

# BOARDING TERMS AND CONDITIONS

## AGREEMENT TO HOLD HARMLESS, WAIVER & ASSUMPTION OF RISK

Daily boarding rates are by suite type. A day care rate will be added to boarding rates for pet stays that exceed the previously set checkout times. Other charges may also apply.

\_\_\_\_INSULIN - \$5.00 per injection. Used needles will be capped and returned to you for proper disposal.

\_\_\_\_PERSONAL ITEMS - Bedding, fabric items, some toys & chews are NOT allowed.

\_\_\_\_SMALL, GERIATRIC &/or DISABLED DOGS – To provide quality care some dogs may need to be carried. If you do not allow us to lift your pet off the ground, please initial by the signature line of this agreement.

\_\_\_\_COMMON CANINE MALADIES – I am aware that wherever multiple dogs interact with one another, my dog may be exposed to common airborne canine viruses, bacteria, allergens and stress related digestive upset. I am also aware that vaccinating my pet only protects my pet from known strains of viruses. This pet resort cannot control airborne viruses and allergens. I am aware that if my pet becomes ill while boarding, the staff will contact me. If my pet becomes ill once returning home, I agree to let the pet resort know as soon as possible.

\_\_\_\_AGGRESSIVE PETS – There will be an additional charge of at least \$15.00 per day added to your bill if your pet(s) is determined to be aggressive, difficult to handle or requires extraordinary private time. If we are unable to handle your pet(s) we reserve the right to demand that you make alternate care arrangements for your pet immediately.

\_\_\_\_BATHING & GROOMING – All pets staying with us for 4 days or longer may receive a bath. Management discretion and veterinarian instructions are the only exceptions. Bath charges are based on pet size and coat condition. Additional services such as nails, ear cleaning, sanitary area washing etc. may also be scheduled and priced accordingly. Sharp dewclaws cause injury to pets and staff. Mandatory trimming and smoothing will be done at your expense.

\_\_\_\_SANITARY CUT – We recommend that breeds with long hair/fur get sanitary cuts around the genital area to allow easy clean-up when accidents happen. \$10 clean-up charge for pets entering the resort with dried feces stuck in its fur/hair will be assisted.

\_\_\_\_INTESTINAL UPSET - The diet served at All American Pet Resorts is an EN veterinarian selected food and is specifically suited for the boarding environment. We HIGHLY recommend our diet unless your pet is on a veterinarian prescribed diet. If your pet experiences intestinal upset on food brought from home and if extra medication or cleanup is required additional charges may apply.

\_\_\_\_FOOD FROM HOME – There is a \$5 charge/day for food brought from home if not divided into serving quantities that are individually bagged. Raw food diets incur a \$5 extra charge for each pet and each serving. Any pet medication or supplements may not be mixed with the food baggies.

\_\_\_\_INFESTATION – Pets entering this resort must be free of parasites. If your pet enters our resort with parasites you will be assessed an infestation fee of \$50.00 at a minimum. Other fees will also apply for such things as medication, removal of parasites from your pet(s), other pets, resort furnishings, extermination and any other measures taken to remove the infestation from the resort.

\_\_\_\_ABANDONMENT – State statutes consider pets to be abandoned if not picked up by the owner(s) after 10 days following the arranged pick up date. Abandoned pets become the property of the animal shelter.

\_\_\_\_EXTENDING PET STAYS – If your travel plans change and you need to extend your pets stay, we are happy to accommodate your request as long as we have vacancy. Your current invoice will need to be satisfied at the time of the extension request.

\_\_\_\_ SAFETY/MARKETING – I consent that my oral and visual content and images, and those of my pet, may be used for purposes of monitoring the safety and wellbeing of my pet, for the protection of employees and visitors, for education and management of employees. I further consent to the publication and re-publication of the content of my oral and visual capture electronically for the purposes described and for positive marketing on social media platforms.

\_\_\_\_ HOLIDAY DEPOSITS – Deposits are required for major holidays and are non-refundable. Deposits are \$50.00 for each boarding pet for stays booked for 5 days or less. Ex. 1 pet = \$50.00, 3 pets = \$150.00. Deposits for stays over 5 days are \$100 for each boarding pet. Ex. 1 pet = \$100.00, 3 pets = \$300.00.

### PLAY ACKNOWLEDGMENT

\_\_\_\_ I want my dog to receive playtime with other dogs at All American Pet Resorts. My dog is well socialized with other dogs and will not attack or bite another dog.

\_\_\_\_ I understand that there is risk when dogs play together and that some dogs may bite and/or injure each other while playing.

\_\_\_\_ I understand that untrimmed dewclaws may cause injury to staff and other pets. I understand that I will be held responsible for such injuries and associated costs. To help mitigate risk of injury, and if staff determines my dog's dewclaws as hazards, I agree that staff may trim and smooth the dewclaws at my expense.

\_\_\_\_ I hereby waive and release All American Pet Resorts and its staff from any and all liability of any nature for any injury or damages which my dog may suffer, including specifically, but not limited to, any injury or damages resulting from the action of any dog and I expressly assume the risk of such damage or injury.

\_\_\_\_ I understand that I am liable for any medical expenses incurred by a staff member or damages that result from injuries caused by my dog. Furthermore, shall it be determined by All American Pet Resorts that injury to any other dog or dogs was the result of the aggressive nature of my dog; I may be held liable by the owners of said injured dog. In consideration of this, I also understand and consent that my name and contact information may be provided to the owner of the injured dog in order to settle said expenses.

\_\_\_\_ In consideration of and as incentive to the acceptance of my agreement for my dog(s) to participate in group playtime with other dogs,

We reserve the right to alter programs or services to better care for you and your pet. Any such alterations that result in extra costs will be added to your bill.

By signing this agreement, I agree to:

- All the terms and conditions contained in this contract
- Allow All American Pet Resorts Fort Myers to transport my pet for veterinarian care.
- In an emergency, I agree that All American Pet Resorts may, as my representative/agent transport my dog to Blue Pearl Veterinary Hospital formerly known as SVS. If injuries do not constitute an emergency, All American Pet Resorts Fort Myers may transport my pet to Just 4 Pets Wellness Center.
- Be responsible for all veterinarian expenses incurred.
- Allow All American Pet Resorts Fort Myers to provide my on-file credit card information to the specified veterinarian. If my credit card is not on file, I agree to contact the specified vet as soon as notified with my credit card information. Initial \_\_\_\_\_
- Allow All American Pet Resorts to contact my veterinarian regarding the health and well-being of my pet both pre and post boarding.
- Release All American Pet Resorts Fort Myers, its affiliates, staff, owners and managers from any liability that may arise directly or indirectly from any activity or service that I authorize for my pet while in the resort.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Do not carry my pet \_\_\_\_\_ Pet Insurance Y N