

Baseline Pet Boarding Agreement

9760 Baseline Rd #101, Rancho Cucamonga, CA 91701

Office: (909) 987-4788 Fax: (909) 989-8900 email: baselineanimalhospital@gmail.com

1. Requirements to board: All pets must be no younger than six (6) months old. If pet is under a year old, owner must provide proof from a licensed veterinarian that the pet has had a full series of puppy/kitten CORE vaccinations.

***Cats** must have a current exam (within the year), current FVRCP, Rabies vaccinations, and must be on a flea medication.

***Dogs** must have a current exam (within the year), must be on a flea medication, current DHPP, Rabies, and Bordetella vaccinations. **The Bordetella vaccination must have been given within six (6) months of boarding appointment, making it a TWICE a year vaccination to board at BAH.**

*If a pet is not on a flea control or proof cannot be provided, one may be provided by BAH for an additional charge. The two flea treatments that we recommend: Capstar (24 hour flea control) or Frontline (30 day Flea Treatment).

***VACCINATIONS:** It is highly recommended vaccinating your pet two weeks prior to your boarding appointment. If your pet needs vaccinations same day, we may administer here at BAH but the **pet must be dropped off before 11am (no exceptions).**

***Elderly pets 12 years old and up** are required to have an exam within six (6) months of boarding appointment with approval from a licensed veterinarian that the pet is healthy enough to board.

NO EXAMS MAY BE GIVEN DAY OF DROP OFF TO MEET REQUIREMENTS.

I have read, understood and agree to all of #1. Initial: _____

2. Service. We agree to provide the specific service ("service") to your pet for each boarding visit as indicated on your estimate that will be filled out for each of your pet's visits. We will exercise reasonable judgment as we provide the services.

* The lobby is open for check-in and check-out as posted in our lobby. **Hours may vary** due to holiday or seasonality. We may require government issued identification before releasing the pet(s) as we want to be sure we only release your pet to you, your agent or such other individual(s) designated by you in writing as authorized to pick up your pet.

*** THERE IS NO DOCTOR OR STAFF ON PREMISES AFTER BUSINESS HOURS***

THERE IS NO DOCTOR AVAILABLE ON SUNDAYS OR MONDAYS

I have read, understood and agree to all of #2. Initial: _____

3. Payment of Service. You agree to pay us for the service we will be providing to your pet during their stay with us at the rates set forth at the start of such 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 at the daily rate both parties agree to. **Payment is expected in full the day you drop your pet/pets off at Baseline Pet Boarding.** All additional fees incurred during your pets stay will be paid on the scheduled day of the pet's departure.

I have read, understood and agree to all of #3. Initial: _____

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4. Reservations/Cancelations:

* Reservations- are accepted but not guaranteed without verification of Baseline Pet Boarding requirements.

* Cancellations- If you need to cancel your reservation, please do so at least two (2) days prior to your arrival date.

I have read, understood and agree to all of #4. Initial: _____

5. Your Agent*. You must provide an adult, over the age of 18, as your agent. Your agent must also be someone other than the primary pet parents and **should not be someone traveling with you** if you are leaving town. If we cannot reach you, you authorize us to contact your agent. You agree that your agent shall have full and complete authority to make any and all decisions, including those related to the health of your pet and the expenditure of funds, for or on behalf of you and your pet. If your pet becomes ill and you cannot be reached by BAH or your representative, your representative **does not have the authority to euthanize your pet to avoid a pet bill.**

Pet Parent: Name _____ Pet(s) name _____

Home Phone _____ Cell Phone _____ Work Phone _____

Street Address _____ City _____ State _____ Zip _____

Email: _____

Agent 1: Name _____ Relationship to pet parent _____

Home Phone _____ Cell Phone _____

Agent 2: Name _____ Relationship to pet parent _____

Home Phone _____ Cell Phone _____

I have read, understood and agree to all of #5. Initial: _____

6. Pet Health and Behavior. We reserve the right to refuse to accept a pet at check-in for any reason, including without limit, if it appears to us the pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other pets or our staff.

* **If it is determined that after you drop off your pet**, the pet is ill or has an illness that was not identified when you dropped the pet off, we will attempt to call you or your representative and if you do not make contact with either of you within the hour, we will immediately send the pet to the Baseline Animal Hospital (because of close proximity to the boarding facility) for treatment and all **fees incurred will be your responsibility.**

***If we contact you and you refuse treatment**, you or your representative will be required to pick up the pet within 1 hour of such refusal.

*If your pet becomes aggressive and not manageable, the same rules and policies will be strictly enforced.

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* **No pet can stay with us** unless the pet is healthy and we have confirmation from a licensed veterinarian that the pet has had a current exam within the year and has received all vaccinations required by Baseline Pet Boarding.

* If at any time your pet is found to have fleas or ticks, we may provide the appropriate flea or tick removal treatment, and **you authorize us** to provide such service at your additional expense.

* We may accept certain older pets and we may administer routine medication for chronic conditions, but **we are not equipped to care for acutely sick pets or aggressive or biting pets.**

* **Medication(s):** There will be an additional charge to administer medications. Any medication(s) that you want us to administer to your pet **MUST BE IN THE ORIGINAL PRESCRIPTION BOTTLE & CLEARLY LABELED!** Any complications as a result of use of medicine you provide us may be addressed by the Veterinarian at Baseline Animal Hospital at an additional cost. List of Medications: _____

* You represent that to the best of your knowledge, your pet(s) have not been exposed to rabies, kennel cough, distemper or parvovirus 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 such treatment has been completed and a statement of health is obtained and provided to us by a licensed veterinarian.

* You acknowledge that we may contact appropriate authorities if your pet bites another pet or any person.

* **Communicable diseases:** all pets coming into the boarding facility are required to be vaccinated. However, it is still possible for a pet to become ill, even if vaccinated. **You understand this risk and agree that Baseline Pet Boarding is not liable** for any illness suffered by your pet during or after its stay, including but not limited to Tracheobronchitis (Kennel Cough).

I have read, understood and agree to all of #6. Initial: _____

7. Emergencies. In an emergency or natural disaster, every effort will be made to contact you or your agent to retrieve your pet. You agree that Baseline Pet Boarding, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your pet until you or your agent can retrieve the pet. You understand it may not always be possible to safely evacuate your pet.

* **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, and requires professional attention – we will attempt to notify you or your agent at the telephone numbers you provide. If we cannot reach you or your agent, Baseline Pet Boarding, 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 authorize us to**

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provide any such service at your additional expense. In cases we believe to be critical, we may take your pet to the veterinarian first before trying to contact you.

*** If you refuse medical treatment for your pet** you will have to fill out an Against Medical Advice (AMA) paper stating that you are declining the treatment recommended for your pet by the veterinarian. You will then be required to pick up your pet or arrange for pick up within the hour.

*** If we cannot reach you or your agent,** we will make healthcare decisions for your pet based on the recommendations of available professionals.

***In the case of a life threatening emergency** BAH has the authority to transport your pet to Inland Valley Veterinary Specialist on days when there is no vet on staff and that you or your agent cannot be reached to transport pet yourself.

I have read and understand all of #7. Initial: _____

8. Contact with Other Pets: WE DO NOT HAVE DOGGIE DAY CARE, WE DO NOT ALLOW DOGS TO PLAY WITH NON-FAMILY DOGS, PLAYTIME IS ONLY WITH KENNEL WARDS. You acknowledge and agree that in the unlikely event your pet is injured by a family pet kenneled together at your request, we will have to separate your pets and there will be additional kennel charges to owner. **You release Baseline Pet Boarding and its agents from any liability for such injury.**

I have read, understood and agree to all of #8. Initial: _____

9. Pets not picked up on departure date. If you or your agent do not pick up your pet at the agreed upon time, you hereby authorize us to continue to provide the services as set forth in this agreement at your expense. If Baseline Pet Boarding determines, at its sole discretion, that an extension of services is required, payment in full may be required prior to extending such services.

***Abandoned Pet Procedure.** Unless otherwise required by applicable law, if you fail to pick up your pet by the designated time: all services will stop, with the exception of medication administration necessary to ensure pet health and safety and basic boarding services (food, water, relief time and shelter) and you shall pay the expense.

***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 a reasonable time period, 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. You understand that you may lose ownership of your pet under these circumstances.**

***If you fail to pick-up your pet for any reason, YOU RELEASE BASELINE PET BOARDING FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.**

***You shall remain liable to us for all unpaid charges, including without limit the court costs and reasonable attorney fees incurred in the collection of the Charges.**

I have read, understood and agree to all of #9. Initial: _____

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10. 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 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 problems (including aggressive or biting behavior) that have not been disclosed to us.

*You agree to indemnify and hold 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.

I have read, understood and agree to all of #10. Initial: _____

11. Miscellaneous Provisions. This written agreement constitutes our entire and only agreement and there are no oral agreements or understanding except as provided for in this agreement.

I have read, understood and agree to all of #11. Initial: _____

12. Personal Items: BAH advises against bringing personal items such as beds, blankets, toys, bowls etc. They will be provided by BAH. If you insist on bringing personal items **you acknowledge** that your items may be misplaced during your pets stay and **release Baseline Animal Boarding from such losses.**

*Treats may be brought in, though we do not accept bones, rawhides or anything that we deem a choking hazard.

I have read, understood and agree to all of #12. Initial: _____

13. 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.

Client Signature of Agreement: Print Name _____

Pet Parent Signature: _____ Date: _____

Special Instructions From Owner: Any information you think the staff would find useful to enhance your pet’s stay, i.e.: play habits, eating habits, elimination habits, sleeping habits, activity level or anything you might think we need to know to make your pet’s experience a comfortable and safe one. If you are boarding multiple pets, please let us know if you want them together or separated.

BPB Associate Initials: _____ BPB Receptionist Initials: _____ Date: _____