

## Rainbow Pet Care Centre Service Agreement

I, \_\_\_\_\_, acknowledge that by signing this agreement I have read and agree to all of its terms therein.

- I am the legal owner of the pet(s) described in this form.
- I understand before going forward with any services I will provide proof of updated vaccinations/titer test records (Rabies, DHPP and Bordetella). I also confirm that I will keep up to date with my pet(s) shots and keep Rainbow Pet Care Centre's documents up to date. If a titer test is used in replace of vaccinations I understand and take full responsibility of the risks when my dog(s) attends Rainbow Pet Care Centre.

\_\_\_\_\_ [initial]

- I understand that upon pick up of my pet(s) all charges must be paid in full before receiving my pet(s).
- I understand that, due to Rainbow Pet Care Centres environment, it is not uncommon for pets to fluctuate in weight. Boarding clients are health checked daily to ensure weight loss does not exceed a healthy amount.
- I understand I am responsible for the actions of my pet(s) if she/he causes any damage whatsoever. This includes, but is not limited to, damage or injury to other pet(s), people or objects while under the supervision of Rainbow Pet Care Centre. I accept medical and legal responsibility for all my pet(s)' actions and hereby agree to release Rainbow Pet Care Centre from any liability that Rainbow Pet Care Centre may hereby incur.
- I understand that Rainbow Pet Care Centre reserves the right to remove my pet(s) from any play area due to any unsafe situations that can arise. I acknowledge that not every dog gets along and that the staff at Rainbow Pet Care Centre act on the best interests and safety of all pet(s) involved.
- I understand I am responsible for my unaltered dog(s). I am to inform Rainbow Pet Care Centres staff when my unaltered female is in heat. I understand my unaltered male may be removed from any play area if an unsafe situation should arise.
- I understand I am to walk my pet(s) to and from where they are required to be on a leash and in control. If I arrive in a vehicle and other pets are loose, I understand I must keep my pet(s) in the vehicle until otherwise indicated.
- I understand that Boarding check-out time is at 1:00 PM weekdays or 12 noon on weekends. Daycare check-out time is 6:00 PM. I acknowledge and understand that a later check-out will result in an additional charge.

- I understand within five [5] days of a scheduled pick up, any unclaimed pet(s) shall be placed in the care of Calgary Animal Services, The Calgary Humane Society or a rescue Rainbow Pet Care Centre's choice. I acknowledge and understand that as the owner I am responsible for ALL associated charges.
- I understand I will not attempt to enter the kennel (main kennel and village cabins) without receiving permission and being accompanied by a Rainbow Pet Care Centre staff.
- I consent and allow my pet(s) to be photographed while in the care of Rainbow Pet Care Centre. I further acknowledge this footage is property of Rainbow Pet Care Centre and may be used in its online publications and/or for marketing/advertising purposes.
- I understand that while Rainbow Pet Care tries to stay on top of allergies, treats, kibble and food may be dropped and pick-up by said pet(s).
- I understand that extra services, such as administering medications, providing extra food, extra exercise, and so forth, may be subject to extra charges to be determined by Rainbow Pet Care Centre.
- I understand it is my responsibility to provide Rainbow Pet Care Centre with enough bedding, bones, and food for my pet(s) while they are staying under Rainbow Pet Care Centre's care. I also confirm I will provide a few extra days' worth of food in the case my pet(s)' stay is extended.
- I understand Rainbow Pet Care Centre won't release my pet(s) to another person other than the acknowledged owner without the owner's consent first.
- I understand it is my emergency contacts responsibility to take care of any vet trips unless Rainbow Pet Care Centre determines said pet(s) needs immediate care. I confirm I have picked a reliable emergency contact and have informed them. If I choose to not give an emergency contact it is Rainbow Pet Care's decision on what actions to proceed with if I am unavailable.
- I recognize that by bringing my pets to Rainbow Pet Care Centre, minor cuts or scratches are inevitable though the pets are carefully supervised at all times by staff. Staff and the owner(s) do their utmost to keep the pet(s) safe; however, there is no guarantee that a more serious incident (scuffles, fighting, pet loss, even death) will not occur.
- I understand that in order to provide care, it may be necessary to take my pet(s) out of the facility, and although many precautions are taken, I do not hold Rainbow Pet Care Centre responsible for circumstances beyond their control.

• In the case of an emergency, as so determined by management/owner(s) or staff of Rainbow Pet Care Centre, if myself, or the emergency contact given is unreachable, I hereby give consent to Rainbow Pet Care Centre management/owner(s)/staff to seek emergency care at any accessible vet clinic or animal emergency hospital as deemed necessary. I agree that I will be solely responsible for any and all medical expenses that are incurred on behalf of my pet(s) and I will reimburse Rainbow Pet Care Centre for the same. I authorize any vet bill up to the amount of \$\_\_\_\_\_.  
\_\_\_\_\_ [initial]

In case of the event of a medical emergency I authorize lifesaving procedures such as CPR:

Yes. No.

Although Rainbow Pet Care Centre tries to be as pet friendly as possible, Rainbow Pet Care Centre is not always an appropriate environment for every dog.

I understand that Rainbow Pet Care Centre reserves the right to permanently remove my pet(s) from daycare or boarding at any time.

With my signature endorsed below I certify that I have read and understand the agreement, I agree to abide by the rules and regulations and accept all terms and conditions as set out. I understand that this contract shall cover this visit and all subsequent visits to Rainbow Pet Care Centre.

Dated on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

Signature: \_\_\_\_\_.

Print Name: \_\_\_\_\_.



"A FIVE PAWS PET RESORT"

## Client information

Client name:

Address:

Apt#:            Buzzer#:

Postal code:

Primary phone:                    Cell/Home/Work

Secondary phone:

Primary e-mail:                    Secondary e-mail:

Emergency Contact

Name:

Primary phone:                    Cell/Home/Work

Secondary phone:

Primary e-mail:                    Secondary e-mail:

How did you hear about us?

Sign (highway)            Sign (dog park)            Safeway shopping carts            Postcards

Recommendation                    Other;

Who;

## Dog(s) information

Veterinary information

Vet Clinic:

Rabies:

DHPP:

Bordetella:

Name(s):

Sex:

Allergies:

Are they spayed or neutered?

Have they been socialized with new/strange dogs?

Do you want them interacting with dogs in our care?

If so we offer two extra socialization services for boarding dogs, Monday to Friday. Ask us about pricing.

**Daycare experience:** join daycare for selected days.

**Trip to the Bark Park:** burn off energy with a staff member.

Knowledge (please check all that apply)

- Are they destructive?
- Do they jump?
- Do they bite?
- Do they barge through doors/gates?
- Are they crate trained?
- Are they doggy door trained?
- Are they food motivated?
- Do they have leash manners?
- Do they eat poop?
- Are they reactive towards other dogs or humans? When?