

The Farm

P e t R e t r e a t

St. Claude, Mb.

Conditions & Contract

*All Dogs entering The Farm Pet Retreat must be on leash and under owner's control. All cats must be in a ventilated cat carrier—for their safety and the safety of our other guests.

General

The welfare of your pet(s) is paramount to our business, so we ask you take the time to read the following Terms and Conditions. You will be requested to sign and read prior to boarding your pets with us. This contract will remain in effect for all future visits unless The Farm Pet Retreat is notified in writing prior to boarding.

Health and Behaviour

I certify that _____ is/are in good health and have not been ill with any communicational condition in the last 30 days. I have read and understand the following:

1. I have read and understand the Rates & Policies on The Farm Pet Retreat website and adhere to them.
2. I understand and agree that in admitting my pet(s) to The Farm Pet Retreat, The Farm Pet Retreat stays have relied on my representation that my pet(s) is/are in good health.
3. Vaccination records should be provided prior to boarding.
4. We will request your vets details on acceptance so that we may contact them in case of your pet becoming ill during its stay. If for any reason we cannot contact your vet we will ask our vet to treat your pet. All costs will be payable upon collection of your pet(s).
5. I have made The Farm Pet Retreat aware of any special needs that my pet(s) my have including all allergies and injuries that require restricted activity. I also understand that foreseen and unforeseen medical issues can arise while my pet(s) is boarding and i am fully responsible for any and all costs associated with any medical issues that may arise. I am also aware that while very effective, vaccines do not protect against all strains of viruses. For this reason, I will not hold The Farm Pet Retreat responsible for any occurrences of socially transmitted or airborne illnesses.
6. If your pet(s) becomes ill or if the state of the animal's health otherwise requires attention, The Farm Pet Retreat, at its sole discretion, is authorized to engage the services of a veterinarian or arrange for other requisite attention to the animal up to and including \$500.00 or _____, whichever is greater. If a veterinarian determines that emergency treatment, which exceeds the authorized amount, is needed to save the animal's life or quality of life, and we cannot reach you or the Emergency Contact, we may authorize the veterinarian to perform the emergency treatment. Owner agrees to be responsible for all veterinary costs provided to your animal.

7. The Farm Pet Retreat and their staff is committed to taking the utmost care when boarding your pet(s). I understand and agree that The Farm Pet Retreat is not responsible for any injury to or damage from any cause whatsoever caused to or by my dog while it is in the care of The Farm Pet Retreat provided that The Farm Pet Retreat has taken reasonable precautions to prevent such injury or damage.
8. The Farm Pet Retreat occasionally uses photos of their guests on their website, social media and advertising. Please initial if you DO NOT want images of your pet shared online. (_____)

Fees

1. Boarding fees are calculated on a day of arrival, day of departure basis. On departure day, if you collect your pet(s) before 12:00 p.m. you will not be charged for that day. After 12:00 p.m. there will be a half day charge.
2. Accounts are to be paid on collection or delivery, except for reservations on long weekends and Holidays, for which a 50 per cent deposit is required on booking.
3. In the event your pet(s) is picked up earlier then the indicated pick up date and The Farm Pet Retreat has had to refuse other patrons during the specified time period, the owner will be charged for all the days the pet(s) was originally booked. (_____)initial of owner.

Cancelation Policy

The Farm Pet Retreat has limited space and is frequently at 100 per cent occupancy. This forces us to turn potential boarders away. When clients pick-up their pet(s) early, cancel reservations, or change reservations without adequate notice (at least 48 hours), it is frequently too late for us to fill the space that we reserved for them because the boarders that we turned away have already made other arrangements. We have decided to institute limited cancelation policy that recognizes this. We still remain committed to providing a flexible, relaxed and convenient service for our clients.

1. Clients who reserve space peak periods, holidays and long weekends that fail to provide us with at least 48 hours notice for early pick-ups will be charged for the entire scheduled reservation. In addition, clients who make changes to reservations during these peak periods, without providing us with at least 48 hours notice will be charged our regular daily rate for any days that the space reserved remains vacant.

Pick ups and Drop off times

At The Farm Pet Retreat, we pride ourselves on our convenient and flexible pick-up and drop-off times. Any pick-ups and drop offs between 7:30 a.m. and 6:00 p.m. Monday-Friday, Saturday and Sunday between 11:00 a.m. and 12:00 p.m., 4:00 p.m. and 6:00 p.m. are by appointment and must be pre-arranged. We are a family owned facility and do our best to accommodate our clients—we ask our clients respect our pre-arranged times. Any pick-ups after closing hours will have an additional \$20 fee.

Signature of Pet(s) Owner

Date