

# AURORAW PET WELLNESS

## Service Agreement, Liability Waiver & Informed Consent

Thank you for choosing **Auroraw Pet Wellness**. Our goal is to provide a CARING, SAFE, and ENRICHING environment for your pet(s). This agreement must be signed prior to any service and remains on file for all future visits.

This Agreement is between **Auroraw Pet Wellness** (“Facility”) and the Pet Owner or Agent (“Owner”) for all boarding, daycare, enrichment, wellness, and related services.

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## ENTRANCE REQUIREMENTS

- **Auroraw Pet Wellness** requires that all dogs be at least 12–17 weeks (4 months) of age and able to demonstrate vaccination immunity.
  - Shelter or adopted dogs must have been in the home for a minimum of three (3) months prior to attending our facility.
  - Recommended dogs over three (3) years of age be spayed (OSS) or neutered (vasectomy).
  - Any female in heat will not be permitted to interact with other dogs and will be housed separately, and may need to be picked up.
  - All dogs must be non-aggressive toward humans, other dogs, and must not be food- or toy-possessive.
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## PAYMENT, RESERVATIONS & DEPOSITS

All pricing, deposits, holiday rates, late fees, cancellation policies, daycare policies, and pickup/drop-off schedules published by Auroraw Pet Wellness apply to this Agreement. Payment is due in full at check-in. Deposits are non-refundable according to the posted cancellation policy. Pets will not be released until all balances are paid.

- Any early pick-up requires full payment of the original reservation. Owner understands and agrees no pet(s) will leave the facility until all charges due are paid in full.

Check-out and check-in times are scheduled appointment times; your appointment is held for 15 minutes. Owner must notify **Auroraw Pet Wellness** as soon as possible if they are going to be late or miss their appointment.

*50% Deposit for reservations is required at time of booking. Your dates will not be confirmed until payment is processed.*

- Boarding Fees are generated per night. Pets checking out after 10:00 AM will incur an additional \$25 day stay fee.
- Checking in earlier than 3PM will result in a \$25 day stay fee.
- After 6pm there will be NO pick up. As we do not want to add any undue stress or anxiety to your pets and our guests and an additional night stay will be added to your bill.

## CHECK-IN & CHECK-OUT

**Boarding: 7–10 AM | 3–6 PM**

- If check in before 3pm or a check out after 10am a day stay fee of \$25 per dog applies.

**Daycare: 7–10 AM | 3–5 PM**

The office is closed 10:00 AM - 3:00 PM daily for cleaning, photos, and enrichment time.

*No large bedding, heavy blankets, raw hides, bones, or chokable items allowed in room.*

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## INVESTMENT IN WELLNESS

- **Boarding:** First Dog \$49 / Additional Dog \$20
  - If check in before 3pm or a check out after 10am a day stay fee of \$25 per dog applies.
  - Stays 8 nights ~ one guest receives one complementary red light therapy session
  - Stays 14 nights ~ one guest receives one complementary red light therapy & massage + one busy kong
  - Each boarding guest will have one complementary wellness boost added to their meals such as medicinal mushrooms, bone broth, phyto-synergy, healthy gut, omega oils, or similar.
- **Daycare:** First Dog \$32 / Additional Dog \$17
- **Wellness Services:** See website pages for prices
  - Massage
  - Red Laser Therapy

- Nutrition Consult
- Wellness Consult

\*All prices are plus tax. Holiday / peak season rates apply. Prices subject to change without notice.

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## CANCELLATION & HOLIDAYS

Any cancellation/early departure request done outside business hours will be considered as being received the next day.

Clients that wish to pick-up their pet early will still be charged for the entire scheduled reservation.

- 2-night minimum on weekends
  - Cancel more than 5 business days = deposit credited. Less than 5 days or no-show = deposit forfeited.
  - Holiday / peak season: \$50 cancellation fee per room on holidays/peak dates.

### HOLIDAYS:

- Family Day
- March Break (Mon-Friday)
- Good Friday
- Easter Weekend (Sat-Mon)
- Victoria Day
- Thanksgiving Weekend
- Remembrance Day
- Christmas Break - (December 23 - January 2) - \*Additional \$5/ night

In addition, our office will be closed; we will not be answering texts, calls, emails, sending pictures or videos on the following days:

- Thanksgiving
- Christmas Eve
- Christmas Day
- New Years Eve

### DAYCARE CANCELLATION POLICY:

- Same day daycare cancellation or no-show will result in being charged for one (1) full day or will be deducted one (1) credit from prepaid plans.
- Any daycare cancellation request done after our business hours will be considered as being received the next day with fees applying according to this policy.

- Daycare packages cannot be used as credit toward other services.
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## **OWNER REPRESENTATIONS**

Owner certifies that their pet(s):

- Are in good health
- Are free of contagious illness and parasites
- Have no history of dangerous or aggressive behaviour
- Are suitable for group care and handling

Auroraw Pet Wellness relies on these representations when accepting pets into care.

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## **VACCINATIONS & HEALTH**

Owner certifies all pets are up to date on required vaccinations (Distemper & Parvovirus) and will provide documentation. Pets showing signs of illness may be refused or removed.

The Owner understands and agrees that in admitting their pet(s), Auroraw Pet Wellness has relied on their representation that their pet(s) are in good health and have not been ill with any communicable condition in the last 30 days. Any pets arriving with any evidence of illness; such as sneezing, coughing, nasal discharge and any other symptoms of concern, at the judgment of the staff member, shall not be permitted to stay at the resort.

Auroraw Pet Wellness has the right to reach out to the owner to request an immediate pick up of their Pet(s) at any time during their stay, if a concern of illness arises. Owner certifies that their dog(s) is/are in good health and have been free from any condition that could potentially jeopardize our other guests.

All pets must enter clean, free of fleas, ticks and intestinal parasites. If a pet enters in a condition needing flea or tick treatment, prevention, a bath, or veterinarian assistance Auroraw Pet Wellness will apply and/or dispense protective measures at owner's expense, or advise owner to return to pick up their dog(s).

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## **FEEDING & BLOAT (GDV) RISK**

Owner will provide their pets normal diet of dry, canned, or raw food.

All dry food is to be bagged individually by day.

Auroraw is authorized to provide a bland meal of ground protein, squash, probiotics, and gut sooth if necessary for any Gi tract issues.

Package medications separate from the food bags.

If you board for an extended period (12 days or more) you can provide food in a clean, airtight container labeled with your pet's name.

**No original bags of dog food, open or sealed. It must be in a sealed container or sealable bags.**

An additional fee of \$10/day will be charged if food is to be supplied by Auroraw Pet Wellness. If food is provided by Auroraw Pet Wellness we do not guarantee it will be the same brand or food type.

Auroraw Pet Wellness enforces a **minimum two (2) hour rest period after all meals** before any play, exercise, or enrichment to reduce the risk of bloat (gastric dilation-volvulus). Owner understands that bloat is unpredictable and can occur even with proper feeding and rest. Owner accepts and assumes all risks associated with feeding, digestion, and gastrointestinal conditions.

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## RIGHT OF REFUSAL

Owner understands **Auroraw Pet Wellness** reserves the right to refuse admittance to any dog or to require any dog be picked up that displays signs of untreated or potentially contagious conditions, demonstrates aggressive behaviour, or fails to meet our standard health or temperament policies. Owner further understands and agrees that any problems that develop with their dog(s) will be treated as deemed appropriate by the staff of **Auroraw Pet Wellness**, in their sole discretion. It is at the discretion of **Auroraw Pet Wellness** whether any costs will be refunded or credited if a dog is required to be picked up before the end of their stay.

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## BEDDING & COLLARS

All owner-provided bedding must be clean, safe, easily laundered, lightweight, and manageable. Large oversized or heavy bedding or blankets will **not** be accepted. Bedding must be made of snag-free material; knitted, crocheted, carpeted, or rope-style beds and blankets will not be accepted.

Owner understands and agrees that **Auroraw Pet Wellness** is not responsible or liable for any lost or damaged personal property belonging to the owner or the pet. All personal property is left

at the owner's risk. Any personal property that a dog chews, shreds, or destroys will be removed and discarded.

- Dogs entering and leaving the premises must be leashed at all times.
- For safety reasons, **training collars (including choke chains, prong collars, and electronic collars) must be removed** and replaced with a properly fitted flat collar during the stay.
- Owner is responsible for ensuring their dog arrives with identification tags (including rabies tag, where applicable) securely attached to a properly fitted flat collar.

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## **MEDICATION & VETERINARY AUTHORIZATION**

Auroraw Pet Wellness is authorized to administer medications and seek veterinary care when needed. Owner agrees to pay all veterinary, medication, and transportation costs incurred.

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## **ENRICHMENT SERVICES**

Owner acknowledges that Auroraw Pet Wellness offers enrichment including but not limited to:

- Filled Kongs
- Lick mats
- Snuffle mats
- Chews
- Treat puzzles
- Massage & bodywork
- Red light laser therapy

These activities carry inherent risks including choking, allergic reactions, digestive upset, muscle strain, injury, or illness. Owner voluntarily consents to all enrichment and wellness services and accepts all associated risks.

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## **MASSAGE, BODYWORK & RED LIGHT LASER THERAPY**

\*Owner consents to non-invasive therapeutic services. These services are not veterinary care, do not diagnose or treat disease, and results are not guaranteed. Owner agrees these services are provided at their own risk.

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## **GROUP PLAY & SOCIAL INTERACTION**

Owner understands dogs may play off-leash in groups. Risks include scratches, bites, sprains, illness, stress, or death. Owner accepts all risks associated with group environments.

All dogs must pass a behaviour assessment to participate in dog-to-dog group play. No dog showing signs of any type of aggression will be admitted to group play.

Owner certifies that their dog(s) are in good health and have not harmed, shown aggression, or exhibited threatening behaviour toward any person or dog.

**Auroraw Pet Wellness** reserves the right to permanently remove any dog from daycare, group play, or boarding at any time and to deny participation if a dog is not an appropriate fit for interaction with people or other dogs.

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## **AGGRESSION, INJURY & PROPERTY DAMAGE**

Owner is financially responsible for any injury, illness, or damage caused by their pet to other pets, staff, or property. Auroraw Pet Wellness may remove any pet that poses a safety risk.

**In case of an emergency situation every effort will be made to contact the dog's owner, however if owner contact is not possible right away, emergency contact will be contacted, if the owner or emergency contact is not available right away, owner authorizes Auroraw Pet Wellness to obtain emergency medical treatment for their dog(s).**

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## **RELEASE OF LIABILITY**

Owner releases Auroraw Pet Wellness, its owners, employees, contractors, and affiliates from all claims, damages, losses, injuries, illness, escape, or death arising from participation in boarding, daycare, enrichment, therapy, transport, or any related services.

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## **PHOTO & MEDIA RELEASE**

Owner grants permission for Auroraw Pet Wellness to use images and videos of their pet for marketing and social media.

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## ABANDONMENT & LIEN

Pets not picked up within 24 hours without written approval are considered abandoned. Auroraw Pet Wellness retains lien rights for unpaid charges and may place the pet with authorities or rehome as permitted by law.

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## LEGAL ACKNOWLEDGMENT

Owner certifies they are at least 18 years old, have read and understand this Agreement, and agree to all terms. This Agreement is binding.

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## OWNER ACKNOWLEDGMENT & LEGAL RELEASE

This Agreement is made between the Owner/Agent and **Auroraw Pet Wellness** concerning the daycare, boarding, and care of the Owner's pet(s). Owner certifies they are at least eighteen (18) years of age and legally competent to enter this Agreement.

Owner certifies their dog is in good health. If veterinary care is required during the stay, the Owner agrees to pay all veterinary and related costs at time of pickup. **Auroraw Pet Wellness** may seek veterinary care at its discretion.

Owner certifies their dog has no history of threatening or harming any person or animal. **Auroraw Pet Wellness** reserves the right to refuse any dog for any reason at any time, including dogs who have previously attended.

Owner understands they are solely responsible for any injury or damage caused by their dog while attending **Auroraw Pet Wellness**. Owner further understands that Auroraw Pet Wellness relies on their representations that their dog is healthy and non-aggressive.

Owner releases **Auroraw Pet Wellness**, its owners, staff, and affiliates from all liability for injury, illness, loss, or death arising from participation in daycare, boarding, or group play. Any problems that arise with a dog will be handled at the discretion of Auroraw Pet Wellness, and the Owner assumes full financial responsibility for all expenses.

Owner understands that the leash-free environment allows dogs to interact physically with teeth and paws, and that no amount of supervision can eliminate the risk of injury, illness, or death.

By signing, Owner confirms they have read, understood, and agree to all terms, policies, and waivers of **Auroraw Pet Wellness** and agree to be bound by them.

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## **OWNER INFORMATION**

Owner Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_

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

Pet Name(s): \_\_\_\_\_