

**NORTH OF THE RIVER PET RESORT  
GUEST REGISTRATION & CUSTOMER AGREEMENT FORM**

**Today's Date:** \_\_\_\_\_

I, \_\_\_\_\_, entrust NORTH OF THE RIVER PET RESORT to care for my pet(s):

[Print Pet Owner Name]

\_\_\_\_\_

Home Address \_\_\_\_\_ City \_\_\_\_\_

\_\_\_\_\_

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

Phone \_\_\_\_\_

Cell Phone: \_\_\_\_\_

E-Mail \_\_\_\_\_

*Photo of my pet during stay will be sent to: (cell #)*

\_\_\_\_\_

**1. Pet's Name Breed Male/Female Spay/Neutered Age:**

\_\_\_\_\_

**2. Pet's Name Breed Male/Female Spay/Neutered Age:**

\_\_\_\_\_

\_\_\_\_\_

**3. Pet's Name Breed Male/Female Spay/Neutered Age:**

\_\_\_\_\_

\_\_\_\_\_

**NOTE: All pets must be spayed or neutered. (For the safety of all pet's behavior)**

**We will accept the first 5 months of boardings without being unaltered, however female can NOT be in a heat cycle at time of any boarding.**

**ALL male cats must be neutered prior to boarding.**

**\*If you need boarding for 3 or more cats at one time, payment in full must be made at drop-off. (New customers only)**

**Name & Number of Veterinarian/Veterinarian's Office:**

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**Name of Emergency Veterinarian Office:**

Animal Emergency & Urgent Care - 4300 Easton Dr – Yes or No

VCA Bakersfield Animal Hospital – 8610 Harris Rd. – Yes or No

**\*I wish for my family dogs to be boarded in the same kennel or room (with appropriate space per dog per permit): Yes or No**

**\*I wish for my family dogs to play together in outside play area: Yes or No**

**\*Do my dogs fight or show aggression to each other at home? Yes or No**

**Note: All dogs in play area will be separated by chain link fencing, with the exception of the same home family dogs as instructed.**

**ALL dogs including family dogs will be fed separately.**

1. I agree that my pets are in compliance with NORTH OF THE RIVER PET RESORT's Vaccine Policy and will provide evidence of such compliance. If my pet(s) are not in compliance with the Vaccine Policy, I acknowledge that this voids my Pet Care Warranty for illness and agree that NORTH OF THE RIVER PET RESORT's may refuse services. I also understand vaccinations do not guarantee the prevention of communicable

illnesses that may affect my pet(s) & I assume any & all risk to my pet(s). The Vaccine Policy requires that all guests be current on the following vaccinations at check in and during their stay: Dogs: rabies, distemper-parvo, canine influenza [CIV], and Bordetella. Cats: rabies and feline distemper.

2. I understand that NORTH OF THE RIVER PET RESORT may treat minor injuries.

3. In case of emergency or medical need, I authorize NORTH OF THE RIVER PET RESORT to do whatever is deemed necessary for the health and well-being of my pet(s) and I agree to pay all treatment expenses. I authorize NORTH OF THE RIVER PET RESORT to seek veterinary services for my pet as they feel appropriate.

4. All fees associated with my pet(s) stay are due in full at checkout. If I elect to have a friend/family member pick-up my pet(s), I hereby authorize NORTH OF THE RIVER PET RESORT to charge my credit card on file for all fees incurred during my pet(s) stay. If I pay by check and funds are insufficient, I agree for my credit card to be charged for the outstanding balance plus additional banking fees.

5. Additional fees apply if my pet(s) requires specialty care due to age, medical condition, flea infestation, coat condition and/or behavior issues.

6. NORTH OF THE RIVER PET RESORT provides all amenities for my pet(s) therefore it is unnecessary for me to bring possessions from home. However, we suggest bringing in your dogs bed, blanket, toy & a piece of clothing from pet owner, I do so knowing I will not be reimbursed for any lost or damaged items. We have a specific cabinet with name for each dog boarding.

7. I am aware that normal business hours for drop off & pick up are by 7:30am-5:30pm weekdays and by appointment only with a 2-hour time frame on Saturday, Sunday & Holidays and after 5:30pm on weekdays.

8. NORTH OF THE RIVER PET RESORT's staff will observe my pet's general health and well-being each time it leaves its lodging quarters and after eating and respond accordingly should the need for attention arise.

9. Photos can be taken & sent to pet owner upon request at check in. (1-2 per day)

10. NORTH OF THE RIVER PET RESORT agrees to exercise reasonable care for my pet(s) in accordance with Sec. 1834.5 California Civil Code. I expressly agree that NORTH OF THE RIVER PET RESORT liability arising out of the lodging of my pet(s) and any services provided by NORTH OF THE RIVER PET RESORT to my pet(s) shall in no event exceed the current chattel value as determined by California State Law. NORTH OF THE RIVER PET RESORT agrees to waive any Right of Subrogation against the pet owner for any injuries that may occur to employees of NORTH OF THE RIVER PET RESORT caused by your pet while in the care, custody or control of NORTH OF THE RIVER PET RESORT.

11. NORTH OF THE RIVER PET RESORT has the right to refuse any or all services based on a pet's health, age, temperament, or any other criteria.

12. During lodging stays, daily activities are highly recommended for the enjoyment of your pet. The selection of activities is at our discretion, but we understand there is a direct correlation between increased hands-on attention and happy, healthy pets.

13. As per California State law, if I do not return for my pet(s) after 72 hours of the last day that my pet(s) were to be lodged, my pet(s) will be considered "abandoned" and NORTH OF THE RIVER PET RESORT will handle the pet(s) in accordance with California State Law. I understand that this will not relieve me of any financial obligations incurred during the pet(s) stay.

14. NORTH OF THE RIVER PET RESORT will reimburse up to \$500 per incident not to exceed \$1000 annually in eligible veterinary expenses. Eligible expenses include diagnostic and/or treatment expenses provided

by a licensed veterinarian that are directly related to an illness or injury that arises as a result of the pet's visit to NORTH OF THE RIVER PET RESORT. This includes illnesses or injuries during a pet's visit, or an illness that becomes evident up to five days after the pet leaves the facility. NORTH OF THE RIVER PET RESORT has the right to contact the treating veterinarian to learn more about the illness or injury and to confirm that the situation was directly related to a visit to NORTH OF THE RIVER PET RESORT.

Expenses that are not eligible for reimbursement include: pre-existing conditions; illness or injury sustained by the pet before arriving at NORTH OF THE RIVER PET RESORT; illness or injuries to pets 14 years or older; illness or injuries that occur during a complimentary or trial stay; injuries inflicted by pets in the same family lodging or playing together; self-inflicted injuries; illness to pets whose vaccinations are not current; injuries that are not apparent the same day as departure; illness or injury related to any upper respiratory illness [Bordetella] and Canine Influenza Virus (CIV); Gastric Dilatation Volvulus [bloat], muscle, ligament or tendon injuries resulting from normal activities or play, acts of God. How to seek reimbursement: Pet owners must follow these steps in order to request reimbursement for eligible expenses: 1. Services rendered by NORTH OF THE RIVER PET RESORT must be paid in full. 2. The illness or injury must be reported in writing to the General Manager within 7 days of the pet's departure from NORTH OF THE RIVER PET RESORT and the pet must have been evaluated by a licensed veterinarian within these 7 days. An email reporting the illness or injury should be sent to [NORPetResort@gmail.com](mailto:NORPetResort@gmail.com). Additionally, a copy of the veterinarian's diagnosis and treatment charges and a copy of the pet's medical history for the last two years must be received by NORTH OF THE RIVER PET RESORT within two weeks of the pet's departure. 3. The pet owner is responsible for paying all expenses directly to the licensed veterinarian or animal clinic. Reimbursements are made to the pet owner and not directly to the veterinarian. 4. Within 10 days of receiving a copy of the veterinary expenses and diagnosis, NORTH OF THE RIVER PET RESORT will mail a check payable to the pet's owner to reimburse eligible expenses up to a maximum of \$500. NORTH OF THE RIVER PET RESORT maintains the right to disqualify expenses that are not, in the opinion of our consulting veterinarians, directly related to or necessary for the diagnosis and/or treatment of the pet's illness or injury. Owner's Acknowledgement I

understand and agree to the terms and conditions of the Pet Care Warranty and the Guest Registration & Customer Agreement. If any part of these Agreements shall be deemed unenforceable or illegal or in conflict with the General Statutes of the State of California, then the parties agree that the portion of this Agreement deemed illegal of or in conflict with the Statutes shall be void, but the remainder of the Agreement shall be valid and enforceable.

Print Name\_\_\_\_\_

Signature\_\_\_\_\_

Date\_\_\_\_\_

\*This contract is good for one year from the first date of boarding, a separate signature page will be provided each boarding date.