

AURORAW PET WELLNESS

Care Agreement, Liability Waiver & Informed Consent

Thank you for choosing Auroraw Pet Wellness. Our goal is to provide a **CARING, SAFE, ENRICHING, and WELLNESS-FOCUSED** environment for your pet(s). This Agreement must be signed prior to any service and remains on file for all current and future visits unless replaced in writing.

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

By signing below, Owner acknowledges they have read, understood, and voluntarily agree to all terms contained in this Agreement.

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.
- Dogs over three (3) years of age are recommended to be spayed (OSS) or neutered (vasectomy).
- Any female in heat will not be permitted to interact with other dogs, will be housed in a separate room, and may be required to be picked up.
- All dogs must be safe to handle, non-aggressive toward humans and other dogs, and must not be food- or toy-possessive.
- Auroraw reserves the right to require a behaviour or temperament assessment before participation in daycare, group play, or boarding.

Admission to the Facility is always at the sole discretion of Auroraw Pet Wellness.

PAYMENT, RESERVATIONS & DEPOSITS

All pricing, deposits, holiday rates, late fees, cancellation policies, daycare policies, and pickup/drop-off schedules published by Auroraw Pet Wellness are incorporated into this Agreement.

- Payment is required in advance and any remaining balance is due at check-in unless otherwise stated.
- Deposits are non-refundable except where specifically provided under posted cancellation terms.

- Pets will not be released until all outstanding balances are paid in full where permitted by law.
- Any early pick-up requires full payment of the original reservation unless otherwise approved in writing.
- Owner understands and agrees no pet(s) will leave the Facility until all charges due are paid.

Check-in and check-out times are scheduled appointment times. Appointments are held for **15 minutes**. Owner must notify Auroraw as soon as possible if delayed or unable to attend.

A **50% deposit** for reservations may be required at time of booking. Dates are not confirmed until payment is processed.

- Boarding fees are generated per night.
- Pets checking out after **10:00 AM** incur an additional **\$25 day stay fee** per dog.
- Checking in earlier than **3:00 PM** may incur a **\$25 day stay fee** per dog.
- After **6:00 PM**, there will be no pick-up. An additional night stay may be added.

Current pricing and policies may be updated from time to time without notice.

CHECK-IN & CHECK-OUT

Boarding

7:00 AM – 10:00 AM | 3:00 PM – 6:00 PM

Daycare

7:00 AM – 10:00 AM | 3:00 PM – 5:00 PM

The office is closed **10:00 AM – 3:00 PM daily** for cleaning, photos, wellness care, and enrichment time.

No large bedding, heavy blankets, raw hides, bones, or unsafe items are permitted in rooms.

INVESTMENT IN WELLNESS

Boarding

Each boarding guest may receive one complimentary wellness boost added to meals such as medicinal mushrooms, bone broth, phyto-synergy, healthy gut support, omega oils, or similar.

Each new guest completes an assessment (Pack Into to Auroraw), before any group play. Required in order for boarding stays.

CANCELLATION & HOLIDAYS

Any cancellation or early departure request submitted outside business hours is considered received the next business day.

Clients wishing 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** before stay = deposit credited where applicable.
- Less than 5 business days or no-show = deposit forfeited.
- Holiday / peak season: **\$50 cancellation fee per room** on designated dates.

Holidays / Peak Dates May Include:

- Family Day
- March Break (Mon–Fri)
- Good Friday
- Easter Weekend
- Victoria Day
- Thanksgiving Weekend
- Remembrance Day
- Christmas Break (Dec 23 – Jan 2)

Additional holiday surcharges may apply to Christmas Eve, Christmas Day, New Years Eve, New Years Day.

Office communications will be closed on select holidays including Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.

Daycare Cancellation Policy

- Same-day daycare cancellation or no-show may result in one full day charge or deduction of one prepaid credit.
- Requests after business hours are considered received the next day.
- Daycare packages cannot be transferred to other services unless approved in writing.

OWNER REPRESENTATIONS

Owner certifies that their pet(s):

- Are in good health except as disclosed in writing
- Are free of contagious illness to the best of Owner's knowledge
- Have no known dangerous or aggressive behaviour except as disclosed
- Are suitable for group care and handling
- Have no undisclosed bite history, escape risk, or behavioural concerns

Owner certifies all information provided to Auroraw including vaccination records, health history, medications, feeding instructions, emergency contacts, and behavioural history is accurate and complete.

Auroraw relies on these representations when accepting pets into care.

VACCINATIONS & HEALTH

Owner certifies all pets are current on Auroraw's required vaccinations or Titer Tested Immunity, which may include:

- Distemper / Parvovirus

Documentation will be required before admission.

Owner understands that even vaccinated pets may contract or transmit illness despite screening, sanitation, and reasonable precautions.

Pets showing signs of illness may be refused entry, isolated, or required to be picked up immediately.

Any pets arriving with sneezing, coughing, nasal discharge, vomiting, diarrhea, parasites, fleas, ticks, or any symptoms of concern may be denied entry at staff discretion.

If a pet requires flea, tick, parasite treatment, bathing, or veterinary attention, Auroraw may provide or arrange such services at Owner's expense.

FEEDING & BLOAT (GDV) RISK

Owner will provide the pet's normal diet of dry, canned, or raw food unless otherwise arranged.

- Dry food should be bagged individually by day, or in one large clean sealable labeled bag.
- Medications should be in original packaging and separately from food bags.
- No big original bags of dog food, open or sealed.

If food is not provided or becomes insufficient, Auroraw may supply food at **\$10/day** or current posted rate. Equivalent brand/type is not guaranteed.

Auroraw is authorized to provide a bland meal of ground protein, squash, probiotics, or digestive support if reasonably necessary.

Auroraw enforces a minimum **two (2) hour rest period after meals** before play, exercise, or enrichment to reduce bloat risk.

Owner understands that gastric dilation-volvulus (GDV / bloat) is unpredictable and may occur despite proper care. Owner accepts all risks associated with feeding, digestion, and gastrointestinal conditions.

RIGHT OF REFUSAL

Auroraw Pet Wellness reserves the right to refuse admission to any dog or require immediate pick-up of any dog displaying:

- Illness or possible contagious condition
- Aggression or unsafe behaviour
- Excessive stress or inability to settle
- Failure to meet health or temperament standards
- Risk to itself, staff, guests, or property

Any problems that develop with a dog may be handled in the sole discretion of Auroraw. Refunds or credits are at Auroraw's discretion unless required by law.

BEDDING, COLLARS & PERSONAL PROPERTY

All owner-provided bedding must be clean, safe, lightweight, and manageable.

Knitted, crocheted, rope, carpeted, oversized, or unsafe items may be refused.

Dogs entering and leaving the premises must be leashed at all times.

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 identification tags are securely attached.

Auroraw is not responsible for loss, theft, damage, chewing, soiling, destruction, or disposal of personal property left with the pet.

MEDICATION & VETERINARY AUTHORIZATION

Auroraw Pet Wellness is authorized to administer medications according to Owner instructions.

Auroraw is not responsible for complications caused by inaccurate instructions, mislabeled medications, undisclosed conditions, or unavoidable reactions.

If emergency veterinary care is reasonably deemed necessary, Owner authorizes Auroraw to obtain treatment immediately.

Auroraw will attempt to contact Owner first when practical, but treatment may occur before contact is made.

Owner agrees to pay all veterinary, medication, transportation, after-hours, and related costs incurred on behalf of the pet.

ENRICHMENT & WELLNESS SERVICES

Owner acknowledges Auroraw may offer enrichment and wellness services including but not limited to:

- Filled Kongs
- Lick mats
- Snuffle mats
- Chews
- Treat puzzles
- Massage & bodywork
- Red light / laser therapy
- Supplements or wellness boosts

These services carry inherent risks including choking, digestive upset, allergic reaction, stress, strain, injury, or illness.

Owner voluntarily consents to participation and accepts associated risks.

Massage, bodywork, and red light / laser therapy are non-veterinary supportive services only. They do not diagnose disease, replace veterinary treatment, or guarantee outcomes.

GROUP PLAY & SOCIAL INTERACTION

Owner understands dogs may play off leash in groups.

Risks include scratches, bites, sprains, illness, stress, overstimulation, or rare severe injury.

No amount of supervision can eliminate all risk.

All dogs will be subject to behavioural assessment before participating in group play.

Auroraw may permanently remove any dog from daycare, group play, or boarding participation at any time if deemed not an appropriate fit.

No refund is required where services are modified or ended for safety or behavioural reasons.

AGGRESSION, INJURY & PROPERTY DAMAGE

Owner is financially responsible for any injury, illness, damage, loss, or claim caused by their pet to other pets, people, staff, contractors, or property.

Owner agrees to indemnify, defend, and hold harmless Auroraw Pet Wellness from claims arising from:

- Actions of Owner's pet
 - Inaccurate information supplied by Owner
 - Breach of this Agreement by Owner
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PHOTO & MEDIA RELEASE

Owner grants Auroraw permission to photograph or record the pet during services.

Auroraw may use such content for social media, advertising, website, and promotional materials unless Owner opts out in writing before services begin.

BOOKING SOFTWARE DISCLAIMER

Auroraw may use third-party software providers for scheduling, payments, communication, and recordkeeping.

Such providers are independent third parties and are not responsible for pet care services rendered by Auroraw.

ABANDONMENT & LIEN

Pets not picked up within 24 hours of scheduled departure without written approval or communication may be considered abandoned after reasonable notice attempts and any legally required holding period.

Auroraw retains any lien rights or other remedies permitted by law for unpaid charges and may transfer care as permitted by applicable law.

RELEASE OF LIABILITY

Owner understands that boarding, daycare, group play, enrichment, handling, transport, and wellness services involve inherent risks that cannot be fully eliminated.

To the fullest extent permitted by law, Owner releases and waives claims against Auroraw Pet Wellness, its owners, employees, contractors, agents, and affiliates for injury, illness, escape, loss, property damage, or death arising from services provided.

This release applies to ordinary negligence only and does not apply to gross negligence, reckless conduct, fraud, or willful misconduct where prohibited by law.

FORCE MAJEURE

Auroraw is not liable for delays, closures, interruptions, reduced services, or schedule changes caused by events beyond reasonable control including storms, power outages, pandemics, natural disasters, transportation issues, staffing emergencies, or government action.

GOVERNING LAW / DISPUTE RESOLUTION

This Agreement shall be governed by the laws of the Province of New Brunswick and applicable laws of Canada.

Any dispute arising from this Agreement shall first be submitted to good-faith mediation. If unresolved, the matter may proceed to arbitration or court as permitted by law.

Venue shall be New Brunswick unless otherwise required by law.

SEVERABILITY

If any provision of this Agreement is found invalid or unenforceable, all remaining provisions shall remain in full force and effect.

OWNER ACKNOWLEDGMENT

By signing below, Owner confirms that:

- They are at least 18 years of age
- They are the legal owner or authorized agent of the pet
- They have read and understand this Agreement
- They understand the risks involved
- They voluntarily agree to all terms

- This Agreement remains in effect for future services unless replaced in writing
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OWNER INFORMATION

Owner Name (Print): _____

Signature: _____

Date: _____

Pet Name(s): _____