

In order to board my animal at Crossroads Pet Resort, I agree to the following:

**Please Initial All**

\_\_\_\_ **Boarding Agreement, Emergency Contact, and Treatment Consent:** All animals must have a complete, signed up-to-date boarding intake form, vaccination records, and policies and procedures. If your pet is diabetic we require a protocol form to be filled out prior to pet's stay.

\_\_\_\_ **Boarding Drop Off/Pick Up:** Boarding drop off and pick-ups are available by appointment. For Sunday pick-up we require a credit card on file to charge during your pet's reservation. **If your pet is picked up after 12pm there is a \$20 late pick up fee (except on Sundays). If you arrive more than 20 minutes late to pick up your pet without a courtesy call, there will be a \$20 late fee applied.**

\_\_\_\_ **Evaluation:** We do not require a prior evaluation for boarding dogs. Instead, we will have a LVT (licensed veterinary technician) do an intake exam if your dog is boarding more than a day.

\_\_\_\_ **Reservations:** Reservations are required. A deposit is required for reservations on the week of a holiday.

\_\_\_\_ **Cancellations:** Cancellations may be made at any time; cancellations the week of a holiday are not eligible for a deposit refund.

\_\_\_\_ **Leashes and Collars:** For your pet's safety, collars/harnesses are removed. The collar/harness is placed in an individual labeled bin. A break away collar with the dog's name and our phone number will be placed.

\_\_\_\_ **Right to Refuse Service:** Crossroads Pet Resort reserves the right to refuse or suspend any and all services to anyone for any reason.

\_\_\_\_ **Health:** I certify that the representation of my pet's health is accurate on the intake form. I acknowledge it is my responsibility to keep Crossroads Pet Resort up to date on any changes in my pet's health and physical condition. I also certify that my pet is free of fleas, ticks, and any condition(s) that could affect the health of other animals. **Animals that have been ill with communicable disease in the previous 30 days are required to notify Crossroads Pet Resort prior to the pet's boarding reservation.**

\_\_\_\_ **Toys and Bedding:** We allow you to bring bedding as long as it can be laundered. Bedding is available and provided for pet's that do not bring their own. We also allow toys as long as they have no squeakers. We do not allow rawhides or any toy that may be a choking hazard.

\_\_\_\_ **Food When Boarding:** To prevent stomach upset, it is recommended you bring your pet's normal food. GI friendly in house food is available at an additional charge. Please provide complete feeding instructions on the boarding agreement form. We feed twice a day. If your pet eats once per day we calculate their food to split it to twice per day feeding while boarding.

\_\_\_\_ **Medication:** We are happy to give oral or topical medications as needed. There is no additional charge unless the animal is diabetic. **There is a \$10 fee each time a staff member has to come in after hours to administer insulin.** Make sure to fill out the medication section on the boarding agreement with medication name, reason for use, dosage, frequency, time and date last given, and count at admission.

\_\_\_\_ **Personal Property:** I acknowledge that Crossroads Pet Resort we not be held responsible or held liable for any lost, stolen, or damaged personal property left during my pet's stay.

\_\_\_\_ **Behavior:** We do not accept pet's that have a history of aggression towards people. If you are boarding a pet you will be required to fill out a behavior questionnaire. Crossroads Pet Resort has the right to decline boarding services if our animal care takers can't handle the pet.

\_\_\_\_ **Medical:** If my animal becomes ill or is deemed to be in need of immediate medical attention I understand that Crossroads Pet Resort will notify someone on the medical team. The medical team will review the treatment consent form and develop a plan. We will notify you once this has occurred to discuss treatment recommendations.

\_\_\_\_ **Additional Personnel Authorized to Drop Off/Pick Up:** If you would like someone not listed on your account to pick up your pet, you must specify that person in writing or verbally to a team member of Crossroads Pet Resort.

\_\_\_\_ **Flea & Tick Prevention:** All animals are required to have current oral or topical flea/tick prevention. **We do not accept flea/tick collars for safety reasons.**

\_\_\_\_ **Vaccinations:** We require dogs to have DHPP (Distemper-Hepatitis-Parvovirus-Parainfluenza), Lepto, Bordetella, CIV (Canine Influenza), Rabies, and negative fecal. We require cats to have RCP (Rhinotracheitis- Calicivirus- Panleukoenia), Rabies, negative fecal, and a Feline Leukemia & FIV test. **Animals must be fully vaccinated 2 weeks prior to reservation.**

\_\_\_\_ **Changes:** Crossroads Pet Resort reserves the right to change policies, procedures, and services, and adjust rates without notice. We will attempt to notify you of these changes, prior to the start of your reservation.

\_\_\_\_ **Photos and Videos:** I give my permission for Crossroads Pet Resort, to take photographs, and /or videos, and to use the images or videos of my animal in printed matter, internet sites, or other promotional or advertising capacities. I understand my personal information will not be used and I have the right to withhold my consent by providing a written and signed statement.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_