



HELEN WOODWARD ANIMAL CENTER BOARDING CONTRACT

This Contract is between the Helen Woodward Animal Center Club Pet Boarding facility (hereinafter called the “Kennel”) and the pet owner/representative whose signature appears below (hereinafter called the “Owner”). The term “pet” refers to all pets boarding with the same ownership.

PET NAME(S): _____

Please read carefully and initial each item:

- ____ 1. Owner specifically represents that he or she is the owner of the pet, or has been authorized by the Owner of the pet to enter into this Contract as the Owner’s agent.
- ____ 2. Owner agrees to pay the boarding rate for all services and treatments effective on the date the pet checks into the Kennel (not when the reservation is made.) Rates are subject to change.
- ____ 3. Owner agrees to pay all unbilled costs and charges for services provided upon departure of pet from Kennel. Owner understands that boarding stays of more than 14 nights may subject them to our Interim Invoicing Process, and that we may bill one or more charges against their outstanding balance prior to departure of pet from the Kennel, using the credit card on file. Owner understands and agrees that pet shall not leave the Kennel until all charges are paid by Owner to the Kennel. Owner is aware that if the date of pick up is extended without prior approval of Kennel there will be an additional daily charge.
- ____ 4. Owner understands that there is a full-day boarding fee charged on day of arrival (regardless of check in time), and **there is a charge for the day of departure if check out is 12 Noon or later.** Owner will allow 30 minutes for “check in” and “check out” processing (**arrive by 4:30 pm**).
- ____ 5. Owner understands that Club Pet is not a 24-hour facility. Kennels are not monitored between 5 pm and 6 am. Pets requiring overnight care, or medical monitoring or services beyond oral medications or non-invasive treatments* should not board in our facility (*see Item #6 for options regarding non-invasive treatments). Owner asserts that all known medical and behavioral history of pet has been disclosed to Club Pet before boarding. Pets with casts, restricted mobility requirements, feeding tubes or post operative recovery requirements may not board.
- ____ 6. Owner understands that Kennel staff is not a veterinarian or registered veterinary technician. Kennel does not board any pets with medical conditions other than those stable with oral medication. If pet requires any invasive treatments (injections, fluids, etc.), Owner must:
 - a) make prior arrangements with RSFVH (next door to Club Pet) for their staff to administer as scheduled, OR authorize HWAC medical staff to perform procedure (upon management approval); owner responsible for any applicable fees
 - b) provide authorization from pet’s veterinarian that pet can board in a non-medical boarding environment with no overnight monitoring.
- ____ 7. Owner understands that a cancellation fee will be charged to the credit card on file if the reservation is canceled or changed with less than a seven day notice (including a request for a later check in date or an earlier check out date made less than seven days before the revised date). The cancellation fee is equal to one day at the standard rate of the kennel reserved, **for each kennel reserved**. For this purpose, a current credit card number and expiration date is required in order to confirm each reservation.
- ____ 8. If pet is to be boarded anytime over the holiday period (11/15 – 12/5 and 12/15 – 1/5), Owner understands that a non-refundable deposit of \$75 (per kennel reserved) is required in order to secure a holiday reservation. Credit card on file will be used to process this payment. Deposit will be applied to holiday boarding bill. If holiday boarding bill is less than applied Holiday Deposit(s), the difference will not be refunded. Owner agrees to the following holiday cancellation policies:

- a) If entire reservation is canceled - Owner forfeits Holiday Deposit. If canceled with less than seven day notice, owner also subject to cancellation fee outlined in Item #8.
- b) If only a portion of reservation is canceled with less than seven day notice (late check in, early check out, etc.) - Owner will be charged a cancellation fee equal to the number of days deleted from reservation, not to exceed the amount of the Holiday Deposit (\$75), **for each kennel reserved**.

- ____ 9. Owner understands that extra charges will be added to bill for check in or check out outside of the regular business hours (7:15 am – 5 pm). Management must approve said action in advance of boarding and will advise Owner of the fee amount at the time the request is approved.
- ____ 10. Owner understands that animals requiring physical separation for feeding or at other times must have their own suite reserved. Kennel cannot physically separate animals that share a single suite.
- ____ 11. Owner understands that for the safety of animals boarding, priority is always given to standard care and medical services over extra exercise services requested by Owner. If any operational issues (i.e., high occupancy, inclement weather, etc.) prevent the completion of all requested extra exercise services, you will only be charged for services that were completed.
- ____ 12. Owner understands that extra charges may be added to the bill at discretion of management for special handling or treatment that is above and beyond routine care. Special handling is defined as services beyond our standard boarding care due to behavior problems, health, or other unexpected care not anticipated at time of check in. Owner agrees to pay all such charges.
- ____ 13. Owner understands that pets that cannot go into outdoor dog runs (must be walked on leash only) will be charged an additional fee per dog, per day. Dogs with the following conditions must pay this fee without exception: jumpers/climbers, diggers or others that can escape dog run enclosures, behavior problems, bee allergies, eats gravel/rocks, unstable on uneven surfaces such as gravel/rock, dogs shedding parasites (worms), and females in season.
- ____ 14. Owner understands that additional daily handling fees (not to exceed \$10 per day, per pet) will apply for meal preparations other than standard dry or canned food. Owner will be advised of such fees at the time of check in.
- ____ 15. Kennel prefers clients to stay within standard scheduling for food, treats, medication and AM and PM elimination breaks. Any special requests for times other than this are subject to an additional fee per animal, per time. Client will be advised of such fee at time of check in.
- ____ 16. Owner understands that a Trip Fee of \$25 will be added to bill for each trip Kennel makes to take pet to Owner’s veterinarian or to purchase supplies for pet while boarding, and Owner agrees to pay such fee. Owner authorizes Kennel to transport pet to veterinary office in case of emergency, or in non-emergency cases where Kennel has contacted Owner or emergency contact/pet’s regular veterinarian and been advised of the need for transport.
- ____ 17. All pets entering Kennel must be clean and flea free. If upon inspection, this is not the case, a topical once-a-month flea treatment will be applied at Owner’s expense, not to exceed \$20, unless client has listed a medical reason not to do so.* Pets with fleas will not be allowed in indoor common play areas until 24 hours after medical treatment has been applied.
**My pet cannot receive the following topical flea treatment (list all that apply): _____
 Please contact me/authorized emergency contact or my veterinarian for direction on appropriate treatment.*
- ____ 18. Kennel shall exercise due and reasonable care for each pet while boarding. Under this reasonable care, Owner releases Kennel from, and waives all claims and liability against Kennel for or attributable to, injury or illness of pet. Owner agrees that Owner shall be solely responsible for any and all acts and behavior of said pet while it is in the care of Kennel. This includes damage to kennel structure and/or kennel property.
- ____ 19. If a life threatening illness/injury occurs, the Kennel in its sole discretion may engage the services of HWAC medical staff, RSFVH (next door to Club Pet) or VCA North Coast Animal Hospital for evaluation and treatment, regardless of your emergency treatment authorization on the back side of this form in order to keep your pet stable. Expenses thereof shall be paid by Owner. Owner authorizes kennel to use credit card on file for payment of veterinary services at the time service is provided.

- ____ 20. Kennel specifically requires that pets over a designated age have veterinary clearance for boarding. Client must provide written documentation from veterinarian stating that pet is healthy enough to board in a non-medical, non-24 hour facility. Information will be required on a yearly basis for animals subject to this policy. Kennel reserves the right to request further documentation when needed for any issues that may be a concern while boarding.
- ____ 21. Owner represents that pet is healthy and has not been exposed to any known communicable disease within the thirty-day period immediately prior to boarding. Owner agrees to disclose to Kennel all known medical conditions and/or behavior problems, which may affect pet's care prior to check in. Owner shall inform Kennel of any changes in pet's condition and behavior at or prior to check in for all subsequent boarding stays.
- ____ 22. Kennel specifically requires all pets be vaccinated against communicable diseases prior to boarding in accordance with Kennel vaccine policy set forth in Owner's reservation confirmation letter and/or the Kennel Boarding Health and Vaccine Waiver. Kennel reserves the right to refuse admittance to any pet that shows signs of illness or that does not meet Kennel vaccine requirements. Despite these precautions, Owner acknowledges that Owner's pet will be in an environment with other pets during boarding, and understands that any pet may harbor and spread a communicable disease. Owner releases Kennel from, and waives all claims and liability against Kennel for, all losses, damages, costs and expenses arising out of or in connection with any communicable disease contracted by Owner's pet during boarding. Current veterinary verification must be provided to Kennel at least 3 weeks prior to check in date. Owner understands and agrees to abide by Kennel's vaccine policy at all times.
- ____ 23. Owner understands that if pet is not picked up within 14 calendar days after the day pet is scheduled for pick up, pet shall be deemed abandoned. Helen Woodward Animal Center then has the right to place pet with a new owner. (CA Civil Code Section 1834.5, Abandoned Animals) Owner shall remain liable for all boarding fees.
- ____ 24. Owner releases Kennel from, and waives all claims and liability against Kennel for, damage to, or loss of, personal equipment or belongings provided by Owner for pet while the pet is boarded. Owner agrees to limit personal belongings to five items or less per pet boarding. No breakable items are allowed in Kennel (i.e. glass, ceramic bowls, etc). Items not taken home at check out will be donated if not picked up within 3 months of check out date.
- ____ 25. Owner understands that Kennel reserves the right to refuse service at its discretion. Kennel does not board animals with behavior problems that are deemed a safety risk for staff, other boarding pets or itself.
- ____ 26. This contract contains the entire agreement between the parties. All terms and conditions of this contract shall be binding on the heirs, administrators, personal representatives, and assigns of the Owner and Kennel.
- ____ 27. Any controversy or claim arising out of or relation to this Contract, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Contract, shall be settled by binding arbitration in accordance with the rules of the American Arbitration Association, and judgement upon the award rendered by the arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of his award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.
- ____ 28. HAS YOUR PET EVER BITTEN ANY PERSON OR ANIMAL (CIRCLE)? **YES** **NO**
 If YES, please explain: _____

Club Pet Boarding Medical Treatment

In addition to the Boarding Contract items pertaining to medical treatment, in the event that medical evaluation is necessary during boarding, Club Pet will follow these procedures to provide your pet with appropriate medical attention.

- 1) In the event that medical attention is needed, Club Pet will make every effort to contact you or your designated emergency contact in addition to contacting your veterinarian. In the event that none of said emergency contacts are reachable, Club Pet will act on the advisement of your veterinarian and/or the medical staff overseeing your pet's care to do whatever treatment is reasonable to keep your pet stable until we are able to get in touch with you.
- 2) For physical evaluation, Club Pet may seek consult/exam from HWAC medical staff. Medical staff will provide evaluation and recommendation for treatment. If tests, treatments, or evaluation are needed that extend beyond what HWAC medical staff are able to provide, recommendation for further medical attention at a veterinary facility will be given. Owner is responsible for any expenses incurred due to consult, exam, medication or other medical procedures performed at Club Pet or another facility.

