



Master Pet Agreement (MPA)

Thank you for choosing Resorts Boarding and Play! We look forward to caring for your pet(s) and making their stay with us enjoyable, safe and fun! This packet will include some of our policies that we require so that we are able to provide the best possible care for your dog(s), the dogs in our facility and their caretakers. The information you provide is to be truthful and accurate to the best of your knowledge. This packet will need to be filled out upon first enrollment and as your information changes. You will be notified regarding any policy or procedure changes from us, however, prices are subject to change without notice.

Owners Information: (To be listed as owner or emergency contact you must be 18 years or older.)

Owner(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Phone- _____ Cell 1- _____ Cell 2- _____

Work- _____ Email(s): _____

Emergency Contact Information: Only those listed will be able to pick-up your pet and should be someone you trust to make decisions about your pet(s). One must be someone other than a spouse or co-owner and someone outside of your household.

(1) Name: Relationship to Owner: _____

Phone Number: (please list 2) _____ & _____

(2) Name: Relationship to Owner: _____

Phone Number: (please list 2) _____ & _____

Veterinarian Information:

Name: _____ Phone: _____

Address: _____

I give Resorts Boarding and Play permission to request veterinary records and vaccine history for my pet(s).
Please Initial _____ .

How did you hear about us? Google Search: _____ Vet: _____ Social Media: _____ Drive By: _____

Other: _____ Event Booth (Which one): _____

Referred by a friend: Who? _____

Those who give a referral will receive a \$10 gift certificate towards their next service with us

Pet's Name: _____ Breed: _____ Color: _____

Date of Birth: _____ Age: _____ Approx. Weight: _____

Sex: Male or Female Spayed /Neutered or Unaltered; Date of Procedure: _____

Please fill this out to the best of your ability. Please know that your answer's will not affect your pet's assessment, honesty will only help us take the best care of you dog and make them as comfortable as we can while in our care.

Was your dog a Recue? YES or NO and what age did you rescue him or her? _____

Does your dog have any preexisting conditions or current medical conditions? Yes No

If yes, please list them: _____

Is your pet taking heartworm preventative? Yes No

Is your dog using flea/tick preventative? Yes No

Is your dog taking any medication(s)? Yes No Please list medications: _____

Has your dog ever jumped a fence before? Yes No If yes, how high was the fence? _____

Overall how does your dog do in kennel/crate?

Stressed Ok Likes It Prefers It Goes in it often Other: _____

Does your dog bolt through doors or fences when being opened? Yes No

Is your dog possessive (act mean, growls, bite-y) of any specific bones, toys, foods or objects (with humans or other dogs)? If yes, please explain: _____

If your dog had something in its mouth you did not want him/her to have, would they drop the object if asked or would they let you take the object? Yes No What command do you use to do this?: _____

Any allergies to food or special diet restrictions?: _____

Is peanut butter ok? Yes No

Does your pet shared space with other animals in the home to eat? Yes No

Do you do any of the following for feeding times?

Separate all animals Remove one All eat together nicely

Does your dog exhibit any resource guarding behaviors? Yes No

Does your dog react to men, glasses or hats? _____

Has your dog ever bitten anyone? Yes No

If yes, what were the circumstances? _____

Has your dog played off leash with other dogs? Yes No

Was it:

Big dogs Yes No

Small dogs Yes No

Has your dog attended dog daycare before? Yes No

Has your dog ever been denied or expelled from a daycare before? Yes No

If yes, please explain: _____

When was the last time your dog attended daycare? _____

Does your dog go to dog parks? Yes No How often? _____

Are there any other animals in the household? Yes No

Please list:

Species	Breed	Sex	Age

How does your dog get along with these animals? _____

What is your dog's training history?

- No training
- Trained yourself
- Puppy Class
- Group classes for basics
- Group classes for advanced
- Private training
- Canine Good Citizen
- Agility
- Other

Are there any other concerns that you wish to address, or feel you should inform us of, and how much of a problem do you consider the behavior to be?

Describe the concern	Seriousness (1 being manageable, 3 being very serious)
1)	
2)	

What is the main reason you have chosen our services? (Select all that apply)

- Daycare Boarding Grooming Training

Resort Services Agreement and Policies:

Please read the following agreement between Resorts Boarding & Play and the owner(s) and sign at the end honoring the entered agreement.

- 1). Owner agrees and acknowledges that their pet(s) are in good health and not currently have or has not had any communicable diseases within the last 30 days. Owner further acknowledges that their pet(s) have/has not shown any aggressive or threatening behavior towards any person(s). Resorts Boarding & Play reserves the right to refuse services to any pet showing signs of communicable disease (runny nose or eyes, vomiting, coughing, diarrhea, etc.) or displaying threatening behavior towards people. Guests at Resorts must also be able to move on their own without assistance from a staff member.
- 2). Owner acknowledges that pet(s) are up to date with the vaccine requirements as listed:
 - Dogs: Rabies, DPP or DHLPP, Bordetella, and satisfactory *fecal sample* (fecal recommended but NOT required)
 - Owner agrees that all presented documentation of vaccines and medical history is to be truthful.
 - If a dog tests positive for worms, they must be treated with the appropriate de-wormer by their veterinarian. All pets need to be dewormed **7 days** prior to boarding stay and /or daycare.
- 3). If at any time during the pets stay they are showing signs of illness or injury the owners or emergency contacts will be contacted in regards to medical treatment of the pet. Depending on the severity of the condition the pet may be taken to receive medical care before the owner is contacted and all attempts to reach the owner will be made. Owner understands and agrees that kennel management will make any decisions deemed to be in the best interest of the pet if the owner cannot be reached. **In case of an emergency the pet will be seen at Village Veterinary Clinic of Hamburg. Owner will assume full financial responsibility for any services involved at the clinic (diagnostics, medications, x-rays, etc) as well as the emergency fee and Resorts fee. Please check one below:**
 - I give permission to Resorts Boarding & Play for unlimited veterinary treatment.
 - I give permission for treatment up to \$ _____
- 4). Owner understands the hours of operation:
 - Monday-Friday: 7am-6pm (lobby is closed from 1:00-2:00 for lunch)
 - Saturday & Sunday 9am-11am and 1pm-3pm (lobby is closed from 11am-1pm for lunch)
 - During our lunch hour we will NOT open our lobby doors (can not drop-off or pick-up during this time)
 - We are closed on all major holidays.
 - A "late pick-up" fee will apply when picked up after close of business hours, this may be scheduled in advance (for an added fee) or added when the owner gives no notice. Late pick up fees will be added based on the timeframe the guest is picked up.
- 5). **Guests are charged for boarding on the date of their arrival regardless of the time they check in. Check out time is 11:00 am. Guests who depart after that time will be charged a daycare or solo daycare fee.**
- 6). **Cancellations are as follows:**
 - o If you cancel before 48 hours of your reservation you will receive a full refund.
 - o If you cancel within 48 hours of your reservation you will NOT receive a refund.
 - o Holiday and Peak season reservations require a minimum of 3 nights stay. Cancellation needs to be made 7 days prior to check-in to receive a full refund.
- 7). **If for some reason your trip must be shortened and you want to pick up your pet early, we also require a 48 hours' notice or you will be charged the full reservation stay.**

8). Owner agrees that payment in full is required upon pick-up of the pet(s) from our care. We do offer packages for Daycare and Enrichment. **All packages are good for 3 months.** Prices are subject to change without notice depending on services rendered for the pet(s) based on their behaviors.

9). A “No Show” fee for daycare guests will apply after 2 “No Shows”! You may call to let us know you will not be coming in that day and it will not count against you. A “No Show” fee may be taken from your package or a charge will be applied to your account. If more than 3 “No Shows” occur you will lose your daycare regular spot and you will need to reserve each daycare reservation.

10). Owner understands that all medications, prescription or over the counter, must be in the original container labeled with the pets’ name. Over the counter medications will need a letter from the pet’s veterinarian with recommended dosage. Any medications found in a separate bag or in the pet’s food will be removed and not given to the pet. Medication times at Resorts are 6am, 12p, 6pm & 9pm; medications needing to be given at other times or more than 4 times a day must be marked on the medication sheet. All medications will be counted at check-in to assure the correct amount for their stay. If there is a discrepancy in the amount of medication, the owner will be asked to address the issue to assure safety of our guest.

11). **All meals must be provided in serving-size, sealed, zip lock or sandwich bags. It is also helpful to provide an extra meal or two as sometimes food may become soiled or knocked over. Resorts will charge an extra daily fee for not adhering to this policy.**

- TREATS: All treats must be brought in their original package (unopened) or we will not disperse them to your pet(s).
- RAW FOOD: We do not accept any raw food or rawhides for the pets (freeze-dried treats will be accepted as long as they do not require refrigeration).

12). In the unlikely event that your pet is injured you release any liability from Resorts in absences of negligence. If your pet injures another pet you will be responsible for any injury caused to them, as well as your own pet.

13). Owner understands and agrees that any problem which develops during the pet(s) time in the facility, such as but not limited to, separating boarders, destructive behaviors of bedding and room destruction, bland diet Hills Science Diet I/D food for upset stomachs, etc.; will be dealt with as deemed fit by the senior staff. **Owner will assume any financial responsibility for needed actions.**

14). If a pet stays past their due checkout date, without any owner contact, the management staff will begin the abandonment process. Owners will be contacted by the means listed in personal information by phone calls, emails, and postal mail when necessary. Emergency contacts listed on the agreement will also be contacted in an attempt to reach owners for retrieval of the pet(s). If there is no contact between Resorts Boarding & Play and the owners after 5 days, the pet will be considered abandoned. This doesn’t relieve the owner of any financial obligation for services rendered.

Policies: Please understand our policies are for the safety of the animals in our care.

- The **ONLY** person(s) who may call for information about our guests is the owner(s) who is stated on MPA.
- The **ONLY** person(s) who may check-out our guest has to be listed on the MPA as the emergency contact or stated by owner at a later time.
- Pets may attend Resorts Boarding & Play starting at 12 weeks of age with age appropriate vaccines.
- Any dogs over 6 months of age participating in group activity must have proof of neuter or spay. Dogs under the age of 6 months do not need to be altered. Any intact dog over 6 months of age is allowed in the facility but cannot participate in group activity with other dogs from different households.
- All dogs attending daycare must wear a quick release buckle collar. No harnesses will be allowed in daycare.

- Owner understands and agrees that the staff is not responsible for any personal belongings that are misplaced or damaged during the pet(s) time in the facility.
- Webcam access is an added perk for our boarding guests. Sometimes camera access **MAY NOT** be available for unforeseen circumstances! No refund will be given.
- Owner acknowledges that dogs playing in a daycare setting with dogs from other households poses certain risks. While groups are supervised, owners voluntarily assume the risks associated with dog(s) participating in group play. These risks include, but not limited to, illness, getting dirty and/or wet, soreness, scratches, bites, and possible injury to the pet(s). While we do require all dogs to be vaccinated for canine influenza, dogs are still at risk for contracting this virus.
 - Any guest of Resorts Boarding & Play may get their picture taken during a play session, special promo, or during boarding and it may be posted to our Facebook page, website, or Instagram account. By signing the agreement, you give permission for Resorts to take and post photos of your pets.
 - While it is our policy to have a Resorts Team Member supervising and interacting with the guests in our care, there may be brief times where your dog(s) may be unsupervised in the daycare room or in the fenced in yard (alone or with their family member).
 - Pets must live at the same address and be listed under the same owner on veterinarian records to be boarded together.

Extended Boarding Policy:

All reservations that are over 15 days will require a credit card on file. Resorts Boarding and Play has the owner’s permission to charge the card on file when the boarding reaches 15 days. For every week after the 15 days, resorts will charge the card on file weekly. Therefore, Resorts will charge at 15 days (for 2 weeks) , 22 days (only 1 week) ...etc. I hereby have read and understand the above policy and agree to the entire agreement between myself and resorts Boarding and play.

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Initial: _____ Date: _____

If you plan on utilizing our dog walking or treadmill (during daycare and/or boarding), please read and sign the following:

DOG WALKING WAIVER:

- I affirm that I understand the inherent risks and hazards associated with the nature of dog walking. These risks include having my dog around other dogs, people, wildlife, and outdoor environments. Resorts Boarding and Play will take reasonable action to minimize these risks, but I understand it is not always possible to prevent injuries that may occur during walks in outdoor environments.
- I, as the dog owner, am fully responsible for the actions of my dog if it causes any damage whatsoever, including, but not limited to, death, damage or injury to itself, or injury to other animals, pets, people and property while in the care of a Resorts Boarding and Play team member.
- I also affirm that I have not witnessed my dog display aggressive tendencies towards people or other animals in the past, or if so, I will explain on this form and let a team member know what my concerns are. My dog is obedient and capable of following commands, is well behaved and has reliable recall even in distracting environments.
- I agree to immediately advise Resorts Boarding and Play of any problems with my dog that could affect his/her behavior, health, or suitability for outside walks.
- In the event of any injury to my dog, I authorize Resorts Boarding and Play to take my dog to Village Veterinary Clinic of Hamburg and agree to pay for all veterinary care required in the opinion of the veterinarian.

- I agree that while my dog is wearing a GPS tracker, if for some reason it does not work, it is not the fault of a Resorts Boarding and Play team member.
- I agree to indemnify and hold harmless Resorts Boarding and Play against loss or threatened loss or expense by reason of the liability or potential liability of my dog for or arising out of any claims for damages. This includes, but is not limited to, medical attention to people, emergency or veterinary care (including acts of nature, encounters with wild animals, etc.), any damages caused by acts of aggression (biting, attacks, etc.), or any injury caused by my dog toward property, animals and people while in the care of Resorts Boarding and Play.

Slat Mill/Treadmill Waiver:

- Your dog will have a warm up and cool down session and will not be on the slat mill for more than 15 minutes in total.
- We cannot guarantee the health and safety of your pet if they have any underlying health conditions.
- I understand there are inherent risks associated with using the slat mill for my dog. While your dog is using the slat mill, there will be a trained team member monitoring their safety.
- Some risks that are associated with the use of a slat mill are (but not limited to); possible damage to their nails, back or leg injury.
- The safety of your dog is our top priority. If for any reason we feel we should not continue on the treadmill/slat mill, we will immediately stop.
- We cannot guarantee on your dog’s first try that your dog will start using it right away. It may take a few sessions for them to build confidence to use it. Therefore, we will not issue any refunds.

I have read, understand, and acknowledged Resorts Boarding and Play’s terms and conditions and waiver by signing this form and will not hold Resorts Boarding and Play responsible for any unforeseen occurrences with my dog.

Initial: _____ Date: _____

GROOMING:

Is your dog sensitive about any parts of their body (tail touched, paw touched, head touched, etc.) _____

Has your pet ever been professionally groomed? Yes No

Were they asked not to return to a grooming facility? Yes No

If Yes, please explain: _____

Do you brush their teeth? Yes No

Coat Condition:

- In the event of large matting the groomer will recommend shaving any or all mats in place as de-matting by brushing can be painful and cause damage to your pets’ skin and coat. This will be an additional charge to the quoted grooming price.
- I understand that my groomer may discover an unknown skin condition under the matting that would not have been able to have been seen at check-in, including but not limited to, sores, hot spots,

scratches, or very dry and flaky skin. All attempts will be made to prevent razor burn, cuts, and hematomas, however with heavy matting cases there is an increased risk for such occurrence.

- If at any point the matting is severe or the skin condition under the matting is such that it would be painful or unhealthy for the pet to continue the groom, the groomer will stop the groom and make a recommendation based on the situation.

Shave release for de-matting:_____ (Please initial)

If your pet has been treated for fleas and ticks within 30 days of your groom, please inform our groomer.

**** If your pet is found to have fleas and/or ticks the groom will be stopped and you will be contacted and a capstar treatment will be administered at your expense before the groom can be completed. ****

Health Policy:

- I understand that grooming can be stressful on my pet and that grooming may be stopped for a period of rest or completely in the best interest of my pet.
- I will inform my groomer of any previous or underlying health conditions or concerns that may cause stress during the grooming process. These include, but not limited to, heart conditions, seizures, recent surgeries or injuries, and any recent illnesses.
- I understand that if my pet is pregnant or nursing it is in the best interest of my pet to not have her groomed.
- I understand that my pet must be up to date on all vaccines that are required by Resorts.

Cancellation Policy: After 15min past the scheduled time of the appointment, it can be rescheduled.

- Lobby is closed from: 1:00pm-2:00pm
- I understand that more than one missed appointment without prior notice may be subject to a \$25 no-show fee on my next bill.
- I understand that the groomer can refuse a grooming appointment based on the number of no shows or cancellations on an account.
- Any scheduled groom appointment checking in early for their appointment or staying past completion time will be subject to an extended stay fee of \$18 which consist of daycare or a 1 on 1 play session (all daycare group dogs need to have a prior daycare evaluation).

Initial: _____

I agree to abide by these policies. This contract shall remain in effect for all subsequent transactions between myself and Resorts Boarding & Play.

Print name: _____

Signature: _____

Date: _____

