

DOG HOLIDAY RESORT
830-L Purser Drive
Raleigh, NC 27603
Phone (919) 772-8880 Fax (919) 772-8884
Email: dogholidayresort@att.net
www.dogholidayresort.com

SERVICE CONTRACT

Please fill out completely & legibly.

Customer Information

Name _____ Phone #1 _____

Address _____ Phone #2 _____

City _____ State _____ Zip Code _____ E-mail _____

Person(s) allowed to pick up my dog(s) other than myself* _____

***NO ONE ELSE CAN PICK UP YOUR DOG(S) IF NOT LISTED HERE (except emergency contact) ***

Do you want your dog(s) to be in a group with other dogs? (this includes let-outs, play-time, or pool-time)

Please keep in mind that with our open-concept facility, your dog may still encounter other dogs.

Y **N** If there are specific needs or instructions regarding this, please explain below.

Boarding:

Drop off Date _____ Pick Up Date _____
(first time)

Daycare:

Why are you bringing your dog in for daycare? Telling us this will help us better meet your goals.

How often do you plan on bringing in your dog for daycare?
(circle one)

4+ days/week 1-3 days/week Occasionally N/A

Do you plan on writing checks now or in the future? Y N If yes, please provide driver's license # and state.

Driver's License # _____ State: ____ (we will need to make a copy of it)

How did you hear about us (advertisement tracking)?

Emergency contact

In the event of an emergency, **if I cannot be reached** regarding the care of my dog, please contact _____ who can be reached at this phone # _____. If this person cannot be reached I authorize DOG HOLIDAY RESORT to make the decision for me.

DOG HOLIDAY RESORT requires every owner to authorize a minimum of \$200.00 for emergency vet care. DHR will take every measure to contact the owner and emergency contact first. If I cannot be reached, I authorize emergency vet care up to \$ _____.

Dog Information

1. Name _____ Breed _____ Weight _____

Color _____ Birthdate _____ Sex M F Spay/Neuter Y N

2. Name _____ Breed _____ Weight _____

Color _____ Birthdate _____ Sex M F Spay/Neuter Y N

3. Name _____ Breed _____ Weight _____

Color _____ Birthdate _____ Sex M F Spay/Neuter Y N

If you have additional dogs, please request an additional dog form

Veterinary Information

Name _____

Address _____

Phone # _____

Health Information

Required Immunizations: **Rabies (and a copy of the Certificate), Bordetella, Distemper**

It is the customer’s responsibility to provide us with this information. If we must obtain your records ourselves, an inconvenience fee will be implemented. If your records are found to be not up to date during stay or after check-in, your dog will be put into isolation for the remainder of their stay, resulting in additional charges.

PLEASE do not forget this information. We require this information for the safety of the staff and the other boarders.

It is very important that you answer these questions as your dog cannot tell us once you have left.

Is your dog on a regular/monthly flea treatment? Y N (this is required)

Does your dog have any allergies? Y N If yes, please explain:

Is your dog on medication currently? Y N If yes, please explain:

Has your dog had or been treated for a recent injury? Do they have any reoccurring conditions?

Y N If yes, please explain:

Behavioral Information

How would you describe your dog’s personality?

Would you consider your dog an “escape artist”? (opening gates/doors, jumping fences, running away, etc.)
Y N If yes, please explain:

Has your dog ever shown any signs of aggression? (Towards people, other dogs, through fences, food, toys, etc.) This is very important so we know how to best care for your dog and avoid any unnecessary stressors or conflicts. Y N If yes, please explain:

Please check the following and sign on the last page that you understand all the charges, routines and disclaimer for DOG HOLIDAY RESORT.

- There is a NONREFUNDABLE \$50 per dog deposit for boarding at DHR, paid at the time that you make your reservation. The deposit is taken off your bill when you pick up your dog(s).
- Boarding rates are \$44 for one dog, \$28 for the second dog and \$22 each additional dog in the same run. There is a \$50 charge for non-cancelation or not showing up for your reservation (no show, no call). Rates are subject to change. Rates are a maximum 24-hour period with a 2-hour grace period.
- Any dogs found to have fleas will be bathed and given a flea treatment at the owner’s expense.
- There is a \$25 off hours convenience charge. Every hour at the kennel is choreographed for things to run smoothly, dropping off or picking up late or early could limit our productivity, hence the charge.
- There is a \$40 check return fee. We may refuse to take checks from you in the future if there is an issue.
- There is a charge for dispensing medication, depending on application.
- State regulations require that all food must be stored in sealed bags or airtight containers with lids. Not complying will result in a charge.
- Any food that requires special or extensive preparation (ex: raw diets, multiple ingredients, etc.) may result in an additional charge.
- A dog that compromises the safety of an employee or another dog, may be put into isolation, resulting in a potential charge.
- All dogs must be leashed until handed over to kennel staff. Out of courtesy to other patrons and liability of off leash dogs. DHR holds no responsibility for dogs before they are handed over to us or once we have returned them to the owner or owner’s agent.

_____ I agree to pay \$200 towards veterinary care if DHR determines it is necessary and my emergency contact and myself cannot be reached.

_____ I am aware that allowing my dog to participate in group playtime may result in injury. All playtime is monitored, but dogs often play rough.

Initial only if you DO NOT want your dog to be in group with other dogs.

_____ I understand that even without group playtime or let-outs, there is a possibility that my dog will come into contact with another dog while staying at this facility.

This is a contract between Dog Holiday Resort (DHR) and the owner of the above-named dog(s). DHR agrees to exercise due and reasonable care, and to keep the premises sanitary and properly enclosed. The animal will be fed properly and regularly and be housed in clean and safe quarters. All animals are boarded or otherwise handled or cared for by kennel staff, without liability on the kennel's part for loss or damage due to disease, theft, fire, death, escape, injury or harm to persons, other dogs or property of said dogs, or unavoidable causes. DHR will not take responsibility for any female in heat.

Owner agrees to pay DHR for all boarding services and accessory services at the time the animal is picked up. If DHR releases animal prior to payment, the owner agrees to pay a \$25 late fee. Owner further agrees to pay any costs, including but not limited to legal costs, fees, DHR staff time, or interest implemented on outstanding balance, resulting from unpaid or disputed funds.

Reasonable and responsible care is taken with any interaction between dogs. However, with any form of multi-animal contact there is an increased risk of injury. Dog Holiday Resort will not be liable for injury resulting from disputes between dogs.

If Dog Holiday Resort is found liable for any kind of negligence we will only be held liable for a maximum of one hundred dollars in damage no matter what the circumstances are, including being found liable in a court of law. This contract also will cover future rate changes and changes to routines or otherwise by Dog Holiday Resort without further notice.

This contract contains the agreement between the parties. By signing this contract, you agree to the terms and conditions stated herewith. This contract stands as originally written even if modified by customer. By signing below said customer agrees to all and its entirety including uncompleted sections.

CUSTOMER PRINTED NAME: _____

SIGNATURE: _____ **DATE** _____