



A1 Boarding Kennels Ltd.

3755 Gordon Dr, Kelowna, BC V1W 4M8

250-763-2202

a1boardingkennels.ca

Customer Agreement

This Agreement and the Supplements referred to herein apply to any/all visits involving your pet(s) to A1 Boarding Kennels Ltd including but not limited to boarding services, daycare services and grooming services.

- 1. Services.** By signing below, you certify that you are the owner or acting agent for the owner and give consent to A1 Boarding Kennels Ltd to provide care for your pet(s). A1 Boarding Kennels Ltd agree to provide reasonable care to the pet(s) during their time at the facilities. As the owner or agent, you are obligated to provide up to date, accurate and truthful information regarding your pet(s). A1 Boarding Kennels Ltd will exercise reasonable judgement on the suitability of care and services available based on the provided information.
- 2. Payment for Services.** You agree to pay the balance owing for services at the time of pick up, less the 50% deposit required at the time of booking. Boarding check-out time is by noon (12:00) on the departure date. You acknowledge that you will incur additional fees for a late check out. The applicable fee is the applicable nightly boarding rate based on the reservation of your pet(s) private suite up until the time of their departure. You understand that if you do not pay in full at the time of check-out, you will remain liable for all charges incurred during your pet(s) stay, and A1 Boarding Kennels Ltd reserves the right to collect any unpaid balances, including but not limited to transferring responsibility for collecting unpaid balances to a debt collector agency after 30 days.

Guardian initials: _____

- 3. Vaccinations.** Reservations are not guaranteed without verification of your pet(s) vaccination status. Dogs attending ANY services at the facility are required to be vaccinated against Distemper, Parvo, Para influenza (commonly referred to as the core vaccinations, DAP, etc) and Bordetella (upper respiratory infection). Titre tests are accepted for DAP vaccinations. Bordetella must be complete on a yearly schedule. Cats are required to be vaccinated against Feline Distemper, Rhinotracheitis and Calicivirus.

I acknowledge that is the owner's sole responsibility to have these vaccinations complete and appropriate paperwork submitted to A1 Boarding Kennels prior to my pet(s) being taken into care.

Guardian initials: _____

4. **Personal Items.** We do encourage comfort items from home be brought for you pet(s) stay; however, do not bring or leave items with your pet(s) that are valuable or irreplaceable. A1 Boarding Kennels Ltd is not responsible for the loss or damage to any personal items or toys left with your pet(s).
5. **Emergencies.** In the event of an emergency or natural disaster, A1 Boarding Kennels Ltd will make every effort to contact you or your agent to retrieve your pet(s). You agree that A1 Boarding Kennels Ltd, at its sole discretion, is authorized to transport and/or make temporary alternative arrangements to house and care for your pet(s) until such time you or your agent can retrieve the pet(s). You understand that in the event of an emergency evacuation decisions may be made without your full consent.
6. **Pet Health.** We reserve the right to refuse any pet(s) at check in for any reason, including but not limited to the pet(s) appearing to be sick, injured or in pain. We reserve the right to refuse any pet(s) behaving in a way that could jeopardize the safety of our staff or other pet(s).
- No pet(s) can stay with us without proper vaccination records on file.
 - No pet(s) can stay with us if exhibiting any signs of contagious disease. (Coughing, vomiting, eye infections, etc.)
 - If your pet has recently been treated for a contagious disease full disclosure is required and a letter of good health from a license veterinary should be provided.
 - By signing below, you agree that your pet(s) has no illnesses, injuries, or behavioural problems (including aggression or biting habits) that have not been fully disclosed to A1 Boarding Kennels Ltd.
 - While we do accept senior and special needs pets, we will not accept pets that are in frail health or decompensating from either their age or pre-existing condition.
 - You acknowledge that in the unlikely event your pet(s) become ill or injured while in the care of A1 Boarding Kennels Ltd, or your pets' pre-existing condition is aggravated during its stay and requires professional veterinary care, we will make all attempts to contact you or your agent at the number provided. In the event we are unable to contact either yourself or your agent, at our sole discretion, may engage in veterinary services or administer appropriate medication. In cases we believe to be critical medical emergencies, A1 Boarding Kennels Ltd may seek veterinary care prior to authorization. If at any time you refuse medical treatment for your pet(s), at our sole discretion we can engage in the services of a veterinarian and/or administer medicine to make your pet(s) comfortable until such a time you or your agent retrieve them from the facility. Any and all costs incurred from medical care or treatment will be the responsibility of the owner.

YOU ARE HEREBY KNOWINGLY AND WITH INFORMED CONSENT AUTHORIZING A1 BOARDING KENNELS LTD TO MAKE INFORMED DECISIONS REGARDING YOUR PETS HEALTH WHILE IN THEIR CARE.

YOU ACKNOWLEDGE WE WILL MAKE EVERY EFFORT TO CONTACT YOU AND/OR YOUR AGENT IN CASE OF EMERGENCY BUT YOU GIVE A1 BOARDING KENNELS LTD YOUR CONSENT TO MAKE DECISIONS ON YOUR BEHALF, AND UNDER THE GUIDANCE OF A VETERINARIAN UNTIL YOU CAN BE REACHED.

Print

Sign

Date

RELEASE OF LIABILITY

***Please read carefully: Release of Liability, Waiver of Claims and Risk Acknowledgment.
By signing the following you will waive certain legal rights, including the right to sue.***

I, _____, agree to hold A1 Boarding Kennels Ltd,
(print full name)
its directors, officers, employees, agents, volunteers, successors or anyone else acting on their behalf, harmless from ANY AND ALL damages, claims to loss, liabilities, expenses and costs arising out the services rendered at A1 Boarding Kennels Ltd.

I hereby and knowingly acknowledge and understand the applicable risk associated with pet care and boarding kennels, included but not limited to injuries from playing, jumping, and running, fights between animals, the possibility for the transmission of disease, and/or unforeseen illnesses. I agree that A1 Boarding Kennels Ltd can not be held responsible for any injuries or illnesses that my pet(s) may experience during their stay. I further accept that I remain solely responsible for my pet(s) actions and behaviour while in the care of A1 Boarding Kennels Ltd and all associated limitations that may be required for their safe housing during their time with A1 Boarding Kennels Ltd.

By signing below and leaving my pet(s) in the care of A1 Boarding Kennels Ltd, I consent to the terms listed above and in the service agreement. I have read and understand ALL the above risks. I accept the sole responsibility for ALL AND ANY medical expenses my pet may incur or cause.

Guardian Signature

A1 Boarding Kennels Signature

Printed Name

Printed Name

Date

Date