



BOARDING CONTRACT

All contracts **expire after two years** from last fulfilled service date, application submission date or the issuance of a new contract revision by PetSteps. Clients with a lapsed contract will need to reapply for service.

Owner, “you”, “your” refers to the owner of the pet(s) being boarded at the PetSteps Dog Training & Boarding Facility.

PetSteps Dog Training, PetSteps, “I”, refers to the provider of the boarding service.

| | | | |
|--|--|---------------|--|
| Owner Name(s): | | | |
| Primary Phone: | | Alt. Phone: | |
| Address: | | | |
| E-mail: | | | |
| Emergency Contact Other Than Owner or Traveling Companion: | | | |
| Name: | | Relationship: | |
| Primary Phone: | | Alt. Phone: | |
| E-Mail Address | | | |

Payment, Fees and Deposits

First time clients must provide a full one-night boarding or one-day daycare fee to reserve your stay. This one-night/day fee will be **non-refundable** and **non-transferable**, and reservations or inquiries are not guaranteed until deposit is received, processed, and acknowledged, unless otherwise stated in the reservation e-mail.

Full fees for entire stay must be paid in full prior to or on drop off date unless otherwise agreed to with PetSteps. Stay extensions shall be normal rates based upon availability. All confirmations will be via e-mail only. Payments are to be made via e-transfer, or cash.

Advance payments, once received and processed, will be **non-refundable** in all cases. **Time limited credits to year end only** will be granted in the case of cancellations 7 days or more prior to booking. Last minute cancellations less than 7 days prior to boarding shall **forfeit all payments, fees, and credits** at the discretion of PetSteps.

Boarding fees and rates may change from time to time but will be confirmed via e-mail at the time of reservation, prior to receipt of any payments.

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Emergency Medical Care

If, in PetSteps’ judgment, your pet(s) requires immediate medical care and PetSteps is unable to reach you, or your emergency contact, PetSteps will take your pet(s) to a local veterinary clinic. Emergency medical care is provided on a rotational basis within the Regional Municipality of Wood Buffalo (RMWB) by all the vet clinics in town and PetSteps may therefore not be able to take the animal to your preferred vet.

All medical care that is provided to your pet by a veterinarian will be your responsibility as the Owner regardless of cause. Once your pet has received emergency stabilization care PetSteps will try and contact you and your emergency contact again for further instructions. If PetSteps still cannot contact you, PetSteps is authorized to spend up to \$ _____ for emergency, stabilization measures. Anything above that will be declined and your pet may be euthanized upon the vet’s recommendation to relieve suffering. Payment of all vet fees incurred shall be due no later than the pre-scheduled pick up date for that boarding period in which the vet fees occurred.

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Injury and Illness Risk

Due to the nature of multi-pet housing, the risk of injury and illness is always a possibility. The Owner may NOT hold PetSteps Dog Training, Jane Hetfleis, any other member of the household, any contractor or staff hired from time to time, liable for any injury, loss, or death. This can include injury while in the premises, outside on the premises, or off the premises while under the care of PetSteps. The Owner acknowledges that the outdoor environment cannot be fully controlled by the handler, walker, or caretaker and therefore they cannot be held liable for injury or loss as a result of being in these locations. Owner is aware that by leaving a pet at a multi-pet facility they are at a higher risk of contracting illnesses, viruses, parasites, or acquiring nicks, cuts, bites and other injuries from interacting with other pets. Owner understands that no vaccination is 100% effective even though we maintain a very high level of cleanliness but interaction with other pets carries with it inherent risks.

PetSteps Dog Training reserves the right to immediately change your pet's type of boarding if we believe it is necessary to protect the health and well-being of your pet, other pets, or other people or pets living in the home. PetSteps will do our best to contact you, should this become necessary. This may include upgrading to a different boarding package within our facility or placing your pet in another boarding home or kennel in town.

All pet(s) must be healthy, and current on all vaccinations including Bordetella (Kennel Cough) for dogs. Parasite control should be received at least once per year, or once every three months if travel outside Alberta has occurred. Proof of all vaccinations and spay/neuter status must be provided **prior to booking an appointment**. If a pet becomes sick before the first day of boarding, accepting the animal will be at the discretion of PetSteps. If the pet is not accepted due to illness the boarding fee will be refunded. A letter from your veterinarian may be required to get the refund.

If your pet becomes ill or if state of the animal's health otherwise requires professional attention, PetSteps in its sole discretion, may engage the services of a local veterinarian and any and all expenses thereof shall be paid by the Owner.

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Personal Items

Owners are permitted to bring their own blankets or toys if desired, however PetSteps cannot guarantee that they will be returned in the same condition or at all if they are destroyed by any pet during their stay. All fabric items must be relatively clean, and all dishes must be washed prior to drop off. All personal items shall be labelled with pet's name.

All leash walking items must be checked by the Owner to ensure they are in good repair and able to restrain your pet. If personal equipment breaks during your pet's stay and additional equipment needs to be purchased to provide adequate care, the owner shall be responsible for this expense. Choke chains, pinch collars, shock collars, and flexi-leashes will not be used during your pet's stay. Humane restraints only shall be brought for their boarding stay.

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Damage or Injury Caused by Your Dog

The Owner fully understand that they are solely responsible for any harm or damage caused by their pet(s) to persons or property of PetSteps, invitees to the property of PetSteps, other residents on the property of any species, and the general public or any other pets housed or visiting the facility. Any damage shall be charged back to the Owner. PetSteps reserves the right to confine your pet as needed if they are destructive in any way during their stay.

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Animal Abandonment

If you do not pick up your pet on the agreed to date and time or contact PetSteps to extend their stay, PetSteps will contact your emergency contact an hour after the agreed to pick up time to pick up your pet immediately. If your emergency contact is also unreachable, the animal will become the property of PetSteps and will be considered as abandoned in accordance with the Animal Protection Act and held in accordance with stated timelines for transfer of ownership.

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Liability

You, the Owner release, indemnify, and agree to hold PetSteps Dog Training and any other person, contractor, or staff that may be hired from time to time harmless from any and all manner of damages, claims, loss, liabilities, costs or expenses, causes of actions or suits, whatsoever in law or equity. Owner also authorizes the release of said pet's medical records from pet's veterinarian if need to fulfill this contract. By signing this contract and leaving pet with PetSteps, Owner certifies to the accuracy of all information given about the pet. Furthermore, owner has read and understands all procedures and policies included herein.

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City License

All pets should be licensed with the RMWB in accordance with municipal Bylaws. PetSteps will not be held liable for any Animal Control fees, fines, or other expenses associated with an animal picked up running at large regardless of the reason for getting loose and regardless of if they are licensed or not.

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Use of Photos

The owner;

(_____ Initial) does **ALLOW** or

(_____ Initial) does **NOT ALLOW**

the use of Photos/Videos that PetSteps Dog Training may take while in boarding for publication onto Facebook, Webpage, and other promotional material. PetSteps regularly takes photos/videos in order to update Owner of pet's activities during the boarding stay.

| | | | |
|--------------|-------|--------------------|-------|
| Owner's Name | _____ | Emer. Contact Name | _____ |
| Signature | _____ | Relationship | _____ |
| Date | _____ | Date | _____ |