

# **PASSAGE EAST KENNELS POLICIES & WAIVER**

## **BOARDING DROP OFF & PICK UP POLICY**

The designated pick-up/drop-off times at Passage East Kennels are as follows:

**Monday-Friday: 8 AM - 11 AM & 3 PM - 6 PM**

**Saturday-Sunday: 9 AM - 11 AM & 3 PM - 5 PM**

Arrangements for drop-off/pick-up outside of these hours must be prearranged with a manager. I understand that an additional fee will be applied to my bill if I arrive outside of the designated hours.

## **PAYMENT**

I agree to pay for all services provided by Passage East, LLC prior to or at the time of check out. I understand that any outstanding balance must be paid in full before my dog(s) can stay with Passage East Kennels again.

## **PEAK PERIOD CANCELLATION POLICY**

In order to best accommodate all our clients, **we ask that you provide notice of GREATER THAN 4 DAYS (96 hours) prior to your scheduled arrival if you need to cancel a peak boarding reservation.** Our peak periods are as follows:

- 3 days before and 3 days after any federal holiday
- All school vacations
- The months of July and August

**I understand that if I cancel my peak boarding reservation LESS than 4 days (96 hours) prior to my scheduled arrival, I will be charged 20% of my total boarding reservation.**

**If I fail to show for my peak reservation and provide NO notice of cancellation, I understand that I will be charged for my reservation in full.**

## **VACCINATIONS**

All dogs boarding or attending daycare at Passage East, LLC must be up to date on the following vaccines: Rabies, Bordetella (Kennel Cough), Canine Parvovirus

**I understand that I must provide valid proof of these vaccinations prior to my dog's stay. Passage East, LLC reserves the right to return your dog away if proof of vaccination is not provided.**

### **INTACT POLICY**

I understand that an additional fee will be charged to my bill if my dog is over the age of six months and has not yet been spayed/neutered.

Dogs who have not been spayed/neutered often display unwanted behavior and/or draw unwanted attention to themselves. I understand it takes significantly more attention from the staff anytime an unaltered dog is mixed into the pack.

### **PHOTOGRAPHS**

I understand that photographs, video or digital recordings are taken of the facility, pets, customers and staff on a regular basis for, among other things, use in advertising by Passage East, LLC. I acknowledge that all such images, together with prints and copyrights, therein are the property of Passage East, LLC.

I give Passage East, LLC my consent, permission, and authorization, without compensation to me, to use, reproduce, and alter the images, in print and electronic format (including the internet), either alone or in combination with other texts and graphics. I waive my right to approve the finished photograph, advertising copy, print material or electronic files that may be used in conjunction with the images.

### **INJURIES, ILLNESSES, & DAMAGES**

At Passage East, LLC, we strive to provide your dog with excellent care and a fun experience during their stay. Although animals are supervised at all times, injuries can still occur while dogs are playing together, such as scratches, cuts, or sprained joints. Such injuries are rare, but can and do happen at all canine facilities where dogs are permitted to socialize.

In addition, while infrequent, dogs can get into fights, even under close supervision. Common areas for bites as a result of these fights are the snout, ears, tuft of the neck, and paws.

At Passage East, we have procedures to screen dogs for aggressive behavior and we do not allow aggressive dogs to play with other dogs. However, even the friendliest of dogs can get into fights with very little or no warning.

In addition to injuries, it is possible for dogs to transfer illnesses such as upper respiratory infections and kennel cough, even with the required vaccinations and boosters. This is just like at a daycare for children, where illnesses such as pink eye and the flu can be transferred from one child to another.

Such illnesses remain infrequent due to the strict enforcement of our vaccination policy for all dog guests. I understand that Passage East, LLC reserves the right to refuse service to any pet that arrives presenting symptoms of any illness.

I agree that Passage East, LLC will not be liable for any claims of injury, illness, damage or death to my dog during its stay and that under no circumstances will Passage East, LLC be liable for consequential damages.

I certify that I have informed Passage East, LLC of all dog and human aggression. I agree that I am responsible for any harm caused by my dog while in the care of Passage East, LLC. I shall indemnify Passage East, LLC against any claims made against it or for losses or damages suffered by Passage East, LLC as a result of my dog.

### **ABANDONMENT OF ANIMALS**

I understand if I do not pick up my dog by 5 days after the agreed upon pick up date, a certified letter will be sent regarding the animals abandonment. Should the animal not be removed within the specified time I, the client, hereby relinquish all claims to my animal, but shall not relieve me of my contractual liability of any treatment, boarding or care furnished.

I understand that under no circumstances is the dog to be visited by myself or any friends/relatives/neighbors during their stay at Passage East, LLC.

### **GROOMING**

I understand that if a pet, which is presented for boarding, daycare, and/or grooming, is found to have fleas and/or ticks, it will be bathed and treated at the owner's expense.

### **VETERINARY CARE**

I understand that, in the event my dog appears to be ill or at significant risk of experiencing a medical problem, Passage East, LLC will attempt to contact me for instructions prior to seeking veterinary care. If I cannot be reached, I agree that Passage East, LLC may use its reasonable discretion in seeking veterinary care on my behalf and I will be responsible for all related expenses.

I understand that Passage East, LLC will attempt to use my preferred veterinarian, but if my preferred veterinarian is unavailable or other circumstances mandate, I authorize Passage East, LLC to use the veterinarian of its choice. I agree that Passage East, LLC will not be liable for the actions and decisions of the veterinarian.

I also agree to be responsible for any reasonable fees assessed by Passage East, LLC for emergency care and transportation. I authorize my veterinarian to share the medical records of my dog with Passage East, LLC and other veterinarians. I assume full responsibility for payment of all veterinary services rendered, including, but not limited to, diagnosis, treatment, necessary grooming, medical supplies, transportation and boarding. I agree to make such payments directly to the attending veterinarian or reimburse Passage East, LLC if direct payment cannot be made.

**This agreement and waiver is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time Passage East, LLC cares for my dog(s).**

**Name (Please Print):** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_