

BoneVoyage Pet Resort (BVPR) appreciates your business and your trust in our facility. We will provide your pets with a safe, clean, and enjoyable environment for the duration of their stay with the resort however, there are a few things we need to discuss as part of our agreement to board your pet.

BVPR has the right to refuse service to any person or pet, at any time, for any reason. Such reasons include, aggressiveness, special-needs, or other behaviors deemed detrimental to the general boarding environment or that pose either a risk to pets, clients, or staff members, or diminish the general boarding experience for other pets. Overtly aggressive pets may be denied outright access to BVPR services. In addition pets receiving services that exhibit incompatible behavior may be denied access from future services. Please understand that is not a comment on your pet's worthiness, but merely a policy of what's best for all concerned. Special needs pets may incur additional fees if requiring additional services or attention. Intact (non-spayed or neutered) pets may not be allowed access to group play.

Upon entry into BVPR, your pet may be inspected for overt signs of ectoparasites and illness prior to admission to the kenneling area. These evaluations are performed by members of the general staff. Please note that while some veterinary services are provided at the BVPR facility, this fact does not mean that your animal will receive a veterinary examination of health prior to admission to the kennel. Should ectoparasites (e.g. fleas & ticks) be identified on your pet, we reserve the right to treat and isolate your pet until a time at which the pet can be identified as "ecto-free". Additional charges will likely apply for treatments and isolation.

Should attention to your pet's health be in question, by boarding your pet, you agree to abide by, and compensate for, any veterinary care your pet should require. We will attempt to contact you prior to seeking such care, however BVPR has your permission via this consent to proceed with seeking and initiating veterinary care as deemed necessary for your pet. You are financially responsible for any care provided to your pet, directly by BVPR or through its chosen veterinary care provider. **If you have restrictions you wish to place on this general release for care, please notify the staff at this time.**

BVPR will take every reasonable precautionary effort during your pets stay to protect your pet from illness, injury, weight loss, kennel cough (and/or other infectious diseases), pet to pet injuries, escape, and death. Unfortunately dogs will be dogs (and cats will be cats), and sometimes unexpected events can occur that result in pet injury, illness, or escape. BVPR is not responsible for any injury or illness that occurs while in our care that is beyond our control. For example, certain diseases are multifactorial (stress, age, vaccination status, etc) and BVPR cannot control all aspects of your pet's health. Therefore, we are not responsible for any respiratory illnesses developed during or after boarding at BVPR due to the multifactorial nature of these diseases. While true of any animal, senior pets and pets with known medical conditions that are boarded are at increased risk of morbidity and mortality because of concomitant factors associated with the stress of boarding. We cannot honor any do-not-resuscitate requests on senior pets.

While vaccinations are required to be current while boarding at BVPR, and while certain non-essential vaccines such as influenza, leptospira, etc. vaccines are advised in boarding situations, no vaccine is 100% effective in preventing disease. BVPR is not liable for vaccinatable conditions, as cases can occur despite vaccination.

Pets will sometimes exhibit behaviors unknown to the owner, brought on by the stress of boarding, the proximity to other animals or the new surroundings. Behavior that is atypical, such as compulsive behaviors (e.g. licking, chewing, pacing, barking, digging, jumping etc.), may result in injury to your pet, damage to the facility, or escape. BVPR is not liable for injury or illness to your pet as a result of such behavioral issues. You will be held financially responsible for any damages or expenses your pet directly or indirectly causes to the facility.

Similarly, pets housed together at home may not demonstrate compatibility at the pet resort. Any housemates that show signs of "cabin fever" (stress, irritability, intolerance, etc) will be separated and additional fees for separate boarding will apply.

BVPR reserves the right to alter or substitute a pet's food, especially when not provided in full by the owner. If something happens to food provided by the owner, BVPR will attempt to replace like with like. Should a dietary issue (e.g. vomiting, diarrhea) arise, the owner hereby gives BVPR permission to alter the food type, frequency, or amount to compensate for the issue if such measures are appropriate. For this reason, **please be sure to list any food allergies or dietary restrictions on the animal's intake form.**

Certain personal items (e.g a favorite toy) may be left at BVPR for your pets stay. While we will make every effort to care for these items, BVPR cannot be held responsible for damaged or misplaced items; do not leave any irreplaceable, delicate, or expensive items with the resort. Be sure you have all items and/or medication at the time of pet pickup.

# BoneVoyage Pet Resort

General Waiver of Liability for \_\_\_\_\_

(Continued from page 1)

BVPR will only release your pet to individuals identified as permitted associates on your intake form. BVPR reserves the right to place your pet with an alternate facility or individual should the need arise due to events beyond the control of the facility (e.g. hurricane evacuation). Pets must be picked up in close coordination with your indicated departure time. BVPR has the right to move your animal to a staging area in preparation for its departure. Pets left beyond the half-day of the scheduled departure date will be returned to the boarding area (if space is available) and additional charges will apply. Pets left 5-days beyond the scheduled pickup time without verbal or written notification of the need for extended care, are considered abandoned: BVPR reserves the right to place, adopt, or dispose of abandoned pets as BVPR deems best or necessary. **YOU MUST RECEIVE A CONFIRMATION NUMBER REGARDING AN EXTENSION TO HAVE A VALID EXTENSION REQUEST.** Abandoned pets incur fees, and charges will be applied to any balances owed on the owners account. BVPR retains the right to report unpaid balances and seek collection agency services on all accounts over 60-days old. Balances on pets staying longer than 7-days will be charged weekly to the credit card on file.

Pets engaged in daycare-related activities (playtime), alone or in conjunction with boarding, may get scrapes, abrasions, teeth marks, fatigue, injuries, or other aches and pains associated with play. BVPR will attempt to pair your pet with compatible dogs (e.g. age, size, fitness level) so such potential issues are minimized: however, BVPR cannot prevent all such issues from occurring and therefore cannot be held liable when these issues (or similar) arise. Dogs in play groups may exhibit atypical behavior and may require separation or retraining to return to the playgroup. Fees for daycare are not dependent on a dog's playgroup participation. Owners are held responsible for injuries, illness, death, or expenses incurred by their own pet resulting from group play activity. Dogs can potentially get wet and/or dirty during group play. Baths and grooming services, if necessary, are not included in daycare prices. Toe-nail length that is deemed excessive and dangerous to playmates will be addressed at the owner's expense and with implied consent. Dogs left at daycare beyond the day's time limits will be charged boarding fees as applicable. Daycare pets must comply with all safety and health constraints applicable to pet boarding. Housing of daycare pets is managed by the staff on a day-to-day basis and at their discretion.

Pets receiving grooming or training services, whether related to boarding and daycare or not, are subject to the same criteria, stipulations, exclusions, and restrictions outlined within this document.

*Please Initial*

\_\_\_\_\_ I have directly or indirectly inspected the facility and believe it adequate to care for my pet.

\_\_\_\_\_ I certify that my pet is in good health and has not had any communicable diseases within the past 30 days. If not, please explain: \_\_\_\_\_

\_\_\_\_\_ I give permission for BVPR to isolate, medicate, or provide services (e.g. additional personal time) to my pet for issues associated with the stress of boarding or for issues that necessitate such care.

\_\_\_\_\_ I give permission for BVPR to seek veterinary services for my pet for issues that necessitate such care. I understand that I am financially responsible for any 3rd party care fees associated with my pet's care.

\_\_\_\_\_ I understand that animals are free thinking individuals and that sometimes things can happen that are beyond the control of their caretakers, especially if my pet is included in any play activities.

\_\_\_\_\_ I understand that Galveston is in a coastal environment and that seasonal weather-related issues can arise that precipitate the need for additional precautions and plans.

\_\_\_\_\_ I understand that my pet may have such a good time at BVPR that they may beg to return on a regular basis.

\_\_\_\_\_ I have read, understand, and acknowledge all aspects of this waiver of liability.

By signing below I indemnify BVPR, its employees, owners, and affiliates from liability for injury, illness, or even death of my pet or pets when receiving services on-site or remotely. By allowing my pet(s) to stay at the resort I assume all of the potential risks, known or unknown, associated with boarding, daycare, training, and grooming.

Print Name (owner or guardian)

Signature

Date

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Updated Jan. 2018