

# Good Dog Hotel & Spa

## Vision Standards

To provide compassionate, loving care to all our friends, especially those entrusted to us; to be constantly attentive to their security, safety and wellbeing; 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 cared for.**

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 Closed Sundays for pick up and drop off. Daycare and Hotel dogs may be dropped off or picked up any time during regular business hours. Pick-up time for hotel dogs is 1pm, after 1pm there is a \$15 care charge unless owner opts for another service. All dogs not picked up by 10 minutes after closing will be boarded for the night. Departures after this time (if available) will result in a \$35 fee. Grooming dogs must be dropped off between 7am and 9am Monday through Friday, and 8am and 10am Saturday. Arriving late may result in losing appointment. There will be a \$25 fee for no-shows.
3. GDH requires all dogs (daycare, hotel, grooming) provide proof of the following vaccinations: **Rabies. DHLPP, Bordetella and Influenza.** ALL DOGS GOING INTO DAYCARE MUST BE SPAYED OR NEUTERED. In order to guarantee a smooth check-in, we recommend 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 daycare or hotel. **All dogs must also wear a nylon or leather collar during their visit.** You may purchase a nylon collar for \$6.
5. We require a deposit of \$25.00 for any non-peak stay (non- holidays). Your deposit will be processed at the time of your reservation and is applied to your total bill upon checkout. We have a 2 day cancellation policy for non-peak times. For example: If you are to arrive on Friday, you must cancel by Wednesday 7pm in order to obtain a deposit refund. NOTE: During the summer we require a 2 night minimum stay for weekend stays.  
**(a) We have a full stay policy, after you have checked in you will be held to all days of your reservation.**  
(b) We require a deposit of \$75.00 for Holiday stays, which include: New Years Day, Spring Break, Easter, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, and Christmas Eve through Dec 31st.) Your deposit will be processed at the time of your reservation and is applied to your total bill upon checkout. We have a 7 day cancellation policy for peak or Holidays. For example: If you are to arrive the Wednesday before Thanksgiving, you must cancel the Wednesday prior to arrival in order to obtain a deposit refund. NOTE: During these Holidays, we require a 3 night minimum. **A No Call No Show will be charged for all dates originally scheduled.**
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. Owner understands that any extended stay longer than 20 days, will require ½ payment up front as well as payments every 20 days until pet is picked up.
8. GDH is often booked several weeks in advance, sometimes with an extensive waiting list. To ensure we are able to accommodate as many hotel reservation requests as possible, we must strictly adhere to our cancellation policies. Daycare reservations are strongly encouraged during holidays and peak periods. While not required, a daycare reservation will ensure your dog a spot in daycare when we are at capacity.
9. 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, which can cause upset stomach or loose stools. 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 to 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.

10. GDH recommends the owner bring food from home. Switching food may cause upset stomach and loose stool. If a dog runs out of food, we will serve a Chicken & Rice. We ask that all food be pre-packaged by meal to ensure the proper amount is given for each feeding. Due to space constraints, we cannot accept bags of food larger than 5 pounds. Please inform GDH of any allergies your dog may have. If your dog has a food allergy, we recommend bringing extra food in the event of an unexpected delay with pick-up.

11. To reduce the possibility of lost items, and to ensure all items are clean upon return, GDH allows 2 toys and 1 bedding item per dog. (bedding item will be permanently marked) We have plenty of soft bedding to accommodate those dogs with additional needs.

12. Owner understands that when dogs play in groups, they 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 GDH is not liable for injuries that occur in daycare. If we feel for any reason a dog may endanger another dog, we will remove said pet immediately. Owner understands their daycare 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 the daycare area stays calm. Management may or may not notify owner immediately in case of injury. If the injury is not serious, staff may determine it is OK to leave the dog until the end of the day and inform the owner about the injury at pick-up. If the injury is serious, owner will be notified immediately. This is one of many reasons it is critical to give us as many phone numbers as possible.

13. Every precaution will be used to prevent the illness of each dog in the care of 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 GDH 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 or injury suffered during or after the dog's stay.**

14. GDH will administer medications according to owner's instructions, and there will be a \$2 charge for each med administered. Owner understands they must fill out the medication form in full at check-in (or prior to check-in). Owner also understands GDH is not a medical facility and the staff is not medically trained.

15. Some older dogs may experience additional stress while in our care. Owner's signature provides acknowledgement that owner is aware of any age-related risks. GDH recommends the owner inform their vet of the dog's stay at GDH if there are health concerns. This opens the line of communication between GDH and the vet in the owner's absence.

16. 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.**

Nbc 2019

Owner (Owner/Agent for Dog) Print Name \_\_\_\_\_ Date \_\_\_\_\_

Owner (Owner/Agent for Dog) Signature \_\_\_\_\_ Date \_\_\_\_\_