



## New Client Service Agreement

**Open Hours:**

Mon-Fri: 7am-7pm; Sat-Sun: 8am-12pm

**Check-Out Time:**

Pick up after 12pm will incur an additional night's boarding fee.

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

Primary Phone Number: \_\_\_\_\_ Secondary Number \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

State \_\_\_\_\_ Zip Code: \_\_\_\_\_

Email Address (for vaccine reminders and promotions): \_\_\_\_\_

Emergency Contact Name & Number (should be someone other than yourself):  
\_\_\_\_\_

People Authorized to Pick up Pets: \_\_\_\_\_

**APR has your permission to use photos taken on social media and advertising. Choose one.**

- Yes
- No

Pet Name: \_\_\_\_\_

Pet Birthday (xx/xx/xxxx): \_\_\_\_\_

Pet Breed: \_\_\_\_\_ Pet Color: \_\_\_\_\_

Sex:

- Male
- Female

Are they spayed/neutered? \_\_\_\_\_

Veterinary Clinic: \_\_\_\_\_

### **FEEDING INSTRUCTIONS:**

**\*\*APR House food is available for the following fees per pet per day: \*\***

**Dry Food** - Red Flannel Canine Select (chicken protein): \$1

**Wet Food** - American Journey pate (various proteins): \$1.50

Morning (6-7am)	Midday (12-1pm)	Evening (5-6pm)
<i>Amount</i>	<i>Amount</i>	<i>Amount</i>

**If your pet runs out of food during their stay, would you like us to:**

- Feed APR food
  - Pick up more of your food
- A \$10 service fee + cost of food will be added to your bill.*

**If your pet is not eating well, is APR allowed to add any of the following toppers?:**

- Peanut butter
- Pureed pumpkin
- Treats
- **CONTACT ME FIRST**
- Wet food

**If your pet experiences diarrhea during their stay, is APR allowed to administer the following?:**

- Pureed pumpkin
- Probiotics packet
- **CONTACT ME FIRST**

**If you have multiple pets staying together, can they eat in the same room unsupervised?**

- Yes
- No

**MEDICATION INSTRUCTIONS:**

Medication Name	Reason for Medication	Dosage	Frequency

**If your pet is not taking their medication with owner-provided pill aides, is APR allowed to use any of the following instead?:**

- Peanut Butter
- Wet food
- Pill wrap (peanut butter or bacon flavored)

## **GENERAL HEALTH AND WELLBEING:**

List:

- Behavior and/or medical issues your pet has had in the past 30 days:

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- Chronic health issues (allergies, diabetes, arthritis, lameness, etc.):

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Can we bathe your pet if they get dirty?

- Yes
- No

## **BEHAVIOR:**

Does your pet try to escape from enclosed spaces or climb fences?

- Yes
- No

List any behaviors we should be aware of (phobias, resource guarding, separation anxiety, etc.):

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**Please be advised that while we require up-to-date-vaccinations, your pet could still be exposed to "Kennel Cough" even if they are vaccinated.**

This is an agreement between Ames Pet Resort (APR) and the pet owner whose signature appears below as "Client."

1. Client agrees to pay the rate in effect on the date the pet is checked into APR.
2. Client agrees to pay all costs and charges for add-on services requested and all veterinary costs incurred while the pet is in the care of APR.
3. Client agrees that the pet shall not leave the facility until all charges due are paid, or unless other payment arrangements are agreed upon by both parties.
4. Client agrees that APR is not responsible for any lost or damaged belongings brought with pet.
5. If a pet becomes injured or ill, or if the state of the pet's health otherwise requires professional attention, APR in its sole discretion may engage the services of a veterinarian. These expenses will be the responsibility of the Client. All attempts will be made by APR to reach the Client or Emergency Contact.
6. The client certifies the accuracy of all information given on this form.
7. APR shall provide for a standard of care that ensures any pets in its possession shall have adequate food, water, housing, and sanitary care. All pets will receive daily attention, affection, and exercise according to their physical abilities and emotional needs.
8. The client confirms that the pet has not been exposed to any contagious diseases within a 30-day period prior to check-in. The client will be charged the current rate for a flea bath if the pet is found to have fleas at the time of check-in. The client also agrees to notify APR of any known exposure of the pet to contagious disease, and not to board the pet until it is symptom-free or with a written veterinary clearance. Client agrees to maintain current vaccines for the pet as required by APR.
9. The client confirms the pet is not pregnant, in heat, or heartworm positive.
10. Client shall supply APR with any medication to be administered to the pet and the instructions for doing so are outlined in the attached table. Client hereby releases APR of any liability regarding any medication administered by APR for the care of Client's pet.
11. ABANDONED ANIMALS. Pursuant to Iowa Code Section 162.19, if a pet is left with APR and Owner does not claim the pet by the agreed date, the pet shall be deemed abandoned and Notice of Abandonment and its consequences shall be sent within seven (7) days by certified mail to the last known address of Owner. For fourteen (14) days after mailing of the Notice, the Owner shall have the right to reclaim the pet upon payment of all reasonable charges, and after the fourteen (14) days, the Owner shall be deemed to have waived all rights to the abandoned pet. If despite diligent effort an Owner cannot be found for the abandoned pet, within another seven (7) days APR may release the pet to a local animal shelter.
12. Deposit Policy. APR requires a deposit of \$25 or 30% of estimated charges during peak periods of operation, as follows: Various summer weekends (from Memorial Day weekend through Labor Day weekend), Spring Break, New Year's day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. APR requires a 50% deposit on all boarding stays longer than 14 days and a weekly payment plan for all stays booked over 21 days. The deposit is processed at the time of Owner making a reservation and reservations cannot be confirmed until the deposit is received. The deposit is applied to Owner's bill as a credit at the time of check-out.
13. Cancellations and No-Shows. Cancellation notices are required 72 hours (3 days) prior to scheduled boarding services. Failure to provide adequate notice for boarding cancellations will result in forfeiture of the Owners deposit.

14. EXCLUSIONS, LIMITATIONS, WAIVERS, & HOLD HARMLESS. Owner hereby agrees that APR shall not be responsible for any loss or damage for Owner's pet(s), and Owner hereby agrees to hold APR harmless for any claim, loss or damage of any kind that it may have against APR.
15. JURISDICTION. This agreement shall be governed by the laws of the State of Iowa. Any controversy or claim arising out of or relating to this agreement, or a breach of this agreement, shall be resolved in the Iowa District Court for Story County, Iowa.
16. ATTORNEYS FEES. If any controversy or claim arises out of or relating to this agreement, APR shall be entitled to recover all costs expended, including reasonable attorneys fees to collect or enforce a judgment.
17. ENTIRE AGREEMENT. This agreement constitutes the entire agreement between APR and Owner. Any prior negotiations, oral agreement or representations are superseded by this written agreement. This agreement shall only be modified or amended by a written document executed on behalf of the APR and Owner.
18. SEVERABILITY. If any portion of this agreement is for any reason declared invalid or unenforceable, the validity of any of the remaining portions will not be affected and the remaining portions will remain in full force and effect as if the agreement had been executed with such invalid portion(s) eliminated.

**I have read and agree to these terms and filled out all information to the best of my knowledge. By signing, I agree to all terms as specified in this document.**

**Client Signature:** \_\_\_\_\_

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