

AURORAW DOGGY STAY AND PLAY SERVICE AGREEMENT 2024

8131 Route 126

Harcourt, NB E4T 2Z7

(519) 721-3991

Aurorawdoggystayandplay@gmail.com

Owner's Name and Dog(s) Name:

Address (City, Province, Zip Code):

Phone:

Email:

Auroraw Doggy Stay and Play strives to establish a friendly professional relationship with all of our clients. This relationship can only be built through effective communication and mutual respect. Please help us to build a positive relationship by knowing and respecting our policies.

PAYMENT BALANCE IS REQUIRED AT DROP OFF, unless other arrangements agreed upon by both parties in writing.

Check-out and check-in times are scheduled appointment times; your appointment is held for 30 minutes. Please be aware we may not be able to accommodate last minute changes or late shows. Owner must notify Auroraw Doggy Stay and Play as soon as possible if they are going to be late, or miss their appointment.

OFFICE HOURS

Monday-Friday & Sunday

- Check-out: 8am-11am & Check-in: 3pm-5pm

Saturday: Closed

RATES: All prices are per dog per night, unless otherwise stated. The additional dog must be from the same household. All prices are +hst.

- **Boarding**
 - 1 Dog -\$43
 - Additional Dog - \$23
- **Holiday/Premium Season Rate:** \$5 per dog per date
- **Boarding Late Check Out or Early Check In:** \$20 per dog
- **Assessment:**
 - 1 dog - \$30
 - 2nd dog - \$19
- **Daycare:**
 - 1 dog - \$30
 - 2nd dog: \$19
- **Late Fee:** Dogs not picked up by (5:00 pm) will be charged a late fee of \$5 for every 30 minutes per dog. If not picked up by 6:00pm we will shut our doors and board your dog for the night with an additional 1 night charge.
- **Daycare Package:** *4 month expiry from first date used*
 - 10 session package
 - 1 dog \$270

- 2nd dog \$171

HOLIDAY/PREMIUM SEASON DATES FOR 2024:

Family Day: February 19
 Easter Monday: April 1
 Canada Day: July 1
 New Brunswick Day: August 5
 Thanksgiving: October 14
 Winter Break: December 24 - December 26
 New Years: December 31 - January 1

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

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

Daycare:

Daycare services are on Tuesday and Thursdays.

- Drop off is between 8am-11am and pickup must be done between 3pm-5pm.
- Drop off before 8am or pick up after 5pm is subject to a fee of \$5 for every 30 minutes. If you aren't here by 6:00pm our doors are closed and we will board your dog for an additional single night fee.
- Daycare is a reserved service; payment is non-refundable and non-transferrable. Payment is required upon or before drop off.

PLEASE READ THE IMPORTANT POLICIES LISTED BELOW BEFORE ADMITTING YOUR PET

RESERVATION CANCELLATION & CHANGES & NO-SHOW POLICY:

Due to untimely cancellations, no-shows, and schedule changes, we have implemented the following cancellation policies:

GENERAL CANCELLATION POLICY:

- We require adequate notice of at *least 7 days* prior to the first day of boarding for cancellations or reservation changes (should we have availability).
- If made with adequate notice the deposit will be credited to your account for future use. Clients that fail to provide us with adequate notice, the deposit will not be credited to your account.
- Clients that wish to pick-up their pet early will still be charged for the entire scheduled reservation. NO EXCEPTIONS

HOLIDAY/PREMIUM SEASON CANCELLATION POLICY:

- Clients that cancel holiday or premium reservations will automatically forfeit the deposit - Holiday deposits will *not* be credited.
- All holiday and premium date cancellations you will be charged a \$25.00 cancellation fee for each room reserved.

- Clients that cancel holiday reservations or premium date reservations with *less* than 7 days notice will be charged for the entire booked reservation. NO EXCEPTIONS

DAYCARE CANCELLATION POLICY:

- Cancellations must be given at least 24-hours prior to reservation time.
- Daycare is a reservation, we are keeping that spot open for you, if you do not show up or fail to cancel within 24- hours prior, you will be required to pay for that day.
- No credit will be issued for missing or partial days. If you purchased a daycare package each missed day without adequate notice will count towards your package days.

AFTER HOURS SERVICE POLICY:

- Our regular office hours are from 8:00 AM to 5:00 PM Monday- Friday & Sunday.
- We are closed on Saturdays and Holidays; for pickups, drop-offs, and return messages.
- Boarding Hours:
 - Check in: 3pm - 5pm
 - Check out: 8am -11am
- Daycare Hours
 - Drop off: 8am-11am
 - Pick up: 3pm-5pm
- A \$20.00 convenience fee will be charged for each service and per dog, for any drop-off or pick-up that occurs during non-business hours AND any such service must be prearranged.
- No service will be provided before 7:00 AM or after 6:00 PM. After 6pm we are closed and a full night will be charged.

PAYMENT & BOOKING RETAINER: Owner understands that all charges are due and payable upon their pet's drop off. A 50% booking retainer is required upon booking to guarantee your dogs room. Remaining balance due before check-in. Retainer must be made within 48 hours after booking, if not received within 48 hours, your dates will be released. For your convenience, we accept cash, e-transfer, credit and debit; both credit and debit have a processing fee of 3%. Owner agrees that payment must be made in full before the named dog(s) will be released. Please see cancellation policies.

RIGHT OF REFUSAL: Owner understands Auroraw Doggy Stay and Play reserves the right to refuse admittance to any dog or send any dog home that displays signs of untreated or potentially contagious conditions, demonstrates aggressive behaviour, or who fails our standard health and 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 Doggy Stay and Play, in their sole discretion. It is to the discretion of Auroraw Doggy Stay and Play if any cost will be refunded or credited should a dog at their request need to be picked up before the end of stay.

VACCINATION POLICY:

- Owner understands and agrees that their dog is required to be fully vaccinated and vaccines must be current at time of stay (including *Distemper, Adenovirus, Parvovirus, Rabies, and Bordetella*). Unless otherwise agreed upon between Auroraw Owner and Pet Owner.
- Owner further agrees that it is their responsibility for providing annual proof of immunization or a passable Titer Test administered within the past year to Auroraw Doggy Stay and Play, with proof thereof from their veterinarian, by way of Vaccine Certificate; with dates of last vaccinations and expected revaccination of each vaccine.

- Auroraw Doggy Stay and Play reserves the right to refuse or remove any dog from the facility if it is found unfit or not fully vaccinated.
- All vaccinations must be administered at LEAST 10 days prior to attending our facility or your dog will be refused entry. Owner agrees to advise staff if they have administered a flea and tick medication within 5 days of boarding or daycare.

VETERINARY LIABILITY:

- Owner authorizes Auroraw Doggy Stay and Play to do whatever they deem necessary for the health and well-being of their dog(s) and the owner agrees to pay for any Veterinary treatments. 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 Doggy Stay and Play to obtain emergency medical treatment for their dog(s).
- Owner agrees to be fully responsible for the cost of medical treatments, and all expenses (including but not limited to gas, meals, ect) incurred as a result of veterinarian services must be paid to our facility at the time of pickup.
- Auroraw Doggy Stay and Play will transport pet(s) to the closest 24 hour animal hospital which is located in Riverview, New Brunswick.

SICK AND INJURED DOGS:

- Auroraw Doggy Stay and Play has the discretion to not take, into their care, any dog who has just undergone surgery within the last 0-2 months (depending on surgery performed) without adequate veterinary sign off on a letter indicating the dog is in "good health and is able to attend for boarding/ daycare" and "if the dog can participate in dog interactive play and activities". If the letter doesn't indicate if the dog can interact with other dogs, they will be separated for the duration of their stay.
- Auroraw Doggy Stay and Play will not take any dogs that have stitches, sutures, or staples. Auroraw Doggy Stay and Play is not held reliable or responsible should a dog injure his/her injury/ surgical site. All dogs are boarded or otherwise handled or cared for by us without liability on our part for loss or damage from disease, death, running away, theft, fire, injury to persons, other animals or property by said dog, or other unavoidable or unnatural causes, due diligence and care having been exercised.
- Should any dog become ill or injured while being boarded with us, we will, at our sole discretion in the event of an emergency, engage the services of an emergency veterinarian. Any and all expenses (including but not limited to gas, meals, ect) incurred as a result of veterinarian services must be paid to our facility at the time of pickup.

FOOD AND MEDICATION:

- We provide food and water dishes, we will not accept personal dishes.
- Owner agrees that it is their responsibility to provide adequate food and medication during the entire time their dog is cared for with extra for emergencies.
 - Please package EACH MEAL in sealable bags (no fold-over sandwich baggies) and clearly labeled with your pet's name.
 - DO NOT put medications in the food bags.
- We will not accept commercial store bought kibble bags.
- If you board for an extended period (14 days or more) you can provide food in a clean, airtight container labeled with your pet's name and serving size.
 - **An unopened bag of dog food does not constitute a sealed container.**
- Raw food to be clearly labeled with your pet's name and serving size.

- Additional fee of \$10/day will be charged if food is to be supplied by Auroraw Doggy Stay and Play. If food is provided by Auroraw Doggy Stay and Play we do not guarantee it will be the same brand or food type.

BEDDING:

Although we provide a bed and blanket, some owners wish to bring their personal bedding.

All owner provided bedding must:

- Be clean, safe, easily laundered or cleaned, lightweight and manageable.
 - Large oversized heavy bedding or blankets will NOT be accepted.
- Must be made of a snag free material; knitted or crocheted blanket/bed or carpeting will *not* be accepted.
- The bedding must fit into the dog's room while allowing them room to eat, drink and move around.
- We are not held responsible for any destruction your dog causes to personal items. All personal items stay in the dog's room provided.

LEASHES AND TAGS:

- All dogs entering and leaving the premises must be leashed at *all* times. NO EXCEPTIONS.
- For safety reasons, it is MANDATORY that you remove your dogs training collars (e.g a choke chain, pinch collar, or shock collar) and replace it with a flat collar for their stay.
- If you don't have a flat collar at time of drop off one can be rented from us for a fee.
- We do not allow dogs to interact with other dogs if they have a training collar on.
- It is the owner's responsibility to present your dog to us with their tags (Rabies tag, ect) securely attached to a properly fitted flat collar.

RELEASE OF LIABILITY: Owner understands and agrees that during normal dog play their dog may sustain injuries. Dog play is monitored by Auroraw Doggy Stay and Play staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries (including death) may occur despite the best supervision. Owner further understands and agrees that neither Auroraw Doggy Stay and Play nor any of its employees, staff, or volunteers will be liable for any illness, injury, death, and/or escape of owner's dog(s), and owner hereby releases Auroraw Doggy Stay and Play staff or volunteers of any liability of any kind whatsoever arising from or as a result of owner's dog(s) attending Auroraw Doggy Stay and Play. Owner also understands that in order to maintain control and exhibit leadership in a large group of un-kenned dogs, humane training and disciplinary methods may be used as the owners or staff of Auroraw Doggy Stay and Play see fit given the circumstances.

Owners certify by signing this agreement that their dog is in good health. If your dog incurs veterinary bills during their stay for daycare or boarding you, the legal owner of the animal, must pay those bills at time of pickup. Auroraw Doggy Stay and Play, reserves the right to seek veterinary care for your dog at its discretion.

All dogs must be non-aggressive and not food or toy possessive. Owners certify by signing this contract that their dog has no history of threatening or harming any person or animal. We reserve the right to refuse any dog for any reason at any time, this includes dogs that have come to daycares or boarding at Auroraw Doggy Stay and Play before.

PHOTO AND VIDEO RELEASE: Dogs will be photographed, and recorded for social media and marketing. Owner agrees to allow Auroraw Doggy Stay and Play to use owner's pet's name and images of pet taken while he/she is at Auroraw Doggy Stay and Play at any time without

compensation. Updates will be sent to the owner during boarding stays & uploaded to social media for daycare and boarding stays. This agreement will remain in effect for any current or future pets you may bring to Auroraw Doggy Stay and Play until the time it may be updated.

PERSONAL PROPERTY: Owner understands and agrees that Auroraw Doggy Stay and Play is not responsible or liable for any lost or damaged personal property belonging either to you or your pet, owner understands that they leave personal property at their own risk. Any personal property that a dog tears up or shreds will be removed from the room and disposed of.

JUMPERS/CLIMBERS/DESTRUCTIVE/AGGRESSIVE/FENCE FIGHTER DOGS:

Jumpers & Climbers:

- Owner's dog(s) that jump or climb fences must inform us on their Registration Form *and* when the dog is dropped off. We will not be held liable should the dog escape.

Destructive Dog:

- Owners agree that should their dog become destructive, they will be held liable for all damage caused to Auroraw Doggy Stay and Play facility, staff and volunteers. Owner is responsible for any injury that the dog may inflict upon itself while engaging in destructive behaviours. This policy is applied to any and all destructive dogs regardless of the reason for destruction. That is, whether the dog has Separation Anxiety, Fear of Thunderstorms, or any phobia or generalized escape behaviour, ect.
- When owner's provide Auroraw Doggy Stay and Play with a veterinarian prescribed sedative for their dog(s) to help to prevent such behaviours, Auroraw Doggy Stay and Play staff will not be held responsible or liable should the sedative not be given in time to prevent destruction or injury. By accepting this agreement you understand and are agreeable to our policies.

Aggressive Dog:

- An aggressive dog is defined as a dog that has bitten, snapped, or injured a human or another dog, *and/or* growls, bares teeth, lunges or snaps at a person or dog.
- An aggressive dog will be allowed to be boarded in our facility; however, the owner of said dog understands and agrees to INFORM US OF THE POTENTIAL FOR INJURY AND ANY PAST AGGRESSION, prior to making reservations. Such dog will be housed separately and not allowed to interact with other dogs.
- The owner agrees to be held fully liable for any injury sustained to the dog themselves, another dog, an employee, representative, or client of Auroraw Doggy Stay and Play, AND for any damage to our facility caused by said dog.
- Should an aggressive dog injure itself and be unapproachable by our staff, we will contact New Brunswick Animal Control or similar and have the dog removed from the premises so that it may be properly cared for.

Fence fighters:

- A fence fighter is a dog that lunges, jumps, and barks at the dogs housed in the adjacent room/run. Fence fighters also grab the fencing with their teeth and stick their noses through the chain links. Sometimes this behaviour is playful and other times it is aggressive. When we encounter fence fighters we do the best that we can to control this behaviour. Should a fence fighter break a tooth, scratch its face, or in any way injure itself, Auroraw Doggy Stay and Play will not be held liable for any and all injuries.
- Owner agrees to be held liable for all damage caused to our facility and any injury that the dog may inflict upon itself or others while engaging in this behaviour.

ABANDONMENT POLICY:

Any dog that is not called for within 24 hours of the scheduled pickup time, and the owner does not notify our facility in writing with request and receive a written approval from us of availability

for extended boarding, shall be deemed abandoned. We shall dispose of dogs that are abandoned publicly, privately, or otherwise. Our facility shall have, and is hereby granted, a lien on the dog for any and all unpaid charges and the owner shall remain liable for complete boarding fees as well as other charges incurred in the care, maintenance, and disposal of said dog. Our facility may exercise its lien rights upon the first day of abandonment. The owner specifically waives all statutory or legal rights to the contrary.

ENTRANCE REQUIREMENTS:

Auroraw Doggy Stay and Play requires that dogs be at least 12 to 17 weeks (4 months) old and on a vaccination program. Shelter/adopted dogs must have been in the home for at least 3 months prior to attending our facility.

- All dogs must be spayed or neutered if they are over 2 years of age. Unaltered dogs accepted into our facility before they are 2 years of age will be required to be spayed or neutered once they reach this age, if the owner chooses not to alter their dog; they will not be allowed to interact with other dogs. Any female in heat is not permitted to interact with other dogs and will be housed separately.
- All dogs must be non-aggressive neither towards humans and other dogs nor over food or toys. Owners will need to certify that their dog(s) have not harmed or shown any aggression or threatening behaviour towards any person or any other dog(s). If your dog shows aggressive behaviour at any point Auroraw Doggy Stay and Play will separate and quarantine your dog.

GROUP PLAY:

- All dogs must pass a behaviour assessment in order to attend dog-to-dog group play. No dog may be admitted to group play that shows any signs of any type of aggression.
- Owner is declaring that their dog(s) is/are in good health, have not harmed, shown aggression, or exhibited any threatening behaviour towards any person or other dogs.
- Auroraw Doggy Stay and Play reserves the right to permanently remove any dog from daycare/group play or boarding at any time, and to deny participation to any dog in daycare or boarding if they feel she/he is not an appropriate fit interacting with dogs or people.
- Owner further acknowledges that there are certain health and personal injury risks associated with getting a group of dogs and people together in a care type environment for example, but not inclusive of - i.e.. fleas, insect bites, ticks, dogs jumping on humans or other dogs, dogs nipping each other, strained muscles, scratches, wounds, etc. Owner completely absolves Auroraw Treats and Care, Auroraw Doggy Stay and Play, and any affiliated businesses and its employees and volunteers of any liability for any injury/death or health problem sustained by person or animal while participating in activities.

HEALTH UPON ENTRY:

- 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 Doggy Stay and Play will apply and/or dispense protective measures at owner's expense, or advise owner to return to pick up their dog(s).
- Dogs that have been ill with a communicable condition within the last 30 days will require veterinarian certification of health to be admitted, and at the sole discretion of Auroraw Doggy Stay and Play.

- **Dogs must not have any potentially contagious disease symptoms such as cough, cold, nasal discharge, etc.** Infectious diseases, minor injuries, dog bites, etc may occur even when properly vaccinated and trained dogs interact with each other. To ensure the protection of all animals under our care and to prevent the spread of infectious disease, all animals must be current on all vaccines. Owners must submit written verification from a veterinarian that their dog(s) have been vaccinated with the following: **Distemper, Adenovirus, Parvovirus, Rabies, and Bordetella.**

PROOF OF VACCINATION IS REQUIRED PRIOR TO ADMISSION - NO PROOF = NO ADMISSION.

This Agreement is made between _____ (Owner/Agent) on the one hand, and Auroraw Doggy Stay and Play on the other, as of _____ (DATE), concerning the daycare and or boarding and care of Owner's/Agents pets. I agree that I am at least eighteen (18) years of age, and competent under the laws of the Province of New Brunswick to enter into this Agreement/Release. I have read this Agreement/Release, and been given sufficient time to understand it, or seek the advice of an attorney. I acknowledge that this Agreement/Release is intended to be binding, and voluntarily enter into it.

I understand that I am solely responsible for any injury that my dog(s) incur or any damage caused by my dog(s) while he/she is/are attending daycares or boarding at Auroraw Doggy Stay and Play. I further understand and agree that in admitting my dog(s) for daycares or boarding, Auroraw Doggy Stay and Play has relied on my representation that my dog(s) is/are in good health and have not harmed or shown aggression or threatening behaviour towards any person or other dog.

I further understand and agree that Auroraw Doggy Stay and Play and their staff will not be held liable for any problems that develop. I hereby release them of any liability whatsoever arising from my dog(s) attendance and participation in daycares or boarding at Auroraw Doggy Stay and Play.

I further understand and agree that any problem that develops with my dog(s) will be treated as deemed best by the staff of Auroraw Doggy Stay and Play, in their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

I agree to pay for all services due at the time before they are rendered. I understand that any unpaid fees will be sent to collections and I will be responsible for all legal fees incurred by such actions taken.

I understand that the leash-free environment at Auroraw Doggy Stay and Play provides dogs the opportunity to play in close physical contact, including with their teeth and nails (paws). I acknowledge that no amount of supervision or personalized care by Auroraw Doggy Stay and Play, or its agents or employees, can prevent the possibility of injury, death or illness to my dog.

With my signature below I certify that I have read and understand the agreement and waivers, and confirm the truthfulness of the information I have provided about my pet(s). I agree to abide by the regulations and accept all terms and conditions as set out. By accepting this agreement and contract you; the pet owner is accepting and agreeing to our policies and requirements for Auroraw Doggy Stay and Play. Furthermore, when you submit the deposit payment *you attest that you have read, understand, and agree to our policies.*

Please print, sign and return to Auroraw Doggy Stay and Play

Owner name (print): _____

Signature: _____

Date: _____