



DOG ENROLLMENT FORM

Welcome to Our Pack

Our goal is to provide the best home away from home experience
Please take your time filling out the Enrollment Form below
It allows us to get to know your pet & their specific needs

FOLLOW US ON SOCIAL MEDIA

@countryinnpetresort Country Inn Pet Resort & Animal Hospital

Please email or fax this form once it is completed with a copy of your pet's current vaccination records.
EMAIL: reception@countryinnpetresort.com | FAX: (954) 424-6265 | RESORT RECEPTION: (954) 424-6000
You will receive a confirmation call within 24-hours, once we have transferred the information into our system.

OWNER INFORMATION

First Name: _____ Last Name: _____
Address: _____ City: _____ State: ____ Zip: _____
Cell Phone: (____) _____ Work Phone: (____) _____
Email: _____ How did you hear about us? _____

Emergency Contacts:

1. Name: _____ Relationship: _____ # (____) _____
2. Name: _____ Relationship: _____ # (____) _____

I authorize the individuals above to pick up my pet from Country Inn Pet Resort & Animal Hospital: **Yes** **No**
I authorize the individuals above to make decisions on my pet's behalf if I am not able to be contacted: **Yes** **No**

PET'S INFORMATION

Pet's Name: _____ Female Male
Breed: _____ Weight: _____ Color: _____
Age: _____ Birthdate: ____/____/____ Microchip # _____
Check where appropriate: Spayed Neutered | Not Spayed Not Neutered

REQUIRED VACCINES

Rabies - required (1 or 3 years)
DHPP/Distemper Parvo - required (1 or 3 years)
Canine Influenza Combo H3N8 & H3N2 - required yearly
Bordetella - required every 6 months
Fecal Exam (Negative) - required every 6 months
Leptospirosis - not mandatory, but strongly recommended

PLEASE KEEP IN MIND

We are a high-volume boarding facility.
We require the Bordetella Vaccine & Fecal Exam to be done every 6 months.

It is the responsibility of the pet owner to maintain vaccines up to date. Bordetella must be updated at least 5-days prior to check-in date. Pets with expired vaccines will not be accepted.

* If your pet is exempt from certain vaccines for medical purposes, we require a letter sent by the pet's primary veterinarian stating the reasons why. The exemption letter must be sent with the Hospital letterhead and doctor's signature before check-in.

PET PROFILE

- **Has your dog ever attended a daycare or boarding facility in the past?** Yes No
- **Has your dog ever been to a dog park?** Yes No
- **Does your dog play with other dogs?** Yes No
- **If yes, which type?** Male and Females Only males Only females
- **Which of the following best describes your dog's level of socialization with other dogs:**
 None – no knowledge of other dog interactions
 Minimal – on leash encounters only
 Moderate – some off-leash playtime on occasion with visitor's/neighbor's/friend's dog(s)
 Extensive – regular visits to off-leash dog parks, dog daycare, etc.
- **Has your dog exhibited any problems previously in an off-leash social environment?** Yes No
Check all that apply if yes:
 Altercation or fight at a public dog park
 Altercation or fight with a neighbor or friend's dog
 Fearful reaction in a group of dogs
 Dismissed from a prior dog daycare or social playgroup program
 Other (please describe) _____
- **Does your dog have any physical restrictions while playing?** Yes No
- **If answered yes, what restrictions need to be placed on your dog's activities or movements?**
 No jumping No running No hard play No contact with other dogs Other _____
- **Does your dog have any sensitive areas on his/her body?** Yes No
If yes, where? _____
- **Where is your dog's favorite petting spots?** _____
- **Are there any kinds of people your dog automatically fears or dislikes?** Yes No
If yes, please explain: _____
- **Please check all answers that describes your dog's personality:**
 Shy Outgoing Affectionate Reserved Protective Feisty Friendly Obedient
 Aggressive Independent Playful Confident Submissive Clingy Gentle Fear Biter
- **Does your dog have any problems in any of the following areas? If yes, please explain.**
 Mouthing: _____
 Barking: _____
 Digging: _____
 Jumping Fences: _____
- **Is your dog afraid of thunderstorms or any specific item or noises?** Yes No
If yes, please explain: _____
- **Has your dog ever growled at someone?** Yes No
If yes, what were the circumstances: _____

➤ **Is your dog aggressive towards other dogs, humans, or any other animals?** Yes No
If yes, please explain: _____

➤ **Has your dog ever bitten a person or another dog?** Yes No
If yes, please explain: _____

➤ **Has your dog displayed any of the following reactions? (Please check all that apply):**
 Will bite May bite Growls Snaps Shows teeth Trembles Freezes Moves away/hides

➤ **Please check all answers that describe your dog's attributes:**
 May Bite Vocal Howls Destructive chewer Barks excessively Likes to herd Low activity level
 Excessive marking Excessive mounting/humping Coprophagia (*Eats feces*) Other: _____

➤ **Is your dog protective over food, toys, or other objects?** Yes No
If yes, please explain: _____

➤ **Is your dog owner-protective? (protective over you, family members, or others)** Yes No
If yes, please explain: _____

➤ **Does your dog have separation anxiety?** Yes No

➤ **Please provide any additional information necessary that was not covered above:**

FEEDING INFORMATION

Is your pet a picky eater? Yes No
If yes, please explain: _____

Does your pet have any food allergies? Yes No
If yes, please explain: _____

Type of Food or Brand Name: _____

**Please bring pets food pre-measured per feeding (AM & PM)
in Ziploc bags or containers labeled with his/her name**

Please describe how much & how you feed your pet:

A.M. _____	P.M. _____
_____	_____
_____	_____

** If your pet requires additional feedings or lunch, please let our front-desk staff know*

WE STRONGLY RECOMMEND BRINGING YOUR PETS FOOD FROM HOME. CHANGING YOUR DOGS DIET MAY CAUSE PROBLEMS. IF YOU CHOOSE TO FEED OUR HOUSE FOOD, THERE IS A COST PER FEEDING.

VETERINARIAN INFORMATION

Pet's Animal Hospital: _____ Phone # _____

MEDICAL HISTORY

- **Has your dog been ill in the last 30 days?** Yes No
- **Is your dog displaying any symptoms such as coughing, sneezing, or upset stomach?** Yes No
- **Does your dog have any previous or current injuries?** Yes No
If yes, please explain: _____
- **Describe any medical conditions, surgeries, or physical limitations to be aware of:**

- **Does your dog have or is prone to any of the following?**
 - Arthritis Diabetes Allergies Ear/Eye Infections Hot Spots
 - Stress Related Diarrhea (colitis) Other _____
- **Has your dog ever had or is prone to seizures?** Yes No
If yes, how often? _____
When was the most recent seizure? _____
- **Does your dog have any food allergies?** Yes No
If yes, please explain: _____
- **How does your dog react to having their nails clipped?** _____
- **Please provide any additional information necessary that was not covered above:**

MEDICATIONS

Is your dog currently on any medications or supplements? Yes No

Please list any medications or supplements below. Please keep in mind that there is an administration fee for medications.

Name of Medication or Supplement	Dosage & Instructions
1.	
2.	
3.	

**PLEASE DO NOT PRE-PACK MEDICATIONS OR SUPPLEMENTS
ALL MEDICATIONS MUST BE IN ORIGINAL VIAL WITH PRESCRIPTION LABEL
We cannot accept them otherwise.**

ON-SITE ANIMAL HOSPITAL

We understand how important it is to have peace of mind while leaving your furry family member when you travel. Our on-site **AAHA Accredited Animal Hospital** is located under the same roof. Even if we are not your pet's primary animal hospital, we are here in case of any unforeseen circumstances. Our Animal Hospital team is dedicated to caring for pets and are only steps away if there is any reason your pet requires medical attention.

HOSPITAL HOURS:

Monday – Friday: 8:30am to 6:00pm | **Saturday:** 8:30am to 2:00pm | **Sundays:** CLOSED

ADDITIONAL SERVICES WHILE BOARDING

Included in our nightly rate, each pet is taken out four (4) times a day to their own private play area outside. The nightly rate varies depending which suite style is chosen. We have various accommodation options to meet each pet's unique needs. The majority of our accommodations are equipped with doggy doors that open to a private turf area outside. This allows our furry guests to get extra potty breaks and time outside throughout their stay.

Our additional services are offered to make your pets stay even more pleasurable while they board with us. You can choose to add any of the additional services described below to your pets stay. Doggy Daycare & Private Spa options will customize the four (4) times your pet will be taken out during the day to either group-play or one-on-one time with a staff member depending which one is chosen. To join doggy daycare, each pet must pass a temperament test first. Doggy Daycare & Private Spa includes time in the large field and one of the pools.

Would you like your pet to participate in any additional services?

Daycare While Boarding ~ \$15.00/day
*socialization with a group of dogs at field & pool
each group is separated by size/temperament*

Private Spa While Boarding ~ \$17.00/day
*one-on-one play time with a staff member outside
at field & pool with a tennis ball or frisbee if they like*

Pampered Pet Time ~ \$15.00/day
*dedicated cuddle time with your pet
inside or outside of their suite*

Ear Cleaning ~ \$12.00
*some pets require ear cleanings more frequently
especially those spending time splashing in the pool*

Nail Trim ~ \$16.00
*cutting down your pets nails,
the doggy version of a manicure*

Hair Brushing ~ \$14.00
*for pets who get easily matted or
require extra maintenance with their coats*

You can change your choices or add different services at any time by speaking with our receptionists

Check-Out Bath:

Each guest is required to have a check-out bath when spending more than **one night**. Please keep in mind that our kennel technicians are not professional groomers. If your pet requires more advanced grooming services, there is an option of scheduling your check-out bath with our groomer upon availability.

We offer Grooming services Monday-Saturday. **Grooming Services are available by appointment only.**

NOTE: If your pet is picked up earlier than expected, there is a chance the check-out bath will not be done yet. Please give us a 4-hour notice for early pick-ups if you would like to guarantee a check-out bath.

RESORT HOURS OF OPERATION

Our facility runs the same 365 days a year. When our reception desk is closed to the public on Sunday's and major holidays, our internal routine never changes. Our kennel staff is dedicated to caring for our furry guests year-round. We are a hurricane-proof facility with 3 massive generators in case of power loss. We chose special AAON hospital-grade A/C units that provide 100% fresh air and are equipped with UV lights to help eliminate any airborne bacteria.

We have a kennel technician/property manager that lives on the premises for safety purposes. But please keep in mind that we are **not a 24-hour facility**. If your pet requires medical attention or supervision overnight, we would not be the ideal choice for boarding. In these cases, we recommend boarding at a 24-hour emergency hospital.

We are closed: Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day, New Years, and Easter Sunday.

DOGGY DAYCARE PICK UP/DROP OFF HOURS:

	Open	Close
Monday – Friday	7:30am	6:30pm
Saturday	8:30am	5:00pm
Sunday	Closed to the public	

LATE DAYCARE PICK UPS

Our doors close promptly at 6:30pm Monday through Friday and 5:00pm on Saturdays. *Late pick-ups are subject to a charge

If you cannot pick-up your pet, they will automatically board overnight.

Naptime is every day from 12:00pm-2:00pm. There are NO daycare pick-ups or drop-offs at this time.

BOARDING CHECK IN/CHECK OUT HOURS:

	Check ins & Check outs
Monday – Friday	MORNING: 8:00am – Noon AFTERNOON: 2:00pm – 5:00pm
Saturday	MORNING: 8:30am – Noon AFTERNOON: 2:00pm – 4:00pm
Sunday	CHECK- OUTS ONLY MUST BE BY APPOINTMENT only 1-hour window from <u>11:00 am – Noon</u>

AFTERNOON BOARDING CHECK-OUTS

There are 2 timeframes for boarding check-ins/outs. The **morning** window or **afternoon** window.

Our resort works just like a human hotel, we have guests scheduled to check-in after one departs. Boarding check-outs are until 12:00pm. If your pet is picked up after 12:00pm (noon) there will be a late check-out fee.

There are no check-ins or check-outs during nap time (12:00pm-2:00pm), so any time after 2:00pm.

Late Check Out Fee = Half the Nightly Rate
**nightly rate is based on accommodation choice*

There are no check in/check outs + no daycare pick-up/ drop offs during nap time (12:00pm-2:00pm)

RESORT POLICIES

To board or use any services offered at Country Inn Pet Resort & Animal Hospital:

- (1) enrollment form must be fully filled out & submitted
- (2) current proof of vaccination records from pet's veterinarian
- (3) policies & agreement must be signed

Lobby Etiquette

We are a working facility that accommodates all different kinds of pet personalities when it comes to our furry guests. For the safety of you and your pet, it is **mandatory that all pets be on a leash when on our property**. Our Kennel & Hospital staff are constantly walking pets through the reception area throughout the day so please be mindful. If you use a retractable leash or long lead – please keep it locked on the shortest setting with your pet close by your side at *all times*. If your pet is owner protective, dog aggressive, or needs special handling - please give us a call before entering the facility so we can clear the reception area. We follow certain protocols when it comes to pets who require a more controlled environment.

❖ Lobby Rules:

- All dogs must be leashed & all cats must be in carrier
- Please maintain space from other Pets/Clients
- Please refrain from introducing Pets in reception area

ALL DOGS MUST BE LEASHED | ALL CATS MUST BE IN A CARRIER | NO EXCEPTIONS.

Reservations

Boarding is available 365 days a year, this includes all major holidays. To book your pet's boarding reservation, we first need this enrollment form fully completed and proof of vaccines. After we have received those two documents, a deposit is required *per pet* to confirm a boarding reservation. 50% of stay deposit may be required for long term reservations.

THREE (3) NIGHT minimum: Memorial Day, Labor Day, 4th of July, Thanksgiving, Easter Holiday & Spring Break

FIVE (5) NIGHT minimum: Christmas & New Year

***A holiday fee of (\$15.00) per pet on the dates listed above will be automatically added.**

Deposit to Book Boarding:

\$50 deposit is required per pet

For Holidays & Peak Season:

\$100 deposit is required per pet

Doggy Daycare Drop Off's During Holidays/Peak Season: Due to the high-volume of guests boarding during holidays, public daycare drop off's will be cancelled. Some days prior and after holiday may be cancelled as well.

Cancellations: Please note different policies depending on dates

We kindly advise booking your pet's stay in advance to guarantee availability, but please keep our cancellation policy in mind. If we are not contacted or you are not able to cancel your reservation in the timeframe explained below, your deposit will be nonrefundable. We will gladly refund or keep the deposit amount on your account if cancelled in time.

▪ **BOARDING CANCELLATION POLICY:**

Regular: 72-hour (3 day) notice is required for regular boarding reservations.

Holidays: 14-days (2 weeks) notice required for Holidays (*dates specified above in Reservations section*)

▪ **GROOMING CANCELLATION POLICY:**

Grooming is an independently contracted service, so no shows will be charged \$25.

Payments

BOARDING:

- A **50% or full payment** of entire bill is required at check-in.
- The remaining balance is to be paid in full at check-out.
- **Sunday Boarding Checkouts:** If you are checking-out on a Sunday, a full payment is required at check-in.

GROOMING:

- A **\$25 deposit** is required for all grooming appointments (*grooming prices dependent on pet's requirements*)
- An accurate grooming estimate cannot be given until after the pet has been groomed.
- If there is unforeseen matting or additional work during the grooming, this may require additional fees.

Vaccinations

It is the pet owner's responsibility to maintain vaccines up to date and provide the most documentation from their pet's veterinarian of current vaccination records prior to the use of any services. The records must include the administration dates of when the vaccine was given, not just the due dates. If your pet is exempt from vaccines, we require an exemption letter from your pet's veterinarian on the hospital's letterhead with doctor's signature.

Required Vaccines: **DHPP** (*Distemper*) - **Rabies** (*1 or 3 years*) - **Canine Influenza Combo** (*yearly*)
Fecal Exam (*every 6 months*), and **Bordetella** (*every 6 months*).

- **Proof of vaccinations from your pet's veterinarian are required for ALL services, including grooming.**
- **Bordetella must be administered at least five (5) days prior to your pet's arrival.**
- **We will not accept past due vaccines under any circumstances.**

Age & Health

All pets must be at least **16 weeks (4 months) of age** and must have their vaccinations completed. Considering we are not a 24-hour facility, all pets must be in good health to utilize boarding services. It is the pet owner's responsibility to provide any information regarding past or current health. Please discuss your pet's needs with our front desk staff to ensure that we can properly provide the care your pet needs. Pet guests that may require specialized care throughout the day and/or attention are subject to a 'special care' fee and may have to board in our Animal Hospital.

- **Pet Guests must have been in good health for the past 30 days prior to their arrival.**
- **All Pet Guests must be on a monthly flea and tick preventative.**
- **All guests must be 4 months (16 weeks) of age and have completed their full series of vaccinations.**

Medications

All medications must be in original bottle with prescription label from your Pet's Veterinarian. Please keep in mind that our kennel staff administers medications, but they are not Veterinarian technicians. If you would like your pet's medications to be administered by our Animal Hospital, please speak with our front desk staff.

- **Do Not Pre-Package Any Medications**
- **All Medications must be in original bottle with proper label**

Personal Pet Belongings

We provide **bedding, bowls, and blankets** for all our furry guests. You are more than welcome to bring personal belongings from home to make your pets stay more comfortable. We only allow **2 toys per pet**. For your pet's meals, please bring their food pre-portioned in Ziploc bags **labeled AM & PM** with their name on it. We kindly advise pet parents to not bring anything of sentimental or great value. We are not responsible for any lost, misplaced, or damaged items.

- **If your pet uses a slow feeder bowl, please bring it**
- **We do not allow toys, treats, or bones to be left during nap time or overnight in the suite for safety reasons**

Doggy Daycare

For clients dropping off for the day only – please call ahead to ensure we have space available for your pet. Daycare while boarding runs year-round but public daycare may be cancelled when we are fully booked with boarders.

Each pet must pass a one-time **Temperament Test** to determine which group they will be in. All daycare groups are separated by on Size & Temperament and groups are made daily by a Kennel Supervisor. All doggy daycare socialization is always done under the supervision of a trained staff member.

To prevent **Canine Bloat**, we wait between *30 minutes - 1 hour* with our medium/large breeds to provide water or food after exercise. The same applies after they have finished their meals. We allow enough time to ensure proper digestion before or after play times.

- **All dogs must be at least 16 weeks (4 months) of age to participate in Daycare.**
- **After 8 months of age, all pets must be neutered or spayed to continue participating.**
- **Females may not participate if they are currently in heat.**
- **Temperament Test is a one-time, non-refundable fee.**

First Timer Doggy Daycare

For first time clients dropping off for the day, please call ahead to make a reservation for Doggy Daycare. Since some days are busier than others, we want to be sure to choose the best day for your pet's first visit and temperament test. If your pet does not pass the temperament test, there is no need to come back to pick-up your pet. If they don't pass, they will automatically be placed in Private Spa, which is one-on-one playtime with a staff member in the field and pool. Private Spa may require additional fees. For pet guests that are boarding overnight the first time they join doggy daycare, there is no need to call ahead.

*** Temperament Test is done on the first day of Doggy Daycare. There is no need to schedule separately.**

Pre-Paid Packages

Our pre-paid packages such as *Doggy Daycare* or *Private Spa* packages are valid for only the services for which they were purchased. Packages are used for same day drop-off and pick-ups. Prepaid Packages cannot be used while boarding. Doggy Daycare and Private Spa are considered additional services while boarding and there is a discounted daily rate on these services when boarding overnight.

- **All Packages have a 6-month expiration date and are non-refundable and non-transferable.**
- **Packages may not be combined with any other discount, coupon or offer.**
- **Packages are per pet and cannot be split among pet siblings.**

Emergency & Transfer Policy

Our main priority is the *health and safety* of our furry guests. We take all the necessary precautions to ensure each pet under our care is treated with the attention and love they deserve. Considering our many years of experience caring for pets since 2006, we understand that unforeseen emergencies are **not very common but can occur.** Our furry guests are a big part of your family and ours too! We know how important family is, so we want to be sure to have a proper plan of action in place for these rare cases.

For less serious medical situations, pets can be cared for at our on-site Animal Hospital. We will always use diligent effort to contact the pet's owner and emergency contacts before taking action, unless it is a time-sensitive situation. Since we are **not** an emergency 24-hour hospital; in the case of a life-threatening situation, the pet may need to be transferred to one of the closest 24-hour hospitals.

LeadER Animal Specialty Hospital & Coral Springs Animal Hospital are the two closest 24-hour emergency hospitals. In the rare event that your pet is transferred, you will be contacted by us with as much information as possible regarding your pet's health condition. If you are unreachable at the time of emergency (*i.e. on an airplane or out of the country*) Country Inn Pet Resort & Animal Hospital will make decisions on your pet's behalf. We will always make decisions to save your pet. We have no affiliation with these Emergency Hospitals. Therefore, once your pet is in their care, all communications will be done with the pet parent and the emergency hospital of choice. Please understand it is the pet owner's responsibility to assume all costs.

LeadER Animal Specialty Hospital – (954) 437-9630

Coral Springs Animal Hospital – (954) 753-1800

BOARDING & SERVICES AGREEMENT

- 1. Owner/Guardian.** I represent that I am the owner and/or authorized guardian of my pet and I am fully authorized to enter this agreement.
- 2. Refusal of Service.** I understand Country Inn Pet Resort & Animal Hospital reserves the right to deny admittance to any pet for any reason, at any time.
- 3. Pet Requirements:** I represent that my pet meets all of the following requirements: **(1)** is four months (*16 weeks*) of age or older, **(2)** is current on his/her required vaccinations, **(3)** is on a monthly flea and tick preventative medication, **(4)** has been in good health for the last 30 days prior to check-in, **(5)** my dog will enter and exit Country Inn Pet Resort & Animal Hospital facility on a leash, and **(6)** my cat will enter and exit Country Inn Pet Resort & Animal Hospital facility in a cat carrier.
- 4. Other Pet Species.** I understand that Country Inn Pet Resort & Animal Hospital is not specialized in caring for pets that are not canine or feline. I understand that if I choose to board my pet, that is not a canine or feline species, that I am doing so at my own risk. I understand that their on-site Animal Hospital is for canines and felines only and if any emergency or health issues occur, Country Inn Pet Resort & Animal Hospital will not be able to care for my pet. I further understand that this entire agreement applies to my pet and that I agree to assume all risks associated with boarding my pet of a different species.
- 5. Vaccinations.** I understand that to utilize any services at Country Inn Pet Resort & Animal Hospital, my pet or pets must have up-to-date vaccinations. Prior to check in, pet owners must provide written documentation from the pet's Veterinarian with proof of required vaccines. Required Canine Vaccines: **DHPP** (Distemper), **Rabies** (1 or 3 years), **Canine Influenza Combo** (yearly), **Fecal Exam Negative** (every 6 months), and **Bordetella** (every 6 months). Required Feline Vaccines: **Rabies** (yearly), **FELV/FIV TEST** (within the last 30 days), **FVCRP** (outdoor cats only), and **Fecal Exam Negative** (required yearly)
- 6. Health.** I represent that my pet has not had any contagious illnesses of any kind for 30 days prior to check-in. I am aware and understand that Country Inn Pet Resort & Animal Hospital's kennel technicians are not veterinarians and do not have backgrounds in animal medicine. Country Inn Pet Resort kennel technicians cannot diagnose or detect illnesses in the pets that are staying at Country Inn Pet Resort & Animal Hospital. I agree to assume all risk associated with the administration of medication by Country Inn Pet Resort & Animal Hospital during my pet's stay. In addition, I acknowledge and am aware that vaccines do not protect against all contagious illnesses that may affect my pet. I HEREBY AGREE TO INDEMNIFY COUNTRY INN PET RESORT & ANIMAL HOSPITAL, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES AND AGENTS AGAINST ANY CLAIMS MADE AGAINST COUNTRY INN PET RESORT & ANIMAL HOSPITAL, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, AND AGENTS AS A RESULT OF MY FAILURE TO INFORM COUNTRY INN PET RESORT & ANIMAL HOSPITAL OF ANY PRE-EXISTING MEDICAL CONDITIONS THAT MY PET MAY HAVE.
- 7. Feedings.** Our feeding schedule is twice a day, once in the morning around 8:00 am and once in the afternoon at 4:00 pm. If your pet requires additional mealtimes, please advise our front desk. For pets who are prone to **Canine Bloat** we always wait *at least one hour* before and after feedings to allow them to exercise. When pet's come inside from playtime, we wait for them to fully cool down and relax before placing water back in their rooms. Especially in our larger breeds, this is crucial in preventing the possibility of canine bloat. If your pet requires a slow feeder bowl or raised bowl, please let us know.
- 8. Medications.** I understand that all medications brought to Country Inn Pet Resort & Animal Hospital *must be in their original prescription bottle with legible prescription label* from my pet's Veterinarian. I understand supplements and over the counter medications must also be brought in original packaging. I understand that I cannot pre-pack my pet's medications or place it in their food because Country Inn Pet Resort & Animal Hospital will not accept them. I am aware that Country Inn Pet Resort & Animal Hospital's kennel staff members administer medications and are not veterinarian technicians. I understand there is an administration fee per medication and per pet.
- 9. Beauty Maintenance.** I understand that my pet will be spending time outside which can result in getting dirty, wet, or matted. I understand that certain breeds will require more maintenance to avoid matting. I understand Country Inn Pet Resort & Animal Hospital offers brushing at an additional cost and that it is my responsibility to determine whether my pet needs brushing daily or not.
- 10. Flea and Ticks.** I agree that if any fleas or ticks are discovered on my pet during check-in or at any other time while my pet is receiving services at Country Inn Pet Resort & Animal Hospital, that Country Inn Pet Resort & Animal Hospital may administer a preventative treatment at my expense. Dogs in daycare will not be allowed if fleas/ticks are noticed.
- 11. Photo and Video Release.** I agree to allow Country Inn Pet Resort & Animal Hospital to use my pet's name and any images or videos taken of you or your pet while he/she is in the care of Country Inn Pet Resort & Animal Hospital, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

- 12. Doggy Daycare Requirements.** If my pet is participating in doggy daycare services, I certify that my dog is not aggressive towards other dogs or humans and is not food or toy protective. I understand that each pet attending doggy daycare is **required to pass a Temperament Test** evaluation. Temperament test is a one-time nonrefundable fee. All pets over the age of eight (8) months **must be spayed/neutered** to participate. I understand that aggressive dogs are not permitted to participate in doggy daycare at Country Inn Pet Resort & Animal Hospital. If my dog acts aggressively or exhibits unacceptable behavior, he/she may be separated from the other dogs. I authorize Country Inn Pet Resort & Animal Hospital to use airhorns, leashes, and other necessary tools to control my pet for the protection of other pet guests and humans.
- 13. Doggy Daycare.** I understand that Country Inn Pet Resort & Animal Hospital doggy daycare utilizes playgroups where multiple dogs interact. I understand that dogs play with their mouth and paws, which can result in nicks and scratches on my pet. I further understand that dogs exposed to the level and type of activity at doggy daycare may feel discomfort of sore muscles, joints, paws, bruises, abrasions, and overall fatigue. While Country Inn Pet Resort & Animal Hospital provides reasonable care and supervision in the playgroups, I understand and agree that Country Inn Pet Resort & Animal Hospital employees may not notice these nicks or scratches before my pet's departure and, therefore, I might not be notified. I understand that Country Inn Pet Resort & Animal Hospital has the right to remove or ban my pet for any reason, at any time.
- 14. Aggressive Dogs.** I understand that Country Inn Pet Resort & Animal Hospital must be notified if my pet is or has ever been aggressive towards other dogs, humans, or any other animals. I understand that it is my responsibility to provide any information necessary regarding my pet's **past and current** behaviors. I understand that Country Inn Pet Resort & Animal Hospital may refuse to accept or provide any requested services to my pet if they feel unsafe for any reasons.
- 15. Personal Property.** I agree that Country Inn Pet Resort & Animal Hospital shall not be responsible or liable for any lost, stolen, or damaged personal property belonging either to my dog or me. I also understand and agree that my dog's collar/leash will be removed before any services to prevent injury. I further understand that this includes flea collars.
- 16. Transportation.** I agree that if my pet is transported to or from Country Inn Pet Resort & Animal Hospital by Country Inn Pet Resort & Animal Hospital, its employees or agents that I AGREE TO HOLD COUNTRY INN PET RESORT & ANIMAL HOSPITAL, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS HARMLESS IN THE EVENT OF INJURY OR ACCIDENT DURING TRANSPORTATION.
- 17. Service Fees.** I agree to pay for all fees, services, and products with a credit card or cash at the time of my pet's pickup from each visit at Country Inn Pet Resort & Animal Hospital. I give express permission to Country Inn Pet Resort & Animal Hospital to charge any of the credit card numbers provided for any unpaid fees, services, or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason.
- 18. Refunds.** Country Inn Pet Resort & Animal Hospital will gladly accept returns of unopened and unused **merchandise** purchased from our boutique **within 30 days of purchase** with proof of receipt. However, bowls, beds, and bedding cannot be returned and are final sale. Since packages are discounted, packages of any services are non-refundable.
- 19. Reservations.** I understand that confirmed reservations are required for boarding services at Country Inn Pet Resort & Animal Hospital. I understand there is a three **(3) night minimum** for *Memorial Day, Labor Day, 4th of July, Thanksgiving, Easter Sunday, and Spring Break*. I further understand there is five **(5) night minimum** for *Christmas and New Year*. For longer stays, a 50% deposit may be required. For extending stays, the balance must be paid in full prior to boarding extension.
- 20. Cancellation policy:** I understand that all confirmed reservations for **Non-Holidays** must be cancelled at least 72-hours (3 days) prior to my pet's reserved arrival date. I further understand that if the reservation is not canceled **3-days** prior to my pet's check-in date or a no-show, it will result in my credit card on file being charged the deposit amount.
- 21. Holiday/Peak Months:** I understand that all confirmed reservations for **Holidays/Peak Months** must be cancelled at least 2 weeks (14 days) prior to my pet's reserved arrival date. I further understand if the reservation is not canceled **14-days** prior to my pet's check-in date or a no-show, it will result in my credit card on file being charged the deposit amount.
- 22. Holiday Fee:** I understand there will be a \$15.00 increase in rates per day (per pet) during holidays. *Holidays = Memorial Day, Labor Day, 4th of July, Thanksgiving, Christmas, New Year, Easter, and Spring Break*.
- 23. Check-in & Check-out Times.** I understand the Resort Check-in and Check-out times. Check-outs after 2:00pm will have a late fee of half the nightly rate - *price based on accommodation choice*. I also understand that there are **no check-ins or check-outs during nap time (12:00pm-2:00pm)**. I am aware that if my pet is picked up in the afternoon (after 2:00pm) they may be moved into a different suite to accommodate incoming guests scheduled for that particular suite.
- 24. Rescheduling Boarding:** The original check-in date will remain the reference point of for any cancellation.

- 25. Rescheduling Grooming:** Due to our groomers being independent contractors, any no-show and no call grooming appointments will result in a \$25 fee.
- 26. Mandatory Check-Out Bath.** I understand that all pets boarding more than one night at Country Inn Pet Resort & Animal Hospital will receive a check-out bath. I understand that the bath price is in accordance to my pet's weight, length of hair, and breed type. I understand that Country Inn Pet Resort & Animal Hospital's kennel technicians are not professional groomers. I understand that if my pet requires more advanced grooming services, such as blow drying or styling, I can choose to schedule my pet's check-out bath with the professional groomer based upon availability.
- 27. Veterinarian Care.** I agree to allow Country Inn Pet Resort & Animal Hospital to obtain veterinarian medical treatment for my pet, if, in its sole discretion it appears that, the pet is ill, injured, or exhibits any other behavior that would reasonably suggest that my pet might need medical treatment. Medical treatment may require transportation of my pet to receive care and I hereby authorize such transportation. I grant Country Inn Pet Resort & Animal Hospital full authority to make decisions involving the medical treatment of my pet during their stay at Country Inn Pet Resort & Animal Hospital. I agree that I am fully responsible for the cost of any such medical treatment and transportation and agree to indemnify and hold harmless Country Inn Pet Resort & Animal Hospital for any expense, liability, cost imposed for the care and transfer of your pet.
- 28. Veterinarian Liability:** I agree that I am assuming all risk of illness, disease, harm or otherwise to my pet by allowing my pet to participate in services at Country Inn Pet Resort & Animal Hospital. Furthermore, I agree that I am assuming all risk of the consequences associated with any decisions made by Country Inn Pet Resort & Animal Hospital, relating to the medical care and transportation of my pet. I agree to be solely financially responsible for any and all veterinarian care of my pet while in the care of Country Inn Pet Resort & Animal Hospital, or as a result from time spent at Country Inn Pet Resort & Animal Hospital. IN ADDITION, I AGREE THAT IF MY PET IS INJURED BY ANOTHER PET, I HEREBY RELEASE COUNTRY INN PET RESORT & ANIMAL HOSPITAL, ITS OWNERS, EMPLOYEES, AND AGENTS FROM ALL LIABILITY AND FINANCIAL RESPONSIBILITY FOR SUCH INJURY. I FURTHER UNDERSTAND THAT IF MY PET BITES A HUMAN OR PET, THAT COUNTRY INN PET RESORT & ANIMAL HOSPITAL MAY CONTACT THE APPROPRIATE AUTHORITIES.
- 29. Controversy or Claim.** I agree that any controversy or claim arising out of, or relating to this contract, or breach thereof, or as the result of any claim or controversy including the alleged negligence by any party to this contract, shall be settled by arbitration in accordance with the rules of the American Arbitration Association. I further agree that judgment upon award rendered by an arbitrator may be entered in any Court having jurisdiction thereof and the arbitrator shall, as part of his award to the prevailing party, the cost of such arbitrations and reasonable attorney's fee of the prevailing party. I further agree that Country Inn Pet Resort & Animal Hospital shall not be liable for any PUNITIVE, CONSEQUENTIAL, OR EXTRAORDINARY DAMAGES.
- 30. Duty to Disclose.** I represent that I have disclosed and shall continue to disclose, any and all medical conditions or any other conditions, including, but not limited to, personality concerns or behaviors that may affect, limit, or prevent my pet's ability to participate in services provided by Country Inn Pet Resort & Animal Hospital I understand that Country Inn Pet Resort & Animal Hospital is relying on and will rely on those representations to provide a safe environment for both humans and animals.
- 31. Resort Policies.** I acknowledge that I have received, reviewed and signed a copy of Country Inn Pet Resort & Animal Hospital "Resort Policies." I HEREBY AGREE TO BE FULLY BOUND BY ALL THE TERMS AND CONDITIONS OF Country Inn Pet Resort & Animal Hospital "RESORT POLICIES".
- 32. Abandonment Notice.** I fully understand and agree that if my pet is not picked up by myself or an authorized representative within 10 calendar days after the day my pet is scheduled to depart, that my pet shall be deemed "abandoned" in accordance with Florida State Statutes 705.19 and 705.102. I understand if I abandon my pet at Country Inn Pet Resort & Animal Hospital, Country Inn Pet Resort & Animal Hospital, in its sole discretion, will try to re-home my pet, or relinquish my pet to a legal shelter of its choice. I FULLY UNDERSTAND AND AGREE THAT IF I ABANDON MY PET AT COUNTRY INN PET RESORT & ANIMAL HOSPITAL, I MAY BE UNABLE TO RETRIEVE MY PET AND WILL HAVE NO RECOURSE AGAINST COUNTRY INN PET RESORT & ANIMAL HOSPITAL. In addition, I understand that I will still be responsible for the unpaid charges incurred for my pet's stay. *NOTE: According to Florida State Statute 828.13, pet abandonment is considered a form of animal cruelty and is a crime punishable by a fine of up to \$5,000, imprisonment or both.*
- 33. Waiver, Release, and Indemnification.** I release, waive, discharge, indemnify and agree to hold Country Inn Pet Resort & Animal Hospital, its owners, directors, officers, employees, and agents harmless for any and all manner of damages, injury, claims, loss, liabilities, costs or expenses, attorney's fees, causes of action or suit, whatsoever in law or equity, arising out of or related to the services provided by Country Inn Pet Resort & Animal Hospital, its owners, directors, officers, employees or agents including without limitation: (1) ANY INACCURACY IN ANY STATEMENT MADE BY MYSELF OR INFORMATION PROVIDED BY ME TO COUNTRY INN PET RESORT & ANIMAL HOSPITAL, (2) MY PET, INCLUDING BUT NOT LIMITED TO DESTRUCTION OF PROPERTY, DOG BITES, INJURY, AND TRANSMISSION OF DISEASE, AND (3) ANY ACTION BY MYSELF THAT IS IN BREACH OF THE TERMS OF THIS AGREEMENT.

34. Sole Agreement. This writing represents the sole agreement between Country Inn Pet Resort & Animal Hospital and the Owner/Guardian. The electronic execution via scanning or facsimile or via signature software such as docusign shall be acceptable to both parties and the Agreement shall be considered fully enforceable by either party.

35. Affirmation and Additional Pets. Each time I bring my pet into Country Inn Pet Resort & Animal Hospital I am re-affirming the terms of this agreement, including updated claims, and the truthfulness and accuracy of all the statements I have made in this agreement. If I bring in additional Pets to Country Inn Pet Resort & Animal Hospital, I hereby agree that the care of such additional Pet shall be governed by and I shall be bound by the terms and conditions contained in this agreement,

I HAVE READ AND FULLY UNDERSTAND THE TERMS OF THIS AGREEMENT AND UNDERSTAND THAT I WILL GIVE UP SUBSTANTIAL RIGHTS BY SIGNING IT. I HAVE SIGNED THIS AGREEMENT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND IT TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO COUNTRY INN PET RESORT & ANIMAL HOSPITAL, ITS OWNERS, OFFICERS, EMPLOYEES AND AGENTS TO THE GREATEST EXTENT PERMITTED BY LAW. I FURTHER AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE, THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.

I acknowledge that I have read and fully understand Country Inn Pet Resort & Animal Hospital’s *Resort Policies and Boarding & Services agreement*. I hereby understand that these claims are subject to change without notice. Please check our website www.countryinnpetresort.com for the most current agreement or contact our front-desk. I further understand that by signing this agreement, any pet under my name, using services at Country Inn Pet Resort & Animal Hospital will abide by Resort Policies and the Boarding & Services agreement whether listed in the section below or not.

I have read, fully understand and agree to the terms listed above.

Please Circle:

- | | | |
|----------------------|---------------|-----------|
| 1. Pet’s Name: _____ | Male / Female | Cat / Dog |
| 2. Pet’s Name: _____ | Male / Female | Cat / Dog |
| 3. Pet’s Name: _____ | Male / Female | Cat / Dog |
| 4. Pet’s Name: _____ | Male / Female | Cat / Dog |
| 5. Pet’s Name: _____ | Male / Female | Cat / Dog |

Client Name (please print): _____

Signature of Owner/Guardian: _____

Date: _____

Please note: The first pages of this form must be filled out for each individual pet in your family. If you have any questions or concerns, please contact us for assistance.

Resort	(954) 424-6000
Animal Hospital	(954) 424-6525
Email	Reception@countryinnpetresort.com
Website	www.countryinnpetresort.com
Fax	(954) 424-6265

THANK YOU ☺