



Grandview Estates Pet Lodge Boarding Policies and Procedures

In order to board my pet at Grandview Estates Pet Lodge, I agree to the following:

Please Initial All

_____ **Application & Waiver:** All pets must have a complete, signed up-to-date boarding Intake form, Policies and Procedures, Waiver of Liability, and vaccination history on file.

_____ **Boarding Drop Off / Pick-up:** Boarding drop off and pick-up is available at specific times between 8:00am and 5:00pm, Monday through Friday. Saturday between 10:00am and 3:00pm. **Must arrive at your schedule pick up and drop off time.** Sundays and holidays, we will not have pick up times. **Pets must be picked up before noon, otherwise an additional day boarding fee will be charged.** Pets not picked up during the available pick up time will be boarded for another night at their current nightly rate.

_____ **Payments:** Boarding fees may be paid with credit card or cash (No checks). All fees must be paid in full prior to the service being rendered. *There are no refunds for early departure.*

_____ **Reservations:** Reservations are required. A **100% deposit** is required to complete the reservation.

_____ **Cancellations:** Boarding reservations may be cancelled at any time, however **deposits are refundable ONLY if you cancel your reservation 5 or more days in advance of the start of your scheduled stay.**

_____ **Leash/Carriers:** All dogs must be on leash and all cats must be in a carrier when arriving or leaving the property.

_____ **Right to Refuse Service:** Grandview Estates Pet Lodge reserves the right to refuse or suspend any and all service to anyone for any reason.

_____ **Health:** I certify that the representation of my pet's health is accurate on the Intake form. I acknowledge that it is my responsibility to keep Grandview Estates Pet Lodge up to date on any changes in my pet's health and physical condition. I also certify that my pet is free of fleas and ticks, and from any condition(s) that could potentially affect the health of other pets. Pets who have been ill with any communicable disease in the last 30 days require a veterinarian's release to be admitted back into any of our programs.

_____ **Toys and bedding:** We allow bedding as long as it can be laundered and has your last name permanently marked on it somewhere. 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. Please ensure all bedding is clean and flea-free.



Grandview Estates Pet Lodge Boarding Policies and Procedures

_____ **Food When Boarding:** To prevent stomach upset, we encourage that you to bring the food your pet is used to eating. Whenever possible, please bring the food in separate meals, pre-packaged per serving. Mark the containers if there is a serving difference between meals. Please also provide complete feeding instructions on the Intake form. We have a kitchen with a refrigerator and can accommodate a wide variety of diets and preparations.

_____ **Medication:** We are happy to give oral medications, insulin injections or topical medications as needed. There is no additional charge for doing this under the Medical boarding levels. We require that you complete a **Medication Intake Form** for all medications we will need to administer. You must bring all medications in their original container with your Pet's name on it. If you do not, then we are unable to give any medications. On the Medication Intake Form, please tell us the name and strength of the medication, and directions for administering the medication, including dosage, number of times per day, how and when it is to be given, condition being treated, and areas to be treated.

_____ **Personal Property:** I acknowledge that Grandview Estates Pet Lodge will not be held responsible or held liable for any lost, stolen, or damaged personal property belonging either to me or my pet. If my pet causes any damage to the Grandview Estates Pet Lodge facility or equipment, I understand that I may be held responsible for the cost of repair or replacement.

_____ **Behavior:** We accept all breeds of dogs. We also accept dogs that do not get along with other pets or may be aggressive toward other pets. These dogs will get the same love and attention as all other pets, and will have the same amount of play time with staff in the yard as all other dogs. We DO NOT accept pets who have shown any aggression to people. Please be clear on the Intake form if your pet has ANY issue with other pets.

_____ **Medical:** If my pet becomes ill or is deemed to be in need of immediate medical attention, I understand Grandview Estates Pet Lodge has the right to administer aid and/or to use a Compassionate Care Veterinary veterinarian. I acknowledge that if possible, I will be contacted before Grandview Estates Pet Lodge seeks medical attention. I also agree to pay all expenses incurred for medical treatment.

_____ **Additional Persons Authorized to Drop Off/Pick-Up:** If you want anyone other than you to pick up your pet, you must specify that person on the Intake form. To ensure the safety of your pet, this person is required to present a valid picture identification on pick-up.

_____ **Age and Spay/Neuter Requirements:** Puppies & kittens must be at least 16 weeks old to board with us and must have all of their puppy/kitten inoculations. Female dogs in "heat" will have additional fees for isolation boarding. Intact male cats will have additional fees for isolation boarding.



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_____ **Flea / Heartworm Control:** Pets must be on some type of flea control. Heartworm Prevention not required, however, strongly recommended. Any pet with evidence of fleas will be treated by Grandview Estates Pet Lodge at my expense.

_____ **Vaccines: PETS:** Veterinary proof of Rabies, Distemper/Parvo, Leptospirosis, Bordetella, and Bi-valent Influenza vaccinations, and negative Fecal are required and must remain current. Titers are an acceptable proof only for Distemper/Parvo vaccine.

CATS: Veterinary proof of Rabies and FVRCP vaccinations, and negative Fecal are required and must remain current.

We also require proof that a Fecal test was done and found to be negative **within 6 months** prior to the full length of your pet's boarding stay.

_____ **Changes:** Grandview Estates Pet Lodge reserves the right to change policies, procedures, and services, and adjust rates without notice. While we will attempt to notify you of these changes, it is ultimately your responsibility to be aware of current policies and rates.

_____ **Guarantee:** We strive to be the best we can be, for both you and your pet. If you are ever dissatisfied with any service, please tell us. We will gladly work with you to ensure you are getting the service you deserve.

_____ **Abandonment:** I understand that if I do not pick up my pet at all, Grandview Estates Pet Lodge will proceed according to the guidelines provided by New York State. Abandonment of Animals by Owner; procedure for handling. I also acknowledge that I will be fully responsible for all attorneys' fees and associated costs if I abandon my pet.

_____ **Photos and Videos:** I give my permission for Grandview Estates Pet Lodge, to take photographs, and/or videos, and to use the images or videos of my pet in printed matter, internet sites, or other promotional or advertising capacities. Photographs and videos are the property of Grandview Estates Pet Lodge.

By signing below, you acknowledge receipt of and adherence to the above policies.

Signed: _____

Dated this _____ day of _____, 20_____

Printed Name: _____