

Heartland Kennels

366 5th Line North
Oro-Medonate, ON
L0L 2E0
(705) 487-2660

SERVICE AGREEMENT

1. Heartland Kennels agrees to provide day care, boarding and /or training and /or grooming for the animal(s) set forth in the registration form, and to provide other services as agreed to by and between the owner (Owner) and Heartland Kennels at the rate agreed upon.

2. Heartland Kennels shall be open Monday through Friday from 7:30am to 6pm, Saturdays 8am to 11am & 4pm-4pm and Sundays 4pm-6pm.

For Boarding Clients: **There is a check-In/Out time of 12:00pm. You may pick up anytime during our business day, however you will incur a half-day daycare charge per pet if picked up before/after these check in/out times.**

In the event the owner cannot or does not pickup the animal by or before the closing time at the end of the day, the owner shall pay for overnight boarding care and fees, and may pick up their pet the following morning/day.

3. **Refunds and Cancellation Policy:** Heartland Kennels understands that things can happen and plans get cancelled, to avoid no show charges we require at least twenty four (24) hours notice for any non-holiday stay. Owner understands that reservations are required for all boarding stays and a 50% deposit during holiday seasons will hold a booking. Holidays - Reservation cancellation or changes must be received by Heartland Kennels at least 5 days prior to the intended arrival date or the owner will forfeit the deposit. Holidays require 5 days notice of cancellation so we can accommodate another request from our waiting list.

Holidays canceled eight (8) or more days prior to scheduled service date, no charge deposit refunded in full.

4. **Payment:** Unless other arrangements have been made by Heartland Kennels, payment for services is due at the time the pet is dropped off at Heartland Kennels. Payment can be made by: cash, check, debit and credit card. A credit card number will be kept in the guest's file for emergency purposes. Applicable taxes are NOT included in the price and will be added to all payments. HST is charged at 13%.

Military personnel receive a 5% discount on all daycare and boarding services.

5. **Dog daycare packages (discount):** To keep overhead cost current and tracking efficient all packages expire after 60 days.

Initials _____ (I have read and accept the terms above)

6. Owner represents that the pet(s) are in good health and have not been ill with any communicable diseases within the last thirty (30) days, and that the animal(s) have all current shots:

Dogs must have the following shots.

- Rabies - required every year or every three (3) years depending on your vet.
- DHPP - (Distemper, Hepatitis, Parainfluenza, and Parvovirus) – required every year.
- Bordatella (kennel Cough) – required annually.
- Proof of Titers accepted in place of above vaccines.

On admission, all dogs must be free from any condition that would potentially jeopardize other guests.

7. Owner represents that the pet(s) has been neutered or spayed, and the pet is 4 months or older in age. If not. Please specify and initial

8. In the event that the pet becomes ill or injured, Heartland Kennels shall make every attempt to notify the owner. If the owner cannot be reached, or has failed to complete the advanced directives for care; or if an emergency situation occurs which requires immediate action, Heartland Kennels is authorized to engage the services of a veterinarian, or to administer medicine or give such other attentive care for the animal that appears reasonable and advisable.

9. Heartland Kennels shall pay for any and all costs of the animal that may arise as a result of an injury or illness, including veterinarian care and costs. Owner shall reimburse such costs to Heartland Kennels upon pickup of the pet or when the services have been completed.

10. The parties understand and acknowledge that Heartland Kennels has agreed to render services as described herein based upon the owner's representation that the dog(s) is/are healthy and has received all required and customary shots, does not suffer from any disability, illness, behavioral characteristics or conditions which could adversely affect other pets being cared for or by Heartland Kennels.

11. Owner further assures Heartland Kennels that the owner's pet is not aggressive, and has not at anytime in the past harmed or shown aggression or threatening behavior towards any other person or any other pet, and there is no history of the pets(s) untoward behavior as a result of being confined in a small area. Notwithstanding such assurances, if the animal's behavior results in any injury to persons or property, the owner shall bear full expenses resulting from such

conduct. Owner agrees that Heartland Kennels shall not be liable, for any loss or damage to the animal by any cause whatsoever, including fire, theft and escape of animal. Owner agrees that the owners shall liable for any damages that the animal may cause, including bites, aggressive behavior, damage to other animals, or conduct of the animal, and agrees that Heartland Kennels owners and their staff will not be liable, and release them and hold them harmless from any liability of any kind whatsoever arising from attendance and participation at Heartland Kennels

Initials _____ (I have read and accept the terms above)

12. **The pet may be isolated and kept apart from other animals, should BA in its reasonable belief or** the reasonable belief of its employees or other agents, determine that the animal may be in danger or may endanger other animals by virtue of its conduct, behavior or aggressive propensities. Owner understands that BA desires to maintain the health, reasonable care and comfort of all animals within its care facility, and to adequately provide for the safe keeping of such animals in which they have custody.

13. Owner understands that Heartland Kennels open boarding areas and play area are places where animals co-mingle in groups. Owner recognizes that there are inherent risks of illness or injury when dealing with animals. Similarly the owner understands that when pets play in groups, they may sustain minor injuries such as nicks and scratches. Other risks include, but are not limited to, problems resulting from pets ingesting food scraps or other materials found outdoors and kennel cough. Owner understands and agrees that any problem or injury that develops with their pet (s) will be treated as Heartland Kennels deems best. Heartland Kennels staff may wait until owner picks up pet to inform them of any non-serious injury such as nicks and scratches. In the even the pet becomes ill or injured to the point of requiring or appearing to require medical treatment, Heartland Kennels staff will first attempt to contact Owner, followed by an attempt to contact the emergency contact person as listed in pets file. Heartland Kennels may also directly contact my pet's veterinarian, or a veterinarian chosen by Heartland Kennels, if the circumstances are deemed such that immediate treatment is necessary. Heartland Kennels **retains sole discretion to deal with emergency matters, and owner agrees to promptly pay for all medical treatments received by the pet, including transportation to an emergency veterinary facility.**

14. I understand that I am responsible for claiming my animal immediately upon completion of any service(s). If my animal is not claimed within 10 days of completion of any service(s), my animal will be deemed as abandoned and

Heartland Kennels shall be entitled to transfer my animal to an animal shelter or to a third party owner. Heartland Kennels waives its lien rights under the Repair and Storage Liens Act.

I certify that I have read the rules and regulations set forth on the preceding pages and that I thoroughly understand this agreement. I agree to abide by the rules and regulation and accept all the terms, conditions and statements of this agreement.

DATED: _____

Owners signature: _____

Owner's name (printed): _____

Pet's name: _____

For office use only:

DATED: _____

Temperament Test results: _____

Heartland Kennels Representative: _____