

This boarding agreement is between Northwind Pet Care Center (hereinafter called NW) and the pet owner(s) whose signature appears below (hereinafter called Owner).

1. Owner understands that NW agrees to use due diligence in the care for your pet(s) but due to the inherent unpredictable nature of animals, outdoor conditions, and other factors beyond the control of NW, NW cannot guarantee the absolute safety of your animal. Every effort is made to keep the kennels sanitary and safe. NW assumes no liability for the loss of your pet(s) from theft, fire, escape, death, sickness, injury from persons, injury from other animals, or property due to circumstances outside the confines of due diligence in kennel operations. It is expressly agreed by the owner and NW that the pet care center's liability shall in no event exceed the lesser of the current chattel value of the pet of the same species or \$200 per animal boarded.
2. Owner understands business hours are Monday-Saturday 8:00AM to 4:00PM and Sunday 10:00AM to 4:00PM. You are charged for the first day no matter what time you check in and that you are NOT charged for the last day if you pick up BEFORE 12:00PM. There is a \$30.00 charge for any pickup/drop off outside of normal business hours and that this must be scheduled ahead of time. All charges must be paid in full upon check-out of your pet(s).
3. Owner understands that extra charges may be added to the bill at the discretion of management for special handling or treatment that is above and beyond routine care. Special handling is defined as services beyond our standard boarding care due to behavior problems, excessive accidents, health issues, or other unexpected care not anticipated at check in. Owner agrees to pay all such charges.
4. Owner understands that NW is not a 24-hour facility. Pets are not monitored from 9pm to 8am.
5. Owner understands that the employees of NW are not veterinarians or veterinary technicians and are not expected to diagnose/detect illnesses in the pets staying at NW. NW management reserves the right to administer over the counter treatments for stress related issues or injury not requiring veterinarian care, unless otherwise noted by Owner at the time of check in. In the event of digestion upset NW uses pumpkin, pro-pectalin and famotidine to help provide relief.
6. Owner understands if your animal becomes ill or if the animal's health requires professional attention, NW in its sole discretion, may engage the services of a veterinarian, administer medicine, or provide care as deemed necessary. The owner thereof shall pay all the expense.
7. Owner understands when older pets are boarded, they are subject to a great deal of stress because of removal from their normal home environment. This stress can cause latent (dormant) physical conditions (such as heart, liver, kidney disorders) to become active. This can result in illness or death of said pet.
8. Owner understands all pets will be examined upon arrival and each day for fleas and ticks. If your pet is found to have fleas/ticks, NW will treat the pet and charge the owner the appropriate fee for this treatment.
9. NW requires all pets be vaccinated against communicable diseases prior to boarding per their veterinarian's recommendation. For the best protection, your pet(s) should be vaccinated at least 10-14 days before bringing them to a boarding/grooming/daycare facility. Despite these precautions, Owner acknowledges that Owner's pet will be in an environment with other pets during boarding and understands that any pet may harbor and spread communicable disease. Owner further understands that even if your dog is vaccinated for Bordetella (Canine Cough) there is a chance they can still contract Bordetella. There are many strains not included in the vaccination, it is airborne, and dogs can be carriers without showing any signs or symptoms. NW takes every measure to reduce the risk of exposure but is not responsible for any veterinary charges your pet may incur to treat any symptoms that arise from a visit at our facility. Owner releases NW from, and waives all claims and liability against NW for, all losses, damages, costs, and expenses arising out of or in connection with any communicable disease contracted by Owner's pet during boarding. INITIAL: _____

10. If Owner elects for their pet(s) to socialize, owner understands that it is not without risk because the unpredictable personality of pets can sometimes lead to injury. Owner understands that a staff member is not always in the play yard during social playtime. Owner agrees that any problem that develops with their pet will be treated as deemed best by NW and the Owner will assume full financial responsibility for all expenses. Owner waives and releases NW and its employees, from all liability of any nature, for any injury, damage or loss resulting from the action of any pet. INITIAL: _____
11. Owner understands that if they choose to board two or more pets in the same enclosure, NW is not responsible for any harm the pets may inflict upon each other.
12. Owner understands NW provides items such as but not limited to toys, blankets, bedding, treats, and chewie's during your pets stay, unless otherwise noted by Owner at the time of check in. Owner understands there are toys in the play yards. NW assumes no liability from ingestion or harm from said items nor any veterinary expenses incurred due to said items during your pets stay or after your pets stay. INITIAL: _____
13. Owner releases NW from and waives all claims and liability against NW for damage to, or loss of, personal belongings provided by Owner for pet while the pet is boarding. Items not taken home at checkout will be donated if not picked up within 30 days of checkout date. INITIAL: _____
14. Owner understands if your pet(s) becomes destructive or barks incessantly while in our care, causing fear and/or stress for the other pets, employees, or neighbors, NW at our discretion, may use DAP spray, lavender spray, calming treats, citronella collars, or shock collars on the pet(s).
15. Owner understands any photos/videos taken of Owners pet(s) while staying at NW are property of NW and can be used at NW's discretion in any form of public media, marketing/advertising of general purpose.
16. Any controversy or claim arising out of relating to this contract, or the breach thereof, or as the result of any claim of controversy involving the alleged negligence by any party of this contract, shall be settled by arbitration in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall, as part of his award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.
17. Any animal left uncalled for (abandoned) or unpaid for becomes NW property and shall be disposed of ten (10) days after the scheduled date of pick-up.
18. Owner hereby certifies that Owner has read and understands this entire Agreement, Owner has had the opportunity to discuss it to their satisfaction with a representative of NW, and Owner agrees to be bound by its terms and conditions. INITIAL: _____