***New Client Information***

**Owner Information**

|  |  |
| --- | --- |
| ***Name:*** | ***Home Phone:*** |
| ***Address:*** | ***Work Phone:*** |
| ***City:*** | ***Cell Phone:*** |
| ***State, Zip Code:*** | ***E-Mail Address*** |

**Pet Information**

|  |  |
| --- | --- |
| **Pet Name:** | **Birth Date: Weight:** |
| **Breed:** | **Gender:** Male or Female |
| **Color:** | **Neutered or Spayed:** Yes or No |
| **Feeding:** Amount:\_\_\_\_\_\_\_\_\_\_\_Frequency:\_\_\_\_\_\_\_\_\_\_\_\_ | **Medication(s):** Please list all medications and instructions. |

|  |  |
| --- | --- |
| **Pet Name:** | **Birth Date: Weight:** |
| **Breed:** | **Gender:** Male or Female |
| **Color:** | **Neutered or Spayed:** Yes or No |
| **Feeding:** Amount:\_\_\_\_\_\_\_\_\_\_\_Frequency:\_\_\_\_\_\_\_\_\_\_\_\_ | **Medication(s):** Please list all medications and instructions. |

|  |  |
| --- | --- |
| **Pet Name:** | **Birth Date: Weight:** |
| **Breed:** | **Gender:** Male or Female |
| **Color:** | **Neutered or Spayed:** Yes or No |
| **Feeding:** Amount:\_\_\_\_\_\_\_\_\_\_\_Frequency:\_\_\_\_\_\_\_\_\_\_\_\_ | **Medication(s):** Please list all medications and instructions. |

**Food:** Please package pet’s food in sealed plastic baggies with amount to be served at each feeding. *We also offer our own food for an extra fee ($1.25 per cup)*.

\*\*In case the supply of food from home runs out, I authorize Ace Pet Resort to feed Purina Veterinary Diets® EN®  Gastroenteric canine formula which provides complete and balanced nutrition and has been formulated to achieve high digestibility, Omega-3 and Omega-6 fatty acids, increased antioxidant vitamins E & C, and Zinc: **\_\_\_\_\_\_\_ Yes \_\_\_\_\_\_\_ No \_\_\_\_\_\_\_\_(Initial here)**

 **Veterinarian Information Emergency Information**

|  |  |
| --- | --- |
| Veterinarian Name: | Emergency Contact: |
| Address: | Relationship: |
| City: | Home Phone: |
| State, Zip Code | Work Phone: |
| Phone: | Cell Phone: |

**\*\*Dogs that have not been spayed/neutered are not eligible for daycare\*\***

**Is/are your pet(s) on:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Heartworm Prevention (Yes/No)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Flea and/or Tick Prevention (Yes/No)

**Dogs must be free of all fleas/ticks. If fleas are noticed at drop off, a Capstar pill will be given and $5 will be charged to the owner.**

**BOARDING/DAYCARE AUTHORIZATION**: I authorize Ace Pet Resort to board/provide daycare and care for the above named pet(s). In case of sickness or medical emergency during visit it is agreed that Ace Pet Resort has the authority to take the pet to Allen Veterinary Hospital, if preferred, the veterinarian named above and that all veterinary costs will be the responsibility of the pet’s owner or guardian**. \_\_\_\_\_\_\_\_\_\_\_\_ (Initial here)**

Our responsibilities consist of cleaning kennels daily and consistently, dispensing food daily and as directed, giving water continuously, and giving medication as directed. ***Although your animal might be vaccinated against the kennel cough virus, your pet could still contract the virus while kenneling because it is an airborne virus that is highly contagious***. We are not liable for any symptoms or illness your pet may develop during or after his/her stay. **PHYSIOLOGICAL STRESSORS: Side effects such as diarrhea, vomiting, loss of appetite or change of normal behavior after leaving our facility may occur. These are all normal side effects of anxiety and stress while kenneling your pet. It is also normal for your pet to eat less while boarding than in their familiar home environment.**  **NOTICE**: We ask that you not bring any belongings (toys, blankets, bedding, etc.). **W*e assume no responsibility for returning left items to you***.

 I have read Ace Pet Resort's agreement/admission form and agree to stated conditions:

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

**BOARDING/DAYCARE REGISTRATION AND RELEASE**

I Certify that (1) all of the information contained in this background statement is true and accurate, and (2) I have read, fully understand and acknowledge the disclaimers on the agreement attached hereto (below). This background statement and attached disclaimer may be executed in several counterparts, each of which shall be deemed to be an original, and all of which together shall constitute one and the same instrument. Signatures exchanged by facsimile shall constitute original signatures for all purposes herein.

Owner’s Name (print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Pet(s)’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This is a Contract between Ace Pet Resort (“Facility”) and the pet owner whose signature appears above (“Owner”).

1. Owner agrees to pay the rate for pet care provided in effect on the date pet is checked into facility.

2. Owner agrees to pay all costs and charges for special services requested and all veterinary costs for the pet during the period pet is in the care of Facility.

3. Owner agrees that the pet shall not leave Facility until all charges are paid to Facility.

4. Owner consents to Facility using pet’s likeness, and waives all claims of compensation for use of such likeness by Facility.

5. By using this Contract and leaving pet with Facility, Owner certifies to the accuracy of all information given about said pet.

6. Facility shall exercise reasonable care for the pet delivered by Owner to Facility. **OWNER RECOGNIZES AND ACCEPTS POTENTIAL RISKS INVOLVED WITH INTERACTIVE DAYCARE IF PET PARTICIPATES IN DAYCARE**. It is expressly agreed by Owner and Facility that Facility’s liability shall in no event exceed the lesser of the current value of a pet of the same breed or the sum of $400.00 per animal admitted.

**7. OWNER AGREES TO BE SOLELY RESPONSIBLE FOR ANY AND ALL ACTS OR BEHAVIOR OF SAID PET WHILE IN THE CARE OF FACILITY, AND ASSUME ANY EXPENSE AND LIABILITY FOR INJURY TO ANY HUMAN OR OTHER ANIMALS OR DAMAGE TO FACILITY CAUSED BY THE PET.**

8. Owner specifically represents that he or she is the sole owner of pet, free and clear of all liens and encumbrances.

9. Owner specifically represents to Facility that, to Owner’s knowledge, the pet has not been exposed to any contagious diseases within a thirty-day period prior to check-in. During the period of this Agreement, Owner also agrees to notify Facility of any known exposure of pet to a communicable disease and hold pet out of attending Facility until pet is symptom free for a minimum of seven (7) days or with written veterinary clearance. Owner further agrees to maintain currency of vaccinations as required by Facility policy.

10. All charges incurred by Owner shall be payable upon pickup of pet. Facility shall have, and is hereby granted, a lien on the pet for any and all unpaid charges resulting from services provide by Facility.

11. If pet becomes ill or injured, if the state of the animal’s health otherwise requires professional attention, Facility, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the animal, and the expenses thereof shall be paid by the Owner. The Owner gives consent to Facility to act on the Owner’s behalf in obtaining emergency veterinary care at Owner’s expense. Owner indemnifies and holds Facility and its employees harmless for said expenses.

12. This Contract contains the entire agreement between the parties. All terms and conditions of this Contract shall be binding on the heirs, administrators, personal representatives, and assigns of the Owner and Facility.

13. Any controversy or claim arising out of or relating to the Contract, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Contract, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any Court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney’s fees of the prevailing party.

**Prepaid Daycare/Boarding Packages**: ***In addition, I understand and agree that (1) if my pet discontinues using Ace Pet Resort for any reason, I will forfeit the balance of my prepaid visits (if any) and will not, under any circumstances, receive a refund, and (2) prepaid visits are not assignable or transferable.***

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

***Policies*** 1 of 2

**Ace Pet Resort strives to provide the best care for all our guests. The following policies are to ensure our guests receive the best care possible in a healthy and safe environment.**

ADMISSION: All dogs must be in good general health.

We reserve the right to deny admittance to any dogs lacking proof of vaccinations, and/or dogs displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior.

Puppies will be accepted as long as we receive documentation of their first two sets of puppy vaccinations (including Bordetella/kennel cough).

For safety, Ace Pet Resort does not allow dogs from different families to be boarded in the same suite.

Prior to participating in any social activity (e.g. Doggie Daycare), dogs must be spayed or neutered, temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive or dominant.

Ace Pet Resort follows a rigorous program of flea and tick elimination. All dogs arriving at Ace Pet Resort with fleas and/or ticks will be treated at the owner’s expense.

We reserve the right to charge handling fees for excessively difficult or aggressive dogs requiring additional staff and/or additional time in order that we may deliver proper care for your dog.

VACCINATIONS – All dogs must be current on **all** vaccinations. These include Distemper, Parvo, and Rabies (annual or every 3 years as defined by your veterinarian). We also require the Bordetella (or kennel cough) vaccination every **6** months. We will consider accepting an alternate vaccination protocol with written recommendation from your veterinarian. All customers are strongly encouraged to fax or deliver current vaccination records several days prior to check-in date in order to ensure acceptance.

MEDICATIONS: All medication supplied by Owner must be clearly labeled with the dog’s name, name of medication, dosage, and reason for medication.

CHECK-IN / CHECK OUT- You are welcome to check-in anytime during our lobby hours. We do ask that you let us know if the time changes from what was previously scheduled. All hotel dogs checking out after 12PM will be charged a $25 day boarding fee. ***NO CHECK-INS / CHECK-OUTS after 6:15pm will be permitted*** (Saturday hours are different). Sundays are by appointment ONLY.

EMERGENCIES: In case of an emergency we will contact you or your listed emergency contact. We will use or veterinarian (Allen Veterinarian Hospital) unless otherwise requested by Owner.

LOBBY HOURS: Ace Pet Resort will be open Monday-Friday 7:30AM-6:30PM. Saturday 9:00AM-3:00PM (**Except** on the holidays listed below).

HOLIDAYS: We will be closed to the public on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Year’s Day. We will close at 3:00PM on Christmas Eve and New Year’s Eve. ***Absolutely NO CHECK-IN’s or CHECK-OUT’s will be permitted on these holidays. The hotel will be fully staffed, but the lobby will not be available.***

***Policies*** 2 of 2

**CANCELLATION POLICY:**  ***We require a deposit equal to one-night’s stay for each dog with a full refund if cancellations are made no later than 10 days prior to arrival.***

FOOD: We feed Purina Veterinary Diets® EN®  Gastro enteric canine formula which provides complete and balanced nutrition and has been formulated to achieve high digestibility, Omega-3 and Omega-6 fatty acids, increased antioxidant vitamins E & C, and Zinc. ***\*\*We ask that you provide your own food, please prepare each meal’s serving in separate baggies for the entire length of your dog’s stay.\*\**** *There is an extra fee for using our food ($1.25 per cup).*

RATES AND SERVICES: All rates and services are subject to availability and change.

|  |  |
| --- | --- |
| Owners Name:  | Pet(s) Name: |
| Owners Signature: | Date: |

ACE Pet Resort Grooming Consent Form

861 E Main St Allen, TX 75002 (972) 908-2360

Owner Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone Number\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dog(s) Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Breed(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Any new puppy clients being serviced in ACE Pet Resort must be up to date on all puppy vaccinations (at least 3 rounds) and at least 16 weeks of age. All adult/senior dogs must be current on Distemper-Parvo-Hepatitis, Bordetella (every 6 months) and Rabies. Vaccination records and consent forms must be surrendered before services are rendered.

Initial \_\_\_\_\_\_\_\_

If your pet has any medical problems (seizures, arthritis, collapsing trachea, etc.), please make us aware of them so that we can take the necessary steps to ensure your pet's comfort. Sometimes grooming can expose a pre-existing condition. We cannot diagnose such a condition, but may advise you to seek veterinary attention.

Initial \_\_\_\_\_\_\_\_

If your pet has fleas, we will automatically administer a flea bath. The charge for this service is $10, this cost covers the shampoo, time, and cleaning necessary to ensure that no fleas are active in the facility. There will also be a $5.25 charge for a 24HR flea pill (Capstar). Total of $15.25 client responsibility.

Initial \_\_\_\_\_\_\_\_

Muzzling does not harm your pet and protects both the pet and the groomer. ACE Pet Resort does not muzzle unless the animal gives us a reason to suspect a need to and will be used as a last resort to calm your pet.

Initial \_\_\_\_\_\_\_\_

Pets with severely matted coats require extra attention and care. ACE Pet Resort will not cause excessive stress or pain from the de-matting processes and will instead shave the hair involved in the matted area. Some severe mats close to the skin may cause infection, cut or nicks, or abrasion during their removal and in some extreme cases the hair will not grow back in that area. If your animal needs to be shaved due to matting, by signing below you agree to this procedure and any risk related. There will be additional charges for this process: it is time consuming and causes extra wear and tear on grooming equipment.

Initial \_\_\_\_\_\_\_\_

If you must cancel your appointment, please give us 24-48 hours’ notice. We understand that schedules sometimes change, but chronic cancellations may result in a cancellation fee up to 50% of the grooming charge and the inability to book future appointments.

Initial \_\_\_\_\_\_\_\_

Returned checks will result in a $25 fee.

Initial \_\_\_\_\_\_\_\_

ACE Pet Resort reserves the right to refuse service to customers whose pets may pose a threat to our employees or other pets in our care. This includes aggression problems, health problems and parasite problems.

Initial \_\_\_\_\_\_\_\_

Although accidents are very rare, there is a risk when dealing with pets. Your pet's safety and comfort is our number one priority.

By signing below, I understand and agree to ACE Pet Resort’s terms of service; I understand and agree to release and hold harmless ACE Pet Resort, its owners, employees and affiliates from and against any and all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to my pet(s) while in ACE Pet Resort’s care or afterward. I further authorize ACE Pet Resort to transport my pet to Allen Veterinary Hospital in the event of an emergency, and agree that any resulting veterinary bills will be my sole responsibility. I authorize this signed contract to be valid approval for future grooming services, permitting ACE Pet Resort to accept telephone reservations for service without additional signed contracts or written authorization. I understand that pricing is subject to change. This agreement is valid for all pets that I currently own or will own in the future. I have read, signed, and agree to the above and attached documents.

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

***In the know…***

**Bring**:

**We ask that you package your dog’s food into measured meals per day and place them in a zip lock bag**. For Example: If Buddy eats 1 c. twice a day, put 1 cup of food into each zip lock X's the number of meals.

***There will be a $5.00 charge per dog if we have to prepare the food for you.***

​We ask that you only bring prescription medications that are clearly labeled as to what they are and how they are to be administered.

**Not to Bring:**

* No Bowls
* No Toys
* No Bedding

Please do not add your dog’s medicine to their food bags.​

**No Bags of dog food, no matter the size.**

​**No Tupperware containers full of dry dog food regardless of size.**

*Older pets: Although we do not place an upper age limit on the pets we accept for boarding, we ask that you consider your older pet’s special needs. Some older pets have a harder time being away from their home and family and will stress harder than younger pets. We encourage you to find in-home care for your dogs over 12 years and cats over 14, just for their comfort. If you do need us to care for them, we will do everything possible to help them relax and enjoy their stay.*

***Aggressive or feral animals:****Some pets are timid and don’t warm up to strangers. We can usually work with these animals and love on them with minimal problems. However, some animals are far too aggressive and pose a danger to our staff and other boarding pets. We cannot accept a cat or dog that has a history of fighting or aggression with people. If, after you have checked your pet in, we find that it is too aggressive for us to handle, we will let you know so that you can make other arrangements. If you are unsure how your pet will do in a boarding or daycare situation, we welcome you to stop by for a temperament test.*

***Pets with serious medical conditions:****If your pet requires frequent veterinary attention or has medical problems that make it difficult to be around other pets, then your veterinary office is the best place to board him or her. Examples would be seizures, paralysis, serious cardiac, and kidney or liver disorders.****Pets exhibiting signs of, or who have recently been diagnosed with a contagious disease:****This includes: dogs who have been diagnosed with Parvo or cats who have been diagnosed with Panleukopenia within the past six months, and pets that have exhibited signs of upper respiratory infection or kennel cough within the past two weeks.*

**\*\*Please keep for your records\*\***