

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 you to see a government ID/photo of anyone picking up your dog(s) besides the owner. 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 year. 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.

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.

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 neighbor 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. If your pup destroys the bed, you will be charged for it.

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;

\$35 for a half day (Less than 5 hours)

\$50 for a full day/overnight (5+ hours)

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

PLEASE NOTE: IF YOU ARE LATE DROPPING OFF OR PICKING UP YOUR PUP, WE WILL BE ADDING ON A FEE OF \$15 DOLLARS EACH TIME YOU ARE LATE. WE DO NOT HAVE A RECEPTION AREA OUT THERE

Boarding Periods Policy

Early Collection: If you collect your pet before the initially scheduled date, as communicated previously, please be aware that we reserve the right to charge for the originally intended boarding period. The date specified in the 'Boarding Agreement' will be considered authoritative in this regard. This policy is in place because we can only accept bookings for periods that haven't already been reserved by others. It's important to note that we may have had to decline other potential customers for the day(s) in question due to your reservation.

Late Cancellation Fees: In the event of late cancellations, non-attendance/arrival, or late adjustments to your originally booked period, we reserve the right to charge for the entire originally reserved period. We categorize late cancellations or adjustments into two distinct categories, depending on our chances of re-booking the affected dates with another potential customer:

Pets with Aggressive or Destructive Temperaments: We do not encourage the boarding of animals with aggressive or destructive temperaments. In cases where animals left in our care exhibit aggression towards other animals or staff, or cause damage to our facilities, we will contact you to arrange for their removal. Any damage caused by an animal to our facilities will be the responsibility of the pet's owner.

Kennel Operating Hours

Welcome to our unique dog kennel situated within our expansive 20-acre homestead. Unlike conventional commercial kennels, our facility is designed to accommodate a maximum of four dogs simultaneously. To ensure a smooth experience, we kindly request that customers provide us with a 15-minute advance notice when you're en route for drop-off or pickup, as we do not have a traditional reception desk within the kennel area. Please be aware that a supplementary charge of \$15 will apply if you arrive for drop-off or pickup after the scheduled hour you provided. Your cooperation is greatly appreciated.

Monday-Sunday
8.00 am-6:00 pm

\$35 for a half day (Less than 5 hours)
\$50 for a full day/overnight (5+ hours)

Prices include: fresh water at all times, multiple daily walks tailored to your dog's needs, engaging playtime, nutritious feeding, tasty snacks, and a cozy personal area complete with a comfortable cot and clean blankets for restful sleep. Plus, individualized attention to ensure your pup feels safe, happy, and loved throughout their stay.

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 SHOULD be up to date on flea and tick medicine. Please list the name of the medicine and the date it was applied or given. 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 Terms and Conditions:

At Evergreen Dog Retreat LLC Kennel, the well-being and health of every dog in our care are our top priorities. To ensure a safe and pleasant experience for all, we have established the following terms and conditions:

By signing this document, I acknowledge and accept the terms and conditions outlined for the care of my dog at Evergreen Dog Retreat LLC Kennel. Please, initial areas and sign at the bottom and date.

1. **Health Check on Arrival:** We reserve the right to deny entry if your dog appears unwell upon arrival. All dogs entering our kennels must have an up-to-date vaccination card signed by a veterinarian. Dogs without proper vaccination records will not be allowed entry. Booster vaccinations and kennel cough vaccinations should be administered at least 14 days before the scheduled booking. We also recommend that your dog is up-to-date on worming treatments.
2. **Vet Treatment:** In unavoidable cases where a dog becomes ill during their stay, our staff will provide basic medical care. If there is no improvement, we will contact a veterinarian (preferably your own if local). All veterinary fees are the responsibility of the owner, and if privately insured, reimbursement should be sought from your insurance company.
3. **Incident Responsibility:** I understand and agree that I am solely responsible for any harm or damage caused by my dog while boarding at Evergreen Dog Retreat LLC Kennel, including any incidents involving my dog and another dog or person. All medical and veterinary bills resulting from such incidents are my responsibility.

Acknowledgment: Please initial each of the following to acknowledge your understanding and agreement:

- ☐ I understand and agree that I am solely responsible for any harm or damage caused by my dog while boarding at Evergreen Dog Retreat LLC Kennel.
- ☐ I understand and agree that it is my responsibility to inform staff members if my dog has any aggression issues.
- ☐ I understand the importance of notifying staff if my dog may be in season.
- ☐ I give permission for my dog to be photographed/videotaped or used for advertising or media purposes without prior approval.

4. **___ Socialization and Minor Injuries:** I accept that my dog may participate in group socialization if friendly. While our staff closely supervises all dogs, minor scratches or nicks from play may occur. I authorize staff to treat minor injuries with my consent and accept this minor risk, as long as it is pointed out to me upon collection.
5. **___ Boarding Arrangements:** All pets will be boarded individually. Group playtime is possible, but each dog is assessed separately for suitability.
6. **___ Liability Exemption:** Evergreen Dog Retreat LLC Kennel and its staff/volunteers are not liable for any problems that may arise if professional care and precautions are followed while your dog is with us.
7. **___ Medical Records and Expenses:** In the event of illness or injury, I authorize Evergreen Dog Retreat LLC Kennel to obtain my dog's medical records and treatments from my veterinarian or their own vet/clinic if necessary.
8. **___ Vaccination Compliance:** I agree to maintain up-to-date vaccination records, which must be kept at Evergreen Dog Retreat LLC Kennel during my dog's stay. Failure to provide proof of current vaccinations may result in refusal of admittance.
9. **___ Fees and Collection:** I agree to all fees set by Evergreen Dog Retreat LLC Kennel and understand that additional charges may apply if my dog is not collected at the agreed-upon time. Abandonment guidelines will be followed, and I will be responsible for associated legal fees.
10. **___ Payment and Special Services:** All charges incurred by the owner must be paid in full before departure. This includes the rate for boarding, special services, and veterinary costs during the pet's stay.
11. **___ Parasite Infestation:** If my dog arrives with fleas or other parasites, Evergreen Dog Retreat LLC Kennel staff has the right to bathe and quarantine my dog until pickup. I take full responsibility for any related expenses.
12. **___ Rate Agreement:** I agree to pay the boarding rate in effect on the check-out date.
13. **___ Additional Charges:** I agree to pay all costs and charges for special services requested and all veterinary costs during my pet's stay at Evergreen Dog Retreat LLC Kennel.

By signing this document, I acknowledge and accept the terms and conditions outlined above for the care of my dog at Evergreen Dog Retreat LLC Kennel. Please sign and date below.