELL PHONE: _____

WORK PHONE: _____

Owner Name: _____

Pet Name: _____

Phone Number: _____

Date In: _____

Date Out: _____

BOARDING CONDITIONS CHECKLIST

Vaccinations

On your Pet's arrival at the Kennels we will require to see a current vaccination certificate. This must show a booster vaccination having taken place within the last 12 months and signed off by a qualified Veterinary Surgeon. The certificate must show the booster having been administered as part of a course of vaccinations.

*DHPP - Given at least 24 hours prior to check-in; renewed every 1 to 3 years.

*Rabies - Given at least 24 hours prior to check-in; renewed every 1 to 3 years.

*Bordetella - If this is the dog's first bordetella vaccination, it must be given 2 weeks prior to boarding. After that, bordetella must be renewed every 6 months. If the vaccination is given at the time of the previous vaccination expiring, at least 24 hours prior to check-in if the dog has previously been immunized. Our protocol of every 6 months is consistent with boarding industry best practices, and is required, even if your veterinarian's protocol is different.

Notification of Medical Conditions

If an animal has a medical condition of any sort we must be notified at the time of booking. If we have not been notified of such a condition or course of medication, we reserve the right to refuse admission.

Flea Treatments

All Animals must be covered by a known flea treatment, such as 'Frontline', 'Stronghold' or 'Advantage' before they are boarded. These products have varying lengths of effectiveness. Animals that arrive with fleas will be administered such a product and charged accordingly.

Worming

An effective Wormer, such as 'Drontal' or 'Panacure' must have been administered to any Dog prior to boarding. This should be taken at least a week before coming into the Kennel. Please check with your Veterinary on how long each product will protect your Pet.

Minimum Age

In normal circumstances we would operate a minimum age policy of 6 months.

Maximum Age

We operate a maximum age policy of 14 for standard, small and medium breeds. If a dog is a large / maxi / giant breed this maximum age may reduce.

Emergency Contact Numbers

On your Pet's arrival at the Kennel you will be asked for an emergency contact telephone number. This may be a friend, relative or neighbour or even your own mobile number (Please ensure reception is satisfactory in your destination).

Diets

We strongly recommend your Pet be kept on the same diet. We request you bring enough for the duration of your Pet's stay.

Bedding

We supply dog cots. We request that you bring any soft bedding that you wish your Pet to have during his / her stay. Your pet will be much happier on their own favorite blanket or bed. No towels, comforters or couch beds. If you choose not to bring bedding from home, we have plenty of blankets to accommodate our guests.

Basis of Charging

We do not operate a 24 hourly charging system. Most Boarding establishments charge a whole day for both the day of arrival and collection, irrespective of what time you drop off or collect your animal. We operate a half daily charging system.

When a price per day is quoted this represents a working day as follows;

1. A morning Session 9-1, which will represent a half daily charge.
2. An afternoon Session 1-5, which will represent a further half daily charge

Or any combination of the above, e.g. an afternoon & a morning, or a morning & afternoon.

Therefore if an animal is dropped off during one morning session and collected during the morning session of the following day, this will represent a charge of a day and a half (2 mornings, 1 afternoon) If an animal is dropped off during the morning of one day and collected during the afternoon of the next, this will represent a total charge of 2 days (2 mornings, 2 afternoons).

Periods of Boarding

If a pet is collected before the date of collection previously advised, we reserve the right to charge for the previous period intended. The date entered on the 'Boarding Agreement' will prevail. This is because we can only take other bookings for periods that have not been booked by others. It will be highly likely that we would have turned away other prospective customers for the day/days in question.

Deposits

In busy periods such as; School Summer holidays, School Christmas & New Year holidays, School Easter holidays and School Half-Terms, all customers will be required to pay a 50% deposit. In normal periods other than those detailed above customers will be required to pay a 25% deposit. Deposits will secure your booking and act as an administration charge. Deposits will only be refundable if written cancellation is received in excess of 45 days prior to the commencement of boarding. Deposits will not be refundable, but may be transferable to a future booking if cancellation is notified in writing less than 45 days, but more than 31 days prior to the commencement of boarding. If 31 days or less notice is given prior to boarding, customers will lose their deposits completely.

A deposit must be paid at the time of booking by either debit card, cash or credit card.

Late Cancellation Charge

We reserve the right to charge for the whole period originally booked in the event of late cancellation, non attendance/arrival, or late adjustment to the original period booked. Late cancellation or late adjustment of the original period booked, will be classified into two differing egories, based on our likelihood of re-booking the dates in question to another prospective customer:

1. Busy periods (as detailed above in 'Deposits' above) - 31 days or less, notice prior to the commencement of boarding.
2. Normal periods (as also detailed in 'Deposits' above) 7 days or less, notice prior to the commencement of boarding.

Aggressive / Destructive Temperaments

We do not encourage animals with aggressive or destructive temperaments. In cases where animals are left that prove to be aggressive towards other animals or staff, or destructive to our facilities, we will contact you to arrange their removal. All damage caused by an animal to any area will be chargeable to the Animal Owner.

Opening Hours

It would be greatly appreciated if customers could collect or drop off their Pets at least half an hour before we close. If you pick up or drop off after the hours listed you will be charged \$5/10 min until you come to pick up your pup.

Monday-Saturday

9.00 am-1.00 pm

2:00 pm-8:00 pm

Sundays

9:00 am-4:30 pm

CLOSED FOR LUNCH EVERY DAY

1.00pm-2.00pm

Morning Sessions \$25

Afternoon/Overnight Sessions \$35

Prices include; Water, daily walks, playtime, and personal area with a cot to sleep on.

Check Out Time

Check out time is 10:00 A.M. Pets not picked up by 10 A.M. will be \$5 ever 10 min until you come to pick up your pup. Pet guests will strictly be released to their owners and/or authorized individuals as specified on their application. Valid photo identification is required for all pet guest pickups.

If pets are not picked up by 6:00 P.M., an additional boarding charge will be added to your account.

Message from the Owner:

We do hope you choose Evergreen Dog Retreat LLC Retreat Retreat Kennel for your Dog's forth-coming holiday. We are continually trying to improve our facilities and services that we offer and would welcome any suggestions you may feel relevant .

We do hope to see you and your Pet soon.

It is imperative that you inform us if your dog is aggressive towards humans or other dogs.

Proof of up-to-date vaccinations certificate must be shown prior to attendance which legally we are requested to keep during your dog boarding. We accept fully vaccinated puppies from 6 months of age.

Distemper (DCV) _____

Rabies _____

Bordetella _____

Your dog, MUST be up to date on flea and tick medicine. Please list the name of the medicine and the date it was applied or given. If not you can purchase some from us. Since we are out in the middle of the woods, your dog will most likely catch a tick, so treatment is highly recommended if you haven't already.

Dog Belongings:

Please list any belongings you brought for your dog;

LEGAL INFORMATION:

We reserve the right to refuse admittance, if on arrival your dog appears to be ill. Health and wellbeing of any dog is of paramount to us at Evergreen Dog Retreat LLC Kennel while in our care. With this in mind it is IMPERATIVE that ALL dogs coming into the kennels MUST have an up-to-date vaccinations card signed by your vet. Any dog without this WILL BE refused entry, so always keep a check on your dog's records – as you never know when you will need to use kennels. It is required that booster vacs and kennel cough should be administered at least 14 days prior to booking in at kennels). We also recommend that your dog has been wormed up to date.

Unfortunately, as we all know sometimes your dog taking ill is unavoidable, if after staff treating or administering basic meds for minor ailments and there was no improvement, we would then call a vet, (we would endeavour to use your own vet if local) – if not then we have our own local registered vet which we would use. Any vet fees must be borne by the owner (if privately insured, costs should be reimbursed by insurance company).

Terms and Conditions Agreement, please initial each:

____ I understand/agree that I am solely responsible for any harm or damage caused by my dog whilst he/she is boarding at Evergreen Dog Retreat LLC Kennel.

____ I further understand/agree that it is my responsibility to inform staff members if my dog has any aggression problems.

____ I also understand the importance of notifying staff if I think my dog may be coming into or in season.

____ I give permission for my dog to be photographed/videotaped, and/or used in any advertising or media purposes without prior approval by me. All such materials are the property of Evergreen Dog Retreat LLC Kennel.

____ I accept that whilst my dog is boarding at Evergreen Dog Retreat LLC Kennel he/she may be group socialised (if he/she is friendly with no issues) and although the staff closely and carefully supervise all the dogs, it is still feasible/possible for my dog to receive minor scratches/nicks from rough playing with other dogs. Therefore I fully authorise staff to treat minor injuries with my consent. I understand/accept this minor risk – as long as it is pointed out to me by a member of staff upon the collection of my dog.

LEGAL INFORMATION CONTINUED:

____ All pets will be boarded alone. Dog play time is usually communal however each dog is assessed separately to determine suitability for communal play.

____ I further understand/agree that Evergreen Dog Retreat LLC Kennel and their staff/volunteers will not be liable financially (or other) for any problems that develop, if professional care and precautions are followed whilst my dog is placed with them. Therefore, Evergreen Dog Retreat LLC Kennel and their staff/volunteers are exempt of any liability whatsoever arising from my dogs' attendance and participation whilst he or she is placed in their care.

____ Playtime – Evergreen Dog Retreat, its staff and agents will not be liable for any problems which develop, provide reasonable care and precautions are followed, and the client hereby releases them from any liability of any kind whatsoever arising from the dog's attendance and participation in this service.

____ I further understand/agree that should any problem develop with my dog, this will be treated as deemed best by the staff at Evergreen Dog Retreat LLC Kennel, in their sole discretion, and that I will assume full financial responsibility for any and all expenses involved. I also authorise Evergreen Dog Retreat LLC Kennel to obtain my dogs medical records and/or treatments from my veterinarian (if within close proximity) or from their own vet/clinic in the event of injury or illness. By signing this document I also direct said veterinarian to provide such records upon request.

____ I further understand/agree that if I fail to provide proof of current vaccinations (which legally have to be kept at Evergreen Dog Retreat LLC Kennel during my dogs' stay) – or indeed if my dogs' vaccinations are found to be expired or otherwise incomplete, Evergreen Dog Retreat LLC Kennel Management has the right to refuse admittance.

____ I further agree to all fees set by Evergreen Dog Retreat LLC Kennel and I understand/agree that there will be an additional charge if my dog is not collected by the set time specified and agreed. I also understand that Evergreen Dog Retreat LLC Kennel will proceed accordingly to the guidelines of dog abandonment if I do not pick up my dog and that I will be responsible for all legal fees associated with this.

____ All charges incurred by the owner will be required to be paid in full prior to departure.

LEGAL INFORMATION CONTINUED:

____ If my dog arrives at the facility with fleas and/or other parasites, Evergreen Dog Retreat LLC Kennel staff has the right to bathe and quarantine my dog until picked up by myself or my representative, and I take full responsibility for any expenses incurred for this process.

____ The owner agrees to pay the rate for boarding that is in effect on the date that the pet is checked in.

____ The owner agrees to pay all costs and charges for special services requested and all veterinary costs for the pet during the time the pet is in Evergreen Dog Retreat LLC Retreat Kennel.