



Regal Pet Resort

New Client Information

Pet Information	
Pet Name:	Birth Date:
Breed:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Color:	Neutered or spayed: <input type="checkbox"/> Yes <input type="checkbox"/> No
Owner Information	
Name:	Home Phone:
Address:	Work Phone:
City:	Cell Phone:
State, Zip Code:	E-Mail Address:
How did you find out about Regal Pet Resort:	
<input type="checkbox"/> Drove by	<input type="checkbox"/> Television
<input type="checkbox"/> Radio	<input type="checkbox"/> Newspaper
<input type="checkbox"/> Special Event	<input type="checkbox"/> Charity Auction
<input type="checkbox"/> Website	<input type="checkbox"/> Yellow Pages
<input type="checkbox"/> Client/Friend-Name _____	<input type="checkbox"/> Veterinarian
	<input type="checkbox"/> Pet Professional
Emergency Information	
Veterinary Name:	Emergency Contact:
Address:	Relationship:
City:	Home Phone:
State, Zip Code:	Work Phone:
Phone:	Cell Phone:
Pet Personality Profile	
Has your dog ever jumped over or dug under a fence?	If so, what type of fence?
Does your pet act afraid of any specific items or noises? (i.e. thunder...)	
Has your pet ever bitten someone? If so, what were the circumstances?	
Does your dog play well with other dogs?	
Does your pet have any problems with allergies?	
Is your pet on a monthly flea treatment?	What kind?
Has your dog ever attended daycare?	If so, where?
Other comments about your pet, which you feel, may be helpful:	



Regal Pet Resort

Owner Agreement

This is an agreement between **Regal Pet Resort** and the pet owner whose signature appears below (hereinafter called "Owner").

1. Owner agrees to pay the rate for pet care provided in effect on the date pet is checked into Regal Pet Resort.
2. Owner understands and agrees that they are solely responsible for any harm or damages caused by their pet(s) while at Regal Pet Resort and agrees to pay for said harm or damages in full.
3. Owner understands and agrees that in admitting their pet(s), Regal Pet Resort has relied on their representation that their pet(s) are in good health and have not been ill with any communicable condition in the last 60 days. Owner further certifies that their pet(s) have not harmed or shown aggression or threatening behavior towards any person or other animal.
4. Owner understands and agrees that Regal Pet Resort and their staff will not be liable for any problems that develop, provided reasonable care and precautions are followed, and Owner hereby releases them of any liability of any kind whatsoever arising from their pet(s) stay at Regal Pet Resort.
5. Owner understands and agrees that any problems which develop with their pet(s) will be treated as deemed best by staff at Regal Pet Resort, at their sole discretion and that Owner assume full financial responsibility for any and all expenses involved.
6. Owner understands and agrees that if their pet(s) become ill or injured, or if the state of the pet(s) health otherwise require professional attention, Regal Pet Resort will first attempt to contact your veterinarian of record, if we are unable to reach your veterinarian then Regal Pet Resort will engage the services of a veterinarian or administer medicine or give other requisite attention to the pet(s), and the expenses thereof shall be paid by the owner.
7. Owner understands and agrees that if their pet(s) are not picked up at by the end of the business day, Regal Pet Resort is authorized to take whatever action is deemed necessary for the continuing care of their pet(s), and Owner agrees to pay for any costs associated with continued care.
As a courtesy we open from 4pm-6pm on Sunday's. All Sunday guests whether arrival or departure will be charged a full day.
8. Regal Pet Resort shall exercise reasonable care for the pet(s) delivered by the Owner. It is expressly agreed by Owner that Regal Pet Resort liability shall in no event exceed the lesser of the current chattel value of the pet(s) or the sum of \$500.00 per pet.
9. Any controversy or claim arising out of or relating to this agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this Agreement, shall be settled 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 the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

I certify that I have read and understand the policies of Regal Pet Resort set forth in this agreement and I agree to abide by these policies and accept all the terms of this agreement.

Signature of Owner: _____ **Date** _____



Regal Pet Resort

Policies

Regal Pet Resort strives to provide the best care for all our guests. The following policies are to ensure our guests receive the best care possible in a healthy and safe environment.

ADMISSION: All pets must be in good general health.

We reserve the right to deny admittance to any pet lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. **Pets in heat will not be accepted!**

Puppies will be accepted as long as we receive documentation of their first two sets of puppy vaccinations.

For safety, Regal Pet Resort does not allow pets from different families to be boarded in the same suite.

Prior to participating in any social activity (e.g. Day Camp), dog's must be spayed or neutered, temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive or dominant.

Regal Pet Resort follows a rigorous program of flea and tick elimination. All pets arriving at Regal Pet Resort with fleas and/or ticks will be treated at the owner's expense.

We reserve the right to charge handling fees for excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care for your pet.

VACCINATIONS - All pets must be current on all vaccinations. For dogs, we require the DHLPP (7-in-one) vaccination annually, rabies every three years, and Bordetella (or canine cough) every 6 months. For cats, we require FVRCP with 1 year, rabies within 1, 2, 3 years depending on your vet. We will consider accepting an alternate vaccination protocol with written recommendation from your veterinarian. All customers are strongly encouraged to fax or deliver current vaccination records several days prior to their check-in date.

MEDICATIONS: All medication supplied by Owners must be clearly labeled with the pet's name, name of medication, dosage, and reason for medication. We will only accept the exact dosages required for administration during your pets stay.

CHECK-IN/CHECK-OUT – You are welcome to check-in any time during our lobby hours. We do ask that you let us know if the time changes from what was previously scheduled. **Check-out is on or before 12pm noon. After 12pm noon, any remaining guest will incur a full day's charge.**

EMERGENCIES: In case of an emergency we will contact you or your listed emergency contact. We will use your veterinarian, or the local, 24-hour veterinary emergency hospital.

LOBBY HOURS: Regal Pet Resort will be open Monday-Saturday 7:30 AM-6:00 PM and Sunday 4:00 PM-6:00 PM.

HOLIDAYS: We will be closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Years Day. We will close at 3:00 PM on Christmas Eve and New Years Eve. **Absolutely NO CHECK-IN's or CHECK-OUT's will be permitted on these holidays. The hotel will be fully staffed, but the lobby will not be available.**

CANCELLATION POLICY: We may require a one-night deposit at the time of booking. Deposits are fully refundable if cancellations are made no later than 5 days prior to arrival. During holidays or peak season we require a two-night deposit with a full refund if cancellations are made no later than 7 days prior to arrival.

FOOD: We suggest you bring your own food and prepare the exact amount that your pet will require during the entire stay. Also please provide your name and your pet's name on the bag the food is brought in. We find that staying on the same food allows your pet to enjoy their stay without the frustrations of a change in their diet. If you choose for us to provide your pet's food we will gladly do so twice a day. There is a \$5 per day charge for this service.

RATES AND SERVICES: All rates and services are subject to availability and change.