

ALL AMERICAN PET RESORTS NEW BERN - SERVICE CONTRACT

This is a contract between All American Pet Resorts New Bern (AAPR-NBN) and the pet owner whose signature completes this document (hereinafter called "Owner").

1. LOBBY HOURS: Please check AAPR-NBN's Google Business profile for most recently updated lobby hours.

There are no open lobby hours during major holidays (Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Years) and pick-ups and drop-offs are not offered for these days. For boarding reservations over these holidays, pets must be dropped off by 2pm the day before. Daycare hours may be restricted on days before and after major holidays.

Note: Boarding checkouts after 12pm cost +\$25/suite and +\$15/condo. See section 11 for more pricing details.

2. PET FOOD: AAPR-NBN's boarding and daycare rates include feeding times at 6am (Breakfast), 12pm (Lunch), and 6pm (Dinner). AAPR-NBN offers House Food at no additional cost.

At no additional charge, AAPR-NBN will serve pets food from home that meets the following requirements:

- ▶ Each meal pre-packaged and pre-portioned in individual containers (ziplock, tupperware, or cans).
- ▶ No more than 1 meal worth of food per container (except cans).
- ▶ No more than 3 containers per meal (wet ingredients in one, dry in another, sealed cans)
- ▶ If owner has multiple pets, their meals should be sorted and identifiable
- ▶ Tupperware (top and bottom) containers and cans labeled with pet's first and last name
- ▶ If meals served at different times are different in composition, each meal must be labeled AM, Lunch, or PM
- ▶ Over-the-counter **non-prescription** additives must be portioned into meals ahead of time.
- ▶ **Treats** from home will be treated as meals and must follow the same rules. They can either be packed as individual meals, or incorporated into other meals. Owner provided treats can be designated as "walk treats" but must be in a ziploc bag no larger than 1 gallon per pet. These walk treats can be offered to pets when they come back in from walks or play time.

If Owner's provided food does not meet these requirements, AAPR-NBN staff will do the necessary work to make the food meet these requirements (packing, portioning, and labeling) at the cost of a \$1/meal food preparation fee. AAPR-NBN will additionally prepare an extra day's worth of food without extra cost, in case the pet's stay becomes extended. Any meal that cannot meet AAPR-NBN's food preparation rules (more containers needed, special time required, etc.) will be treated as a specialty service of \$2/meal.

3. PERSONAL ITEMS: Owner agrees to not bring items with pet(s) that are valuable or irreplaceable. Owner agrees that AAPR-NBN shall not be responsible or liable for any lost, stolen, or damaged personal property belonging to Owner.

The following items are accepted by AAPR-NBN:

- ▶ Pre-packaged, pre-portioned food (rawhide is not allowed)
- ▶ Prescription medications in original veterinary prescription container
- ▶ Equipment for the safe transport of pets in/out of the facility (Collar, leash, harnesses, carrying crate, etc.)
- ▶ Hard rubber/plastic toys (like kongs or nylabones) without squeakers

To maintain a high standard of cleanliness, AAPR-NBN will not place anything provided by Owner (other than toys and food) in a pet's suite with them. If Owner needs to store possessions not listed above, including un-portioned bags/containers of dog food, there is a minimum \$2/day storage fee. Miscellaneous small objects (like collapsible carrying bags) will be stored with the pet's leash and collar in the pet's storage basket at no charge provided that they fit.

Owner understands that AAPR-NBN provides beds, bowls, and blankets, and that AAPR-NBN does not accept such items from outside their facility. AAPR-NBN offers soft orthopedic bed rentals which have water-proofed covers which can be changed and sanitized if dirtied.

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4. MEDICATIONS / SUPPLEMENTS: Owner agrees to:

- ▶ For **prescription** medications: to keep them in their original prescription labeled container.
- ▶ For **non-prescription** "over-the-counter" additives: to pre-portion them into pet's meals
- ▶ Give permission to AAPR-NBN to administer medications to his/her pet(s) per the prescribed dosage

Owner understands that AAPR-NBN administers medications at 6am, 12pm, and 6pm. Medications that must be administered at times other than these are \$2/administration. Injected medications cost \$10/shot.

5. IMMUNIZATIONS: The following immunization requirements apply to all AAPR-NBN services:

Dogs: Rabies, Distemper, Parvo, Bordetella, Leptospirosis, Canine Influenza, Heartworm & Fecal Exams (Yearly)

Cats: Rabies, FVRCP

Owner is aware and agrees that:

- ▶ Wherever multiple pets come in contact with one another, Owner's pet may be exposed to common airborne viruses, allergens, digestive upset, as well as conditions from direct skin contact.
- ▶ Vaccinating a pet only protects a pet from known strains of viruses.
- ▶ Pets can contract diseases even if they are vaccinated.
- ▶ AAPR-NBN cannot control airborne viruses and allergens.
- ▶ If Owner's pet(s) becomes ill while with AAPR-NBN, the staff will contact Owner.
- ▶ If Owner's pet(s) becomes ill once returning home, Owner agrees to let the pet resort know as soon as possible.
- ▶ If Owner's pet(s) has an active fever of 103 or higher at the time of check in, is coughing phlegm, and/or has nasal discharge, they will not be allowed to board and will be refused service.

6. PAYMENT: AAPR-NBN reserves the right to modify pricing at any time, please verify rates with each reservation. All charges incurred for the pet's stay shall be payable upon pick up of the pet. AAPR-NBN is hereby granted a lien on the pet for any and all unpaid charges resulting from the pet's stay. Charges accrue so long as a pet is in AAPR-NBN's care.

7. CARD ON FILE: Owner agrees to/that:

- ▶ Keep a valid credit card on file with AAPR-NBN (or to fully pay in advance for all boarding)
- ▶ If a boarding reservation exceeds 7 days, Owner's card will be charged 1/week on Friday(s) for accumulated charges.
- ▶ If Owner makes an appointment to pick-up after lobby hours, his/her card will be charged ahead of time, during lobby hours that day, for the total expected balance.
- ▶ It is Owner's responsibility to offer alternative forms of payment before end of lobby hours.
- ▶ Should Owner be unable to pick up pet(s) in person, Owner will have a representative do so in his/her place.
- ▶ To be responsible for all costs of collection of unpaid charges, including attorney fees.

8. DEPOSITS: At AAPR-NBN's discretion, a deposit may be required for reservations. The standard deposit for boarding is \$50/deluxe-suite, \$65/vip-suite, and \$30/cat-condo. By default (unless modified with a secondary signed agreement), deposits are refundable if the reservation is canceled more than 48hrs ahead of the reservation's start date. Any boarding reservations starting or ending within 5 calendar days of one of the major holidays listed in section 1 will require this standard deposit. Owner understands that deposits for holiday boarding are refundable only if the reservation is canceled 7 or more calendar days before the holiday.

9. SERVICE PACKAGES: AAPR-NBN offers "Daycare Packages" which contain a number of "Daycare Credits". Daycare Credits can be redeemed for AAPR-NBN's Daycare Service at 2 credits per half day, and 3 credits per full day. Owner understands that prepaid packages are nonrefundable 10 days after date of purchase, and/or after a credit from the package has been used, and expire 60 days from date of purchase.

10. EXTENDING PETS STAY: Owner agrees that if his/her reservation needs to be extended for any reason, he/she will notify AAPR-NBN immediately. If AAPR-NBN cannot accommodate this extension, Owner agrees to make other care arrangements. If an extension can be granted, Owner agrees to pay for the accumulated bill no later than the originally scheduled checkout date.

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11. BOARDING & DAYCARE PRICING: Owner understands and agrees that:

- ▶ AAPR-NBN's prices are posted and subject to change.
- ▶ Boarding checkouts after 12pm cost +\$25/dog-suite and +\$15/cat-condo.
- ▶ Boarding pets must drop off during lobby hours.
- ▶ By appointment, Daycare dogs may drop off before lobby hours, as early as 5am, for +\$5/pet.
- ▶ Daycare & Boarding pets may pick-up after lobby hours until 10pm for +\$5/pet.
- ▶ Daycare & Boarding may pick-up between 10pm and midnight, but this costs the same as boarding the full night.
- ▶ After-hours pick-ups are only available by appointment, and will require payment to be made during lobby hours.
- ▶ AAPR-NBN does not offer pick-ups after midnight until the lobby opens again.

(Price list 1-11-25) Dog Daycare/Orientation: Half Day (5hrs or less) \$18 ; Full Day \$27 ; Cat Daycare: \$22 ;
Cat Boarding \$30/night ; Dog Deluxe Boarding: \$50/night ; Dog VIP Boarding: \$65/night

12. GERIATRIC PET / PUPPY / KITTENS / OTHER SPECIAL NEEDS: AAPR-NBN offers a \$10.00/day program for geriatric pets, puppies, kittens, and other special needs pets to accommodate them. Owner understands special-needs pets, young puppies/kittens, and senior pets naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using AAPR-NBN for daycare or boarding for a pet fitting into these categories, Owner waives any claim for injury or illness experienced by pet while in AAPR-NBN's care. To provide quality care, some dogs may need to be carried. Owner will notify AAPR-NBN if he/she prefers for his/her pet not to be carried, but Owner accepts that it may be necessary in an emergency.

13. PETS WITH BEHAVIORAL ISSUES: Owner understands that an additional charge of at least \$20/day will be added to his/her bill if his/her pet falls into this category and requires the staff to move him/her into private exercise or walk time. If staff is unable to safely handle or properly care for his/her pet, Owner agrees to make other arrangements for them to be picked up immediately. In the event that Owner's pet damages any of AAPR-NBN's assets, Owner agrees to pay a replacement fee not in excess of \$100.

14. GROUP PLAY: By opting into AAPR-NBN's Group Play program, Owner agrees with the following:

- ▶ Owner wants his/her dog to receive playtime with other dogs at AAPR-NBN.
- ▶ Owner's dog is well socialized with other dogs and will not attack or bite another dog.
- ▶ Owner's dog may be placed in time-out, excused from group play, or otherwise limited/restricted if he/she displays behaviors that are deemed inappropriate for safe group play.
- ▶ Owner understands that there is risk when dogs play together and that some dogs may bite or injure each other.
- ▶ Owner hereby waives and releases AAPR-NBN and its staff from any and all liability of any nature for any injury and/or damages which his/her dog may suffer, including specifically, but not limited to, any injury, death and/or damages resulting from the action of any animal and Owner expressly assume the risk of such injury, death and/or damages.

Owner agrees to indicate whether he/she wishes for his/her dog(s) to participate in group play to AAPR-NBN. Owner understands that it is at AAPR-NBN's discretion whether a dog will participate in group play, which other dogs will be in group play with a dog, and the times and duration that group play will take place.

15. PHOTO & VIDEO RELEASE: Owner agrees to allow AAPR-NBN to use his/her pet's name and any images or videos taken while he/she is in the care of AAPR-NBN, in any format, for use, at any time, in any media, marketing, advertising, illustration, trade or promotional materials and that AAPR-NBN is the exclusive owner of any images/videos containing the pet. Owner consents to the video and audio recording of him/her, and his/her pet(s) while on AAPR-NBN property and while speaking with AAPR-NBN staff on the phone. These recordings may be retained indefinitely.

16. TRAINING SERVICES: AAPR-NBN offers basic obedience training classes as an additional service for Daycare & Boarding, or as group classes or private sessions. There is no half-day pricing for Daycare with training as the pet must be present for at least 5hrs to ensure they receive all of their training sessions. Owner agrees that dog training must be reinforced by him/her back at home. Owner acknowledges that AAPR-NBN's training service is limited to training his/her dog for sessions at the facility, and that payment for these services is not contingent on his/her pet's retention of trained behavior.

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17. GROOMING SERVICES: AAPR-NBN's grooming services are available as stand-alone appointments, or in combination with Daycare & Boarding services. Owner understands and agrees with the following:

- ▶ To ensure the safety of AAPR-NBN staff and pets, muzzles, elastic collars, slings, straps, etc. may be used humanely to restrain my pet during grooming. Owner understands that if his/her pet does not respond to the groomer/stylist and remain still during the grooming process, accidents can happen such as nicks from clippers, scissors or nail clippers.
- ▶ Owner assumes all liabilities, financial and otherwise, for the behavior and health of his/her pet. AAPR-NBN & the groomer will be held harmless from damages, loss or claims arising from any known or unknown pre-existing condition of the pet. Owner will disclose all such pre-existing conditions, allergies, sensitivities, etc. before the groom begins. Owner will disclose any prior events where his/her pet's behavior resulted in a negative/un-safe grooming experience.
- ▶ AAPR-NBN will stop any grooming procedure that causes evident pain, discomfort, or otherwise brings harm to a pet. Matted fur, infections, and other medical conditions may cause certain grooming actions to be impossible to complete. Owner agrees to pay for the time and effort expended on a service even if it could not be totally completed.
- ▶ All grooming services concerning a dog's fur have pricing subject to the following: coat length, condition(matting/tangles), size (surface area), and behavior.
- ▶ Allowing a pet's coat to get matted is uncomfortable and dangerous for the pet's health. Matted fur traps shedded hair, dead skin cells, dirt, and bodily fluids against the body, leading to sores, rashes, bruises, hematomas, and infections. AAPR-NBN's groomer/stylist will de-mat the pet (if possible) and there is an extra charge for dematting. Matting can be difficult to remove and the pet may receive a shave to remove them. Under this circumstance, a shave is the only way to allow the skin to receive necessary oxygen and for it to heal. Charges for the shave or shaving ears and tail if they are matted are determined on a per pet basis. If Owner requests the mats be combed out, the groomer/stylist will not do so if it causes the pet undue stress or pain. De-matting can be a painful, time-consuming and costly procedure that causes extreme discomfort, and can aggravate (or cause) skin problems. Owner is aware that neglect of his/her pet's coat can cause injuries which become visible after grooming/shave down such as irritation, itchiness, failure of hair to re-grow and greater risk of sunburn. Owner is aware that shaving may expose pre-existing skin conditions.
- ▶ Grooming haircuts which differ from the standard for a dog's breed must be discussed and detailed thoroughly before grooming begins. Owner agrees to fully explain what style of groom he/she wants, offering sample pictures, or pictures of past grooms to help AAPR-NBN to meet expectations.
- ▶ A pet's behavior and coat condition may result in appointment times taking less, or more, time than initially scheduled. Owner agrees to try and collect my pet shortly after alerted that his/her pet is ready, and to promptly pay for services rendered so that following appointments can begin. Owner agrees to wait patiently if a groom takes longer than scheduled, and to never intrude upon the professional grooming room of AAPR-NBN without explicit invitation.
- ▶ AAPR-NBN's staff are trained professionals. Owner understands that they reserve the right to alter or cease any groom in the event that staff determines it is in the pet's best interest, or if the pet displays aggressive behavior. Owner understands that AAPR-NBN has the right to refuse service at any time for any reason, and agrees to compensate AAPR-NBN for time spent on completed services.

18. SANITARY TRIM: Owner agrees that if his/her pet does not have a closely shaved genital area, and staff is required to clean the genital area of feces due to accidents, a minimum of \$10/incident will be added to my bill, including if the pet is brought into AAPR-NBN's facility with feces stuck to them.

19. NAIL TRIMS: Owner agrees that his/her pet's nails may be trimmed if necessary to keep them from harming AAPR-NBN staff, and to pay for this service. Owner understands that dew claws can become very sharp if not maintained.

20. INFESTATION: Owner understands that if his/her pet enters AAPR-NBN infested with fleas, ticks, worms, or other parasites and agrees to pay a fee for treatment and cleaning of no less than \$50.00. Owner consents to the administration of flea/tick medication and/or baths for this purpose.

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21. UNALTERED DOGS: Unaltered female dogs will not be allowed in group play after they first go into heat. Female dogs currently in heat will not be checked-in. Owner agrees that if his/her dog goes into heat while at AAPR-NBN, a clean-up fee of at least \$15/day/pet will be added to his/her bill. Unaltered male dogs are allowed in boarding and daycare but cannot participate in group play past 6 months of age.

22. ABANDONMENT: Owner understands that the state of North Carolina considers a pet abandoned if not retrieved after 10 days past the scheduled pickup date. Owner understands it is his/her responsibility to contact AAPR-NBN to extend his/her pet's reservation if needed, and that he/she is required to settle the accumulated bill by the originally scheduled checkout date. Owner understands and agrees that if he/she fails to contact AAPR-NBN before ten days after the scheduled checkout date that AAPR-NBN will begin the process of having his/her pet officially recognized as abandoned. Owner understands that once a pet in AAPR-NBN's care is recognized as abandoned, Owner's ownership of said pet is nullified, and that said pet may then be surrendered to an animal shelter, or that AAPR-NBN may otherwise operate through legal channels to rehome the abandoned animal. In the event that Owner abandons an animal boarded with AAPR-NBN, Owner understands that he/she is still obligated to pay for the accumulated bill, including the original reservation, and the 10 days leading up to the pet's recognition as an abandoned animal.

23. VETERINARY TRANSPORTATION & CARE: Owner hereby grants authority to AAPR-NBN to act on his/her behalf and transport his/her pet(s) to a veterinary hospital for care. Owner agrees that if he/she cannot be reached, it is at AAPR-NBN's discretion to determine whether Owner's pet is in need of veterinary care. Further, if Owner cannot be reached by either AAPR-NBN or a veterinary office during an emergency, Owner grants AAPR-NBN sole authority to request and approve of veterinary treatments for his/her pet(s). Owner agrees to pay all veterinary fees for the treatment and care of his/her pet(s), and will reimburse AAPR-NBN for this cost or pay the veterinary office directly.

24. AGREEMENT: By signing this agreement, Owner agrees to all terms and conditions contained herein, including:

- ▶ Owner waives and releases AAPR-NBN and its staff from any and all liability of any nature for any injury or damages which Owner's pet may suffer, including specifically, but not limited to, any injury or damage resulting from the action of any animal, and Owner expressly assume the risk of such damage.
- ▶ Owner understands that he/she is liable for any medical expenses or damages incurred by a staff member, that result from injuries caused by Owner's pet.
- ▶ Owner understands that if it is determined by AAPR-NBN staff that an injury to any other pet(s) was the result of aggressive actions on the part of Owner's pet, then Owner will be held liable by the owners of the injured pet(s). Owner also understands and consents that his/her name and contact information may be provided to the owner of the injured pet(s) in order to settle said expenses.
- ▶ Owner agrees that AAPR-NBN reserves the right to alter programs or services to better care for Owner's pet(s), and also agrees to pay for any alterations to services for his/her pet.

OWNER NAME: _____ DATE: _____

PET NAME(S): _____

OWNER SIGNATURE: _____