



Client Information
Client Name: _____
Address: _____
Cell Phone: _____

Pet Information
Pet(s) Name: _____

Boarding Agreement

A signed copy of this form is required to be on file and updated annually for all pets admitted for boarding. Any changes made to our boarding policies will necessitate a new, updated form be signed and filed, otherwise the form need only be signed once.

GENERAL: CityVet agrees to provide services for your pet as indicated on the Boarding Form that is to be completed by you, the owner for each visit. CityVet reserves the right to exercise its own best judgment in all circumstances as to how to best provide the services selected, and will exercise reasonable care to ensure the safety of your pet. CityVet will keep all premises sanitary and properly enclosed and ensure that all pets are properly and regularly fed, and housed in clean, safe quarters.

PET HEALTH REQUIREMENTS: For the welfare of all pets in our facility, all pets at CityVet must meet and abide by the following requirements:

- **IMMUNIZATIONS:** Pets boarding at CityVet must have confirmation from a licensed veterinarian that all of the pet's required immunizations according to CityVet's current guidelines are up-to-date. You authorize the administration of required vaccinations if needed, at your expense.
- **FLEAS & TICKS:** If your pet is found to have fleas or ticks, you authorize treatment (as deemed appropriate by CityVet) at your expense.
- **HEALTH & BEHAVIOR:** We are equipped to care for older pets and to administer routine medications for chronic conditions; however, we are not equipped to care for critically ill, overly aggressive or biting pets. We reserve the right to refuse to accept any pet if, at check-in, it appears to us that such pet is sick or that its behavior could jeopardize the health or safety of other pets or our staff. In the event your pet is sick and requires medical care hospitalization is offered at a CityVet medical facility.

PAYMENT FOR SERVICES: You agree to pay for the services provided to you during each visit to CityVet at the published rates at the time of check-in. Charges begin on the day you leave your pet and must be paid at time of departure.

PRE-PAYMENT DURING PEAK TIMES: Pre-payment of the total boarding fees for each pet is required during peak boarding times (as defined by CityVet). The payment is forfeited upon "no-show" reservations; however, if cancellation is made prior to the boarding dates and the space is re-booked by waiting list clients, the payment may be refunded or credited to the client's account.

CANCELLATIONS: In the event a reservation is to be cancelled, please do so at least three (3) days prior to your arrival date to avoid a cancellation fee. The failure-to-cancel fee is equal to one day of boarding fees for each pet on the reservation.

CHECK-IN/CHECK-OUT: Check-in/check-out is any time during business hours. Preferred check-in time is 9:00 AM to 1:00 PM; preferred check-out time is by 1:00 PM on the departure date.

PETS NOT PICKED UP ON DEPARTURE DATE: In the event 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 set forth in the Boarding Form. Notwithstanding the foregoing, if such pet becomes abandoned as defined by local or state regulations, we will follow the Abandoned Pet Procedure as outlined below:



- **ABANDONED PET PROCEDURE:** Once deemed abandoned, all services for such pet, other than basic services for care will be terminated. CityVet will send a certified letter (return receipt requested) to you at the address you have provided on this document the fifth (5th) day following the scheduled Departure Date of your pet, advising you that if your pet is not picked up within ten (10) days of the notification date, your pet will be deemed abandoned, that we must contact the appropriate authorities for delivery or, where permitted by law, a third party adoption partner and placed for adoption. All adoption fees will be the responsibility of you, the owner. You shall remain liable to us for all unpaid charges including court costs and reasonable attorney's fees incurred in the collection of the charges.

PERSONAL ITEMS: We recommend against bringing any personal items from home for the following reasons:

- They may cause, not reduce, separation anxiety for your pet,
- There is likelihood they may be damaged,
- Because of our heavy emphasis on hygiene and sanitation, we require all items to be laundered daily, including bedding and toys. Since these items don't fare well in laundry and the disinfection process, they often suffer damage.

If you insist on leaving property, it remains CityVet's prerogative to place any and all items in a property bin, and not with your pet. CityVet will not be responsible for loss or damage to any personal item or toy left with your pet.

CONTACT WITH OTHER PETS: While your pet is staying with us, they may possibly be in proximity with, or exposed to other pets.

- You acknowledge and agree that in the unlikely event your pet is injured by another pet, you will not hold us responsible for the injury.
- If your pet injures another pet, you will be solely responsible for any injury that occurs, whether to your pet or another.
- Communicable diseases: All pets staying at our facility are required to be fully vaccinated. We recommend all vaccines and boosters are completed at least one week prior to your drop-off date in order for your pet to receive the full benefit of those vaccines. However, it is still possible for a pet to become ill, even when vaccinated, especially when stressed by being away from home. This is not due to any circumstances or conditions at our facility, and you agree that you will not hold us liable in the event your pet becomes ill during or after its stay.
- Refer to CityVet's limited warranty for complete information.

COMMON AFTER-AFFECTS: Refer to CityVet's limited warranty for complete information. Diarrhea and weight loss are common side effects of a change in environment. Being away from home, being around other dogs, eating different food, and just being excited can affect appetite and gastrointestinal homeostasis. Diarrhea and weight loss can occur under many circumstances, even in dogs that fully enjoy their stay with us. Other common occurrences include:

- Colds: Just like human children in daycare, risk of upper respiratory infection is higher in group settings such as dog parks, on the sidewalks where other dogs frequent, or at the groomer or veterinary clinic.
- Odor: Dogs that play all day and stay for extended times need to be bathed. We keep our facilities clean, but our pets need cleaning too. We highly recommend a bath at the end of their stay with us.

TREATMENT AUTHORIZATION & EMERGENCIES: You agree that CityVet may, at its sole discretion, give first aid treatment or other attention when we deem it necessary for the safety and health of the animal. CityVet is authorized by the owner to provide veterinary advice or care, including emergency care, at the owner's expense. If we believe that your pet is in need of veterinary care, we will attempt to contact you before providing/obtaining that care; however, this document serves as our sole authorization



to obtain veterinary care for your pet, regardless of our ability or inability to contact you. You are also responsible for the expenses of said veterinary care, whether or not you have been reached in advance. By signing this Authorization you give CityVet authority to make veterinary care decisions regarding your pet, and agree to pay for all costs incurred for said treatment (refer to CityVet's limited warranty for complete information).

LIMITED WARRANTY: CityVet cannot guarantee against accidents and, absent negligence on our part, we cannot be liable for loss or damage caused by or to animals at this facility. Owner agrees to be solely responsible for any and all attacks or damage caused by their own pet while it is in our care at our facilities.

The previous statement notwithstanding, in an effort to provide quality care to our clients, CityVet will cover, at no additional fee, up to a maximum of \$500.00 of veterinary services per pet when needed, under the following conditions:

- Care must be provided by a CityVet veterinarian.
- The injuries or illnesses under treatment must be deemed by the treating veterinarian to be of the type that could possibly have been prevented while boarding, or possibly occurred directly/indirectly as a result of boarding.
- Warranty does not apply to treatment initiated more than 72 hours after discharge.
- Coverage excludes: Required immunizations for boarding, fleas and ticks, illness in senior or juvenile pets due to poor immunity; aggressive behavior toward another pet; injuries resulting from pets housed together at owner's request; pre-existing health conditions or pre-disposed conditions based on breed; injury to self caused by but not limited to such things as long toenails, chewing, etc.

DAYPLAY/GROUP PLAY AUTHORIZATION: Refer to the DayPlay Waiver

ACKNOWLEDGEMENTS:

Permission to use Photographs: I grant to CityVet, its representatives and employees the right to take photographs of me, my pet(s) and my property. I authorize CityVet, its assignees and transferees to copyright, use and publish the same in print and/or electronically. I agree that CityVet may use such photographs of me with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising, and Web content, such as social media.

REPRESENTATIONS TO US: By signing this Agreement, you represent to us that you are the true owner of the pet and that you are fully authorized to enter into this Agreement. You further warrant that all of the information about you and your pet in this agreement is true, accurate and complete, and attest to the following:

- To the best of your knowledge, your pet has not been exposed to rabies, distemper or any other contagious illness within 30 days prior to beginning its stay with us.
- To the best of your knowledge, your pet has no illness or behavioral problem that has not been disclosed to us, including aggression or biting behaviors.
- 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.

This Authorization Form and Release will remain in force for all my pet's visits to CityVet.

By signing below, I attest that I have read this entire Agreement and hereby agree to its terms.

Client Signature

Date