

Pet Name: _____ Owner's Name: _____ Date: _____
Phone Number: _____ Emergency Contact and Phone Number: _____

MASTER BOARDING AGREEMENT

This Agreement and the Addendums referred to herein shall apply to all visits by your Pet to Above and Beyond Pet Care Hospital.

1. **Services.** We agree to provide the specific services ("Services") to your Pet for each visit as indicated on the Service Card that will be filled out for each of your Pet's visits. We will exercise reasonable judgment in all circumstances as we provide the Services.
2. **Reservations.** Reservations will not be accepted without verification of requirements.
3. **Cancellations.** If you need to cancel your reservation, please do so at least (2) days prior to your arrival date. Holiday stays require a 24 hour cancellation or deposit will not be refunded. Above and Beyond Pet Care Hospital reserves the right to charge late cancellation fees.
4. **Payment for Services.** You agree to pay us for the Services we provide to your Pet during each visit at the rates set forth at the start of each visit (collectively the "Charges"). Prices are subject to change without notice and seasonal rates may apply. Charges begin on the day you leave your Pet. In the event you do not pay your bill in full at time of check-out, Above and Beyond Pet Care Hospital is nonetheless required to return your pet to you at the time of check-out. You understand, however, that you will remain liable for all charges incurred during your Pet's stay, and Above and Beyond Pet Care Hospital and Resort reserves the right to collect any unpaid balance.
5. **Holiday Stays.** We require a deposit of one night's stay for all major holidays (Christmas, New Years, Memorial Day, Labor Day, Thanksgiving, and Independence Day, and Easter). Cancellation must be made within 24 hours or the deposit will not be refunded.
6. **Emergencies.** In the event of an emergency, every effort will be made to contact you to retrieve your Pet. You agree that Above and Beyond Pet Resort, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your Pet until such time you or your Agent can retrieve the Pet.
7. **Check-In and Check-Out.** Above and Beyond Pet Care Hospital and Resort only allows check-in and check outs during our normal business hours. Check with your pet care attendant for business hours during your stay.
8. **Facility Use.** I understand there are inherent risks to me associated with use of the Above and Beyond Pet Care Hospital facilities arising out of or associated with use and conditions, such as swimming, wet floors, exercise mats, and other dogs. In consideration for Above and Beyond Pet Care Hospital granting me permission to use these facilities, I agree to release Above and Beyond Pet Care Hospital from liability arising out of or associated with such use, and hereafter waive any and all claims which may arise out of or be associated with such permissive use of the Above and Beyond Pet Care Hospital facility.
9. **Pet Health and Behavior.** We reserve the right to refuse to accept a Pet at Check-In for any reason, including without limitation, if it appears that the Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff.
 - No Pet can stay with us unless the Pet is healthy and we have confirmation from a licensed veterinarian that the Pet has received all vaccinations, tests, and treatments required.
 - If at any time your Pet is found to have fleas or ticks, we will provide the appropriate flea or tick removal treatment, and you hereby authorize us to provide such service at your additional expense.
 - We may accept certain older Pets and administer routine medication for chronic conditions, but cannot care for acutely sick, aggressive or biting Pets.
 - You represent that to the best of your knowledge, your Pet has not been exposed to rabies, distemper, parvovirus, or ringworm within 30 days prior to beginning its stay with us.
 - If your Pet has been treated for a contagious illness, we cannot accept your Pet for at least two (2) weeks after treatment has been completed and a statement of health is obtained from a licensed veterinarian.
 - You acknowledge that we may contact appropriate authorities in the event your Pet bites another Pet or any person.
 - You acknowledge and agree that in the unlikely event your Pet becomes ill or injured, or if your Pet has a pre-existing condition which is aggravated by its stay in the resort and requires professional attention, or if your Pet passes away during its stay, we will attempt to notify you at the telephone numbers you provide. If we cannot reach you, Above and Beyond Pet Care Hospital, at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Pet, and you hereby authorize us to provide any such service at your additional expense. If you refuse medical treatment for your Pet, Above and Beyond Pet Care Hospital and Resort, at its sole discretion, may engage the services of a veterinarian and/or administer medicine to make your Pet as comfortable as possible until picked up by you or your Agent, and you hereby authorize us to provide any such service at your additional expense.
10. **Contact with Other Pets.** While your Pet is staying with us, he or she may come into contact with other Pets. Every effort will be made to ensure the safety of our guests by enforcing strict Restrictions on Pets as set forth in Above and Beyond Pet Care Hospital and Resort policies and procedures.
 - You acknowledge and agree that in the unlikely event your Pet is injured by another Pet, **YOU HEREBY RELEASE ABOVE AND BEYOND PET CARE HOSPITAL AND RESORT AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.**
 - If your Pet injures another Pet, you will be solely responsible for any injury to the other Pet(s) as well as your own Pet, and **YOU HEREBY RELEASE ABOVE AND BEYOND PET CARE HOSPITAL AND RESORT AND ITS AGENTS FROM ANY LIABILITY FOR SUCH INJURY.**
 - Communicable diseases: all Pets coming into the Resort are required to be vaccinated. However, it is still possible for a Pet to become ill, even if vaccinated. This is not due to any circumstance or condition at the Resort and you agree that Resort is not liable for any illness suffered by your Pet during or after its stay, including but not limited to Tracheobronchitis (Canine Cough).

11. **Pets boarding in the same Suite.** If you choose to board your pets in the same suite, you understand that Above and Beyond Pet Care Hospital is not liable for any injury caused by either pet. We do not recommend boarding large and small pets together because of risk to the smaller pet.

12. **Pets not picked up on Departure Date.** In the event that you or your Agent do not pick up your Pet on the agreed upon Departure Date, you hereby authorize us to continue to provide the daily Services as set forth in this Agreement at your expense. If Above and Beyond Pet Care Hospital determines, at its sole discretion, that an extension of Services is required, payment in full may be required prior to extending such Services. Notwithstanding the foregoing, if such Pet is deemed abandoned under local, state, or federal laws or regulations, or in Above and Beyond Pet Care Hospital's discretion as permitted by law, we will follow the Abandoned Pet Procedure.

13. **Abandoned Pet Procedure.** Unless otherwise required by applicable law, if you fail to pick-up your Pet at the designated check-out time:

- All Services, with the exception of medication administration necessary to ensure Pet health and safety and Basic Services (as defined as Boarding) will be terminated. Day Care or guests may be converted to Boarding Services if the Pet has not been collected within the Lobby hours and the expense thereof shall be paid by you;
- We will attempt to contact you by telephone and/or in writing using the information that you have provided, advising you that if your Pet is not picked up within five days, your Pet will be deemed to be abandoned and that we will deliver the Pet to a third party adoption partner, Animal Control or other similar government agency. If you fail to pick-up your Pet for any reason, **YOU RELEASE ABOVE AND BEYOND PET CARE HOSPITAL AND RESORT FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.**
- You shall remain liable to us for all unpaid charges including the court costs and reasonable attorney's fees incurred in the collection of the Charges.

14. **Your representations to us.** You represent to us that you are the owner of the Pet and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet in this Agreement is true, accurate and complete.

- To the best of your knowledge, your Pet has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to us.
- You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorney's fees, resulting from misrepresentations by you or your representatives or resulting from your Pet's stay including, without limitation, any person claiming to be the owner of your Pet and any person claiming damage or injury by your Pet.

15. **Miscellaneous Provisions.** This written Agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for herein.

- This Agreement shall bind us and our assigns and you and your heirs and assigns.
- The law that applies to the Agreement is the law of the state or province and municipality where your Pet is to stay. If there are disputes that result in litigation, the courts of the state or province and municipality where your Pet is to stay shall have exclusive jurisdiction.

16. **Personal items.** Do not bring items with your Pet that are valuable or irreplaceable. Above and Beyond Pet Care Hospital is not responsible for loss or damage to any personal item or toy left with your Pet.

17. **Definitions.** The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form, shall mean as follows: "We," "us," and "Above and Beyond Pet Care Hospital" shall mean Above and Beyond Pet Care Hospital service. "You" and "your" shall mean the Pet Parent signing this Agreement. "Pet" shall mean the dog(s) and cat(s) staying at Above and Beyond Pet Care Hospital and "your Pet" shall refer to the Pet(s) designated by the Pet Parent in this Agreement.

You have read this entire Agreement, you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

_____ Pet Parent Signature	_____ Date
_____ Pet Parent Name – please print	_____ Home Phone
_____ Address (Street or Mailing Address)	_____ Cell Phone
_____ Address (City, State, Zip Code)	_____ e-mail Address

Agents* who can act on your behalf for all purposes under this Agreement:

Agent 1 Name: _____ **Home Phone:** _____

Relationship to Pet Parent: _____ **Cell Phone:** _____

Agent 2 Name: _____ **Home Phone:** _____

Relationship to Pet Parent: _____ **Cell Phone:** _____

Pet Care Attendant Initials: _____