

Camano Canine Resort Contract



RELEASE OF LIABILITY: CCR strives to make the Resort a safe, comfortable and fun place for its guests. However, bad things can happen despite the best intentions. There is always a risk when one pet interacts with another, or is in a different environment. Pets can suffer illness, disease, injury, theft or loss. The owner hereby releases CCR, Inc., its owners, employees, contractors, handlers, visitors and landlord, from any and all liability for any illness, injury, loss or damage to owner's pet while being trained, handled or cared for by or at CCR. Animals left 7 days past their scheduled stay without owner contact become sole property of CCR.

VETERINARY CARE: Sometimes a pet guest may need immediate Veterinary care while at the Resort. Staff will attempt to contact Owner or the Emergency contact at the first opportunity. However, if the pet guest requires professional attention, CCR may, in its sole discretion, engage the services of a veterinarian of its choosing, administer medications, or give other requisite attention to the pet. This includes sedation if deemed necessary to prevent the pet from bringing harm to itself or others. Any such medical care or treatment shall be paid by the Owner, including transportation charges.

PAYMENT: Room and other rates and charges are posted. Payment is due in full at check-out. Owners realize that under State law CCR has the right to a lien on guest pets such that the pet need not be returned until all charges are paid. There will be a \$35 returned check charge for dishonored checks.

OWNER'S SIGNATURE: Owner understands that this document is legally binding, and that owner's signature is required before any services will be rendered by CCR. Owner's signature on this form is proof of acceptance of the above terms and conditions, and especially the Release of Liability and responsibility for Veterinarian charges. This agreement continues in effect and has no time limit such that it is valid and enforceable for any and all current and future services at or by CCR.

Owner Signature: _____

Date: _____

CCR Boarding Agreement

To uphold cancellation policies, Camano Canine Resort requires a card on file. Card information is not visible to staff and is stored securely through Gingr.

Daily Rates: Camano Canine Resort (CCR) is billed like a hotel. Pet guests incur charges for the first night regardless of the time of check-in. Check-in and check-out times are by appointment. Checkout time is by 10am. Additional charges may be added for early entry or late check out. Payment is due in full upon check out in the form of cash, check payable to Camano Canine Resort, or credit card.

Check-In/Check-Out: All pet guests must be secured on leash or in a pet carrier when arriving and leaving the resort. All pets must have a collar on at all times with ID tags securely attached. **A vaccination record from a veterinarian is necessary stating all required shots are current.** Room rates are posted; if there are billing questions or special details, owner should discuss and resolve issues with CCR staff at check-in.

Food: CCR requires that all meals and/or a medication to be supplied by the owner in order to avoid any unpleasanties caused from a sudden diet change. Owners must provide an ample amount of food for the guests' stay plus 3+ days extra for good measure. Food should be placed in a container with the pets first and last name on the outside with feeding instructions enclosed or attached. In the event that your dog runs out of food, we are able to go to a local pet store to

purchase food for an additional fee of \$30 (plus food cost) that will be added to your boarding invoice. If needed, kennel-provided dog food may be available for a \$5/day charge.



Belongings: Owner may bring bedding or toys from home to further the pet's comfort. However, CCR will not be responsible for the destruction of any personal items or for their replacement or return.

Cancellation/No Show:

- If boarding cancellation is within 48 hours of check-in, fees may be applied based on length of stay. Fees: less than or equal to 3 nights (\$30 fee), 4-7 nights (\$50 fee), 7-13 nights (\$100 fee), >14 days (deposit will be forfeited)
- After 3 boarding no shows/cancellations, clients will only be able to book 'waitlist' reservations if there is availability. We understand that circumstances change ("life happens") and may choose to waive cancellation fees in the event of extenuating circumstances with the approval of Camano Canine Resort management.

Deposits:

- New clients will require nonrefundable deposit to be used toward initial booking. For stays less than or equal to 3 nights (\$30 deposit) and 4-7 nights (\$50). All new and existing clients will require deposit on boarding stays 7-13 nights (\$100 deposit) and for long stays over 14 nights, 30% of total stay amount at time of booking.
- Deposits will remain as a credit on your account and will be applied to the total boarding invoice amount. If boarding stay must be rescheduled/modified, deposit amount may be applied to future reservations. Deposits may be waived by CCR management.

Holidays: A 50% deposit of the total stay amount will be due at time of booking to ensure reservation. Holidays include: 4th of July, Thanksgiving, Christmas. Kennel hours may be modified on holiday weekends.

Group Play: well-socialized, friendly dogs are matched with similar sized and temperament dogs for group play time. CCR staff will assess dog temperament prior to group play. CCR staff have the right to refuse group play for dogs who exhibit reactive or aggressive behavior. Dogs that are aggressive or require private walks will incur \$5/private walk fee per day.

Availability: Boarding reservations are based on kennel availability and at times, we may be fully booked. Please make reservations as soon as possible to ensure availability. In the event that you are in need of emergency dog boarding, please call, email, or come to CCR in-person during business hours.

Discounts: 10% off after 10 nights boarding. Long stay discount (2 nights free every 14 days boarding). Military discount 10% boarding with valid ID (may be combined with long-stay discount)

Damage fee: For minor damage, a fee of \$50 may be incurred. We will provide photos of damage and if damage is extensive, an estimated cost for labor and parts will be provided. Clients will be responsible for damage fees.

Listed above are current policies, policies are subject to change. Policies stated above are in addition to the Camano Canine Resort Contract.

Owner Signature: _____

Date: _____

CCR Daycare Agreement



To uphold cancellation policies, Camano Canine Resort requires a card on file. Card information is not visible to staff and is stored securely through Gingr.

Owner must provide copies of required vaccinations and vaccinations must be up to date to participate in daycare.

Group Play: well-socialized, friendly dogs are matched with similar sized and temperament dogs for group play time. CCR staff will assess dog temperament prior to group play. CCR staff have the right to refuse group play for dogs who exhibit reactive or aggressive behavior.

Scheduling: Daycare is scheduled on an as-needed or regular basis. For as needed daycare, prior notice and scheduling will be required. Daycare scheduled weekly will be a standing reservation for set weekdays. Daycare is subject to availability based on boarding capacity.

- **Prepayment:** a select number of clients per weekday may choose to pre-pay for monthly daycare and will have a reserved kennel and guaranteed availability with the exception of holidays,

Billing: Card on file will be automatically billed in the last week of the month for all attended daycare dates of that month. All regular daycare customers (those who attend at least one time a week) will receive a 10% discount on monthly daycare charges.

Listed above are current policies, policies are subject to change. Policies stated above are in addition to the Camano Canine Resort Contract.

Owner Signature: _____

Date: _____

CCR Grooming Agreement

Camano Canine Resort contracts with independent groomers to use grooming facilities. Pricing is variable and at the discretion of independent contractors. Pricing is dependent on breed, size, and coat/condition. Extra charges may be incurred for matting, fleas, or dogs with difficult or aggressive behavior for us to provide additional time or assistance.

To uphold cancellation policies, Camano Canine Resort requires a card on file. Card information is not visible to staff and is stored securely through Gingr.

No Shows/Cancellations: If you must cancel or rebook your appointment, we kindly request at least 24 hour notice. Groomers reserve the right to charge for cancellations or missed appointments that have not been given a 24 hour notice. In the unforeseen event that a groomer needs to reschedule, we strive to notify you with at least 24 hour notice and find the next-soonest available appointment.

Listed above are current policies, policies are subject to change. Policies stated above are in addition to the Camano Canine Resort Contract.

Owner Signature: _____

Date: _____