

Good Dog Hotel & Spa

Vision Standards

To provide compassionate, loving care to all of our friends, especially those entrusted to us, being constantly attentive to their security, safety, and well being, and to place their welfare and happiness above all other considerations.

Pet Care Authorization and Release

Our professional staff is hired on a love for animals' first criteria, thus providing your pet is lovingly watched over.

1. Owner agrees that by signing the "Pet Care Authorization and Release" one time, it shall remain in full force and effect each visit for one year.
2. GDH is open weekdays 7am-7pm, Saturday 8am-5pm, and Sunday 12pm-5pm. Daycare dogs may be dropped off or picked up any time during regular business hours. Hotel dogs may be dropped off any time during regular business hours. Pick-up time for hotel dogs is 1:00, unless they are scheduled for daycare or grooming on the day of departure. All dogs not picked up by ten minutes after closing will be boarded for the night.
3. GDH requires all dogs (daycare, hotel, grooming) to have current vaccinations for rabies, DHLPP, and Bordetella. Dogs must be updated for Bordetella every 6 months. ALL DOGS GOING TO DAYCARE MUST BE SPAYED/NEUTERED. In order to guarantee a smooth check-in, we recommend that the owner provides GDH with vaccination records in advance.
4. For the safety of everyone, all dogs must enter the building on a leash. Dogs are welcome to come in with a prong/chain collar and/or harness/gentle lead, but these will be removed while in the daycare or hotel. We also ask that all dogs wear a nylon or leather collar during their visit.
5. Owner agrees that GDH will keep a credit card on file for all guests. Owner authorizes the card to be charged in the following cases:
 - a. I do not cancel or change my appointment according to GDH policy
 - b. I need a prearranged person to pick up my dog in my place
 - c. I need an extended stay longer than two months, in which case my card will be charged at the end of each month
6. Owner agrees to pay the rate for boarding and/or daycare in effect on the day of check-out. Owner further agrees to pay all charges for special services requested and all veterinary costs for the pet while in the care of Good Dog Hotel Inc.
7. GDH is often booked several weeks in advance, sometimes with an extensive waiting list. To ensure we are able to accommodate as many reservation requests as possible, we must strictly adhere to our cancellation policies. We require a 48 hour notice during non-peak times and 7 days notice during peak times, which include, but are not limited to the following: New Year's week, Spring Break, Easter weekend, Memorial Day weekend, July 4th weekend, Labor Day weekend, Fall Break, Thanksgiving week, and Christmas week. When making the reservation, the owner will be given the last date for which cancellations will be accepted. If sufficient notice of cancellation is not given, the owner will be charged a \$75 fee. Any changes to a reservation must follow the same 48 hr/7 day policy. Otherwise the owner will be charged for all dates originally scheduled.
8. GDH requires a \$75 deposit to hold all reservations during peak times. If proper notice of cancellation is given, the deposit will be transferred to the owner's account for future use. If the reservation is kept, the deposit will be subtracted from the total bill at check-out.
9. All reservations during peak times require a 3 night minimum. During the summer, all weekend reservations require a 2 night minimum.
10. Owner understands that boarding often causes stress for dogs, especially elderly, young, and rescued dogs. This may affect the dog's normal eating, drinking, and bathroom habits. GDH closely monitors and records these activities. We will make every effort to correct problems related to stress. This may include adding cheese or chicken broth food and/or taking the dog out for extra potty breaks. We urge the owner to communicate any suggestions for these matters. We will relay any questions or concerns upon check-out.
11. GDH recommends the owner bring food from home. Switching food may cause upset stomachs and loose stools. If a dog runs out of food, we will serve Iam's Mini Chunk. We

ask that all food be in a sealed container with precise instructions for each feeding. Due to space we cannot accept bags of dog food larger than 25 pounds. Please inform GDH of any allergies your dog may have. In this case, we recommend bringing extra food, in the event of an unexpected delay with pick-up.

12. To reduce the possibility of lost items and to ensure all items are clean upon return, GDH only allows 2 toys and 1 bedding item per dog. We have plenty of bedding to accommodate those dogs with additional needs.
13. Owner understands that when dogs play in groups, the dogs toss toys, jump, romp and get rambunctious at times, and nicks and scratches may occur. Although we monitor the dogs very closely, there is a possibility of injury from rough play. By signing this contract, owner agrees that GDH is not liable for injuries that occur in daycare. If we feel for any reason that a dog may endanger another dog, we will remove pet immediately. Owner understands that their dog may be placed in a Hotel Suite or crate for nap time if they are upsetting the Daycare environment. This does not always mean your dog is in trouble, some dogs simply have more energy than other dogs. For safety reasons we need to ensure that Daycare stays calm. Management may or may not notify owner immediately in the case of injury. If the injury is not serious, staff may feel it is ok to leave the dog until the end of the day and let owner know about it when they pick up. If the injury is serious, owner will be notified immediately. This is one of many reasons it is very important to give us as many phone numbers as possible.
14. Every precaution will be used against the illness of all dogs while in the care GDH. In no event shall GDH be liable for illnesses that arise during or after the dog's visit. GDH goes to great lengths to maintain a clean and healthy environment for the dogs. Most staff members bring their dogs regularly, so we personally understand the desire to prevent illness. However, like with humans, airborne illnesses may still occur. This is not due to any controllable circumstance or condition at GDH. Owner agrees not to hold GDH liable for any illness suffered during or after the dog's stay.
15. GDH will administer medications according to owner's instructions. Owner understands they must fill out the medication form in full. Owner also understands that GDH is not a medical facility and that staff are not medically trained.
16. Some older dogs may experience additional stress while in our care. Owner's signature provides acknowledgment that owner is aware of any age-related risks. GDH recommends that the owner inform their vet of the dog's stay at GDH if the dog has health concerns. This opens the line of communication between GDH and the vet in the owner's absence.
17. Owner understands in case of injury, illness, or demise, GDH will make every effort to contact the owner. We ask the owner to provide multiple phone numbers, including a local emergency contact. GDH will attempt to use owner's regular vet first. If for any reason we cannot contact this vet, we will use Noah's 24 hour Animal Hospital. In the event that a dog in the care of GDH requires medical attention, owner authorizes the vet to provide these services. Owner agrees to pay all related transportation and vet costs.

I hereby agree to the foregoing as the owner of the aforementioned dog(s). I further certify that my dog(s) is (are) in good health and has not been ill with any communicable disease within the last 30 days. I certify to the accuracy of all information given about my dog(s) and that my dog(s) has not harmed or shown aggression or threatening behavior toward any person or animal.

AGAIN THANK YOU FOR YOUR BUSINESS AND UNDERSTANDING THESE POLICIES ARE FOR YOUR PETS BEST INTEREST. IT IS THROUGH YOUR PATRONAGE AND TRUST THAT INSURES OUR SUCCESS.

I HAVE READ, UNDERSTAND AND AGREE TO ALL PROVISIONS OF THIS AUTHORIZATION.

Owner (Owner/Agent for Dog) Print Name _____ **Date** _____

Owner (Owner/Agent for Dog) Signature _____ **Date** _____