

SHEPHERD'S GATE
DOG BOARDING SERVICES
Services Agreement



The following contract is standard for the Boarding Facility industry. Please know that we take our job of caring for your pet(s) seriously and always put their safety first. As caregivers, we treat the pets at our resort as if they were our own and do our very best to care for them.

This Contract is between SHEPHERD'S GATE (hereinafter called the "Boarding Facility") and the pet

owner/representative whose name(s) appears below (hereinafter called the "Owner").

The term "pet" refers to all pets boarding with the same ownership.

Owner specifically represents that he/she is the owner of the boarding pet, or has been authorized by the Owner of the pet to enter into this Contract as the Owner's representative.

A. Services

a. Owner agrees to pay the boarding rate for all services prior to checkout.

B. Payment

a. Owner understands and agrees that pet shall not leave the Boarding Facility until all charges are paid.

b. Owner understands that the boarding fee is charged on day of arrival (regardless of check-in time), and there is a full-day charge for the day of departure if check-out after 12 pm. There is no charge for pick-ups between 7am-12pm.

c. A charge of \$35.00 will be assessed for any returned checks.

C. Cancellation/Deposits

a. If you need to cancel your reservation, please do so at least THREE 3 days prior to the arrival date. Owner(s) will forfeit the deposit for late cancellations.

b. Owner understands that a last-minute cancellation/no show fee will be charged if pet is not dropped-off or picked-up at the specified date reflected in the reservation. Notice is required minimum ten (10) days in advance for cancellations to avoid the fee.

c. Owner is responsible for paying for the entire reservation, regardless if owner ends up picking pet up early. Owner also understands that reservations can be extended only in case of advanced notice, Boarding Facility approval, and availability.

d. All refunds will be made within a thirty (30) day period

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D. Personal Property

a. Owner agrees that Boarding Facility and our representatives and employees will not be liable or responsible for any lost, stolen or damaged personal property belonging either to the Owner or the pet. Collars may be removed for safety reasons.

Items not taken home at check-out will be disposed of if not picked up within 60 days of check-out date.

All pets entering Boarding Facility must be clean and flea free.

If upon inspection, this is not the case, a flea bath and or flea meds will be given at Owner's expense. \$25.00

Eye drops, ear drops, and oral medications may also be administered at owners request . Additional charges shall be incurred for medication and/or vitamin admin .

In the rare event of diarrhea, Owner is aware that Boarding Facility uses Probiotics and/or pumpkin to help provide relief, at an additional charge. \$5.00 per day.

Owner understands that extra charges may be added to the bill at discretion of management for extra services or treatment that is above and beyond Routine care, i.e. an unexpected bath, etc. Special handling is defined as services beyond our standard boarding care due to behavior problems, excessive accidents, health issues, or other unexpected care not anticipated at time of check-in.

Owner agrees to pay all such charges. Boarding Facility staff will make every effort to contact owner about such issues before providing these additional services and/or treatments.

Owner understands that if Boarding Facility has to supply food, there will be an additional charge per day per pet. \$7.50

Owner also understands that a change in food may result in diarrhea.

Boarding Facility shall exercise due and reasonable care for each pet while boarding. Under this reasonable care, **Owner releases Boarding Facility from, and waives all claims and liability against Boarding Facility for or attributable to, injury, illness , loss or death of pet.**

Owner agrees that Owner shall be solely responsible for any and all acts and behavior of said pet while it is in the care of Boarding Facility. Owner will be charged damage fees for any damage caused by pet to kennel structures and/or Boarding Facility property.

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E. Pet Health

a. Owner represents that pet is healthy and has not been exposed to any known communicable disease within the thirty-day period immediately prior to boarding. Owner agrees to disclose to Boarding Facility all known medical conditions and/or behavior problems, which may affect pet's care prior to check-in. Owner shall inform Boarding Facility of any changes in pet's condition and behavior at or prior to check-in for all subsequent boarding stays.

b. Boarding Facility reserves the right to refuse to accept a Pet at check-in for any reason, including without limit, if it appears to us the Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets or our staff. Owner acknowledges that pet is current on all required vaccinations and preventatives.

Owner agrees to provide documents confirming such vaccinations as requested by the Boarding Facility, and shall provide proof of vaccinations prior to any entry into Boarding Facility facilities.

c. Boarding Facility specifically requires all pets be vaccinated against communicable diseases prior to boarding.

Boarding Facility reserves the right to refuse admittance to any pet that shows signs of illness or that does not meet Boarding Facility vaccine requirements. Despite these precautions, Owner acknowledges that pet will be in an environment with other pets during boarding, and understands that any pet may unknowingly harbor and spread a communicable disease. Owner releases Boarding Facility from, and waives all claims and liability against Boarding Facility for, all losses, damages, costs and expenses arising out of or in connection with any communicable disease contracted by pet during boarding.

F Photo /Video Release

a. Owner agrees to allow Boarding Facility and our employees to use his or her pet's name and any images or likeness of his or her pet taken while the pet is staying at Boarding Facility, in any form or format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials.

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G. Abandonment

a. Owner understands that if pet is not picked up within 5 calendar days after the day pet is scheduled for pick up, or Owner refuses to pay agreed upon charges, pet shall be deemed abandoned. Boarding Facility reserves the right to turn over any Abandoned pets to any humane society, animal shelter, animal rescue group, or any person selected by the Boarding Facility. Owner shall remain liable for all boarding fees incurred prior to the pet being deemed abandoned. Local authorities/law enforcement will be notified. And any applicable animal abandonment charges will be pressed.

H. Facebook Photos

a. As a courtesy, we do try to upload pictures of our pet guest daily; however, our primary objective is the health, wellbeing and safety of our guests. Pictures will be added to Facebook as time permits.

By signing below, Owner states that he or she has read and agrees to all of the terms listed in this boarding contract.

Shepherd's Gate

Date: _____

Client's Name: _____

Signature: _____

Date: _____

Shepherd's Gate Dog Haven, Client Agreement Acknowledgment Sheet

Please read each item carefully and initial to acknowledge your understanding and agreement.

_____I understand that all fees must be paid in full before my dog(s) can be released from Shepherd's Gate Dog Haven. Boarding is charged per calendar day, with check-out by 12pm to avoid an additional day's charge.

_____I agree to cancel any reservation at least 5 days in advance to avoid forfeiting my deposit. I understand that early pick-ups still require payment for the full reserved stay.

_____I confirm that my pet is healthy, current on all required vaccinations and preventatives, and has not been exposed to communicable diseases within the past 30 days. Proof of vaccination must be provided.

_____I acknowledge that if my pet arrives with fleas or is dirty, Shepherd's Gate Dog Haven will provide a flea bath or cleaning at my expense.

_____I understand that medications, vitamins, probiotics, or pumpkin may be administered if needed, and additional fees may apply.

_____I give permission for emergency veterinary care if my pet becomes ill or injured. I understand I am financially responsible for any medical expenses incurred.

_____I understand that if food is not provided, Shepherd's Gate Dog Haven will feed house food for an additional daily fee. I am aware that diet changes may cause digestive issues.

_____I accept that my pet may interact with other dogs and acknowledge the risks of play, including injury. I waive all liability for Shepherd's Gate Dog Haven and staff for injuries arising from group interaction.

_____I understand that Shepherd's Gate Dog Haven may refuse service at any time due to behavior, health issues, repeated no-shows, or non-payment.

_____I acknowledge that I am fully responsible for any damage my pet causes to facility property, including kennels and structures.

_____In the event of an emergency or natural disaster, I authorize Shepherd's Gate Dog Haven to relocate or make temporary arrangements to house my pet if needed.

_____If I allow my pets to be kenneled together, I accept all responsibility for any aggression or injury between them. The facility may separate them if safety concerns arise, and I am responsible for additional kennel fees.

_____I understand that if my pet is not picked up within 5 days of the scheduled check-out date, and I fail to communicate or pay, the pet may be deemed abandoned and released to a rescue or shelter.

_____I agree to allow photos and videos of my pet to be used on social media and for marketing purposes.

_____I understand that personal items left behind may be discarded after 60 days, and the facility is not responsible for lost or damaged belongings. Collars may be removed for safety.

Signature: _____

Date: _____



DOG BOARDING SERVICES

Photo & Video Release Form

Thank you for choosing **Shepherd's Gate!** As part of our commitment to providing exceptional service, we occasionally capture special moments with your pets to share the joy with our community.

Your consent to our Photo and Video Release allows us to showcase these delightful moments. Please read and complete the form below, and feel free to contact us with any questions.

I, _____ hereby grant **Shepherd's Gate** and its representatives the right to take photographs and videos of my pet, _____ during the course of the pet-boarding/Daycare services.

I understand that these photographs and videos may be used for promotional materials, including but not limited to, website content, social media, and marketing materials.

I also acknowledge that my pet's name may be used in conjunction with these photographs and videos. I waive any right to inspect or approve the final products and releases **Shepherd's Gate** from any liability that may arise in connection with the use of such photographs and videos.

This release is valid for all pet-boarding services provided by **Shepherd's Gate.**

Client's Name:

Signature:

Date:

SHEPHERD'S GATE

DOG BOARDING SERVICES

Pre-Boarding Checklist



We're thrilled to welcome your furry friend for a delightful stay. To ensure a comfortable and enjoyable experience, please take a moment to complete the following Pre-Boarding Checklist. Your attention to these details will help us provide the best possible care for your beloved pet.

- **VACCINATIONS:** PROVIDE DOCUMENTATION TO ENSURE YOUR DOG HAS RECEIVED ALL VACCINATIONS, INCLUDING RABIES AND KENNEL COUGH.
- **HEALTH CHECK:** CONFIRM YOUR DOG IS IN GOOD HEALTH. REPORT ANY RECENT ILLNESSES OR CONCERNS TO THE BOARDING FACILITY.
- **MEDICATION INFORMATION:** PROVIDE CLEAR INSTRUCTIONS IF YOUR DOG IS ON MEDICATION. INCLUDE DOSAGE, ADMINISTRATION TIMES, AND ANY SPECIFIC DETAILS. MAKE SURE ALL MEDICATIONS ARE LABELED
- **FEEDING INSTRUCTIONS:** CLEARLY COMMUNICATE YOUR DOG'S REGULAR DIET, FEEDING SCHEDULE, AND ANY SPECIAL DIETARY REQUIREMENTS. PRE PACKAGE AND LABEL ALL MEALS
- **EMERGENCY CONTACTS:** SHARE UP-TO-DATE CONTACT INFORMATION. INCLUDE YOUR PHONE NUMBER AND AN ALTERNATIVE CONTACT IN CASE OF EMERGENCIES

Your commitment to providing us with essential details ensures a personalized and stress-free experience for your pet.

We look forward to providing excellent care and creating happy memories during their stay.

If you have any further questions or special requests, please don't hesitate to reach out. Safe travels, and we'll see you and your furry friend soon!



DOG BOARDING SERVICES



STANDARD BOARDING

\$35 per night

- Comfortable accommodation
- Regular feeding schedule
- Daily exercise and playtime

DELUXE BOARDING

\$45 per night

- Spacious private suite
- Premium bedding
- Extra playtime and enrichment activities

EXTENDED STAY PACKAGE

\$25/35 per night (for stays of 10 nights or more)

- Discounted rate for extended stays
- Standard boarding services

DAYCARE FOR DOGS

\$20 per day

- Additional playtime and socialization with other dogs

FAMILY DISCOUNT

\$10.00 off each additional pet's boarding fee

- Applicable when multiple pets from the same family are boarded together

ADD-ONS:

- Medical Care Package: **\$10 per day**
- Early Drop-Off/Late Pick-Up:
- **\$10 per hour outside regular business hours**

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Booking and Reservation Policies:

- A non-refundable deposit of 25% is required to secure your reservation.
- Cancellations made less than 48 hours before the scheduled stay may incur a fee.
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Thank you for considering Shepherd's Gate for your pet's boarding needs! If you have any questions or would like to discuss a custom package, please contact us. 281-330-8395