

Guest Policies & Agreement

HEALTH POLICY

The Pet Resort at Evergreen Animal Care Center will not accept any guest that has any of the following conditions:

Guests that have a terminal illness and are in the late stages of that illness; Guests that have had a communicable illness of any type within the last 30 days prior to check in; Guests that require medical treatment beyond the administration of oral or topical medications;

The Owner/Guardian/Owner's agent specifically agrees that the pet has not been exposed to or affected by any contagious disease in the last thirty (30) days prior to check in.

VACCINATIONS

We highly recommend vaccinations administered fourteen (14) days prior to the scheduled check in date, immunity may not be complete and the pet may not be fully protected.

ALL guests must be at least (4) months of age & have proof of current vaccines on file.

Canine Guests

DHPP—Within 1 year

Bordetella—Within 6 months

Rabies—Within 1 year or 3 years

Feline Guests

FvRCP—Within 1 year

FelV—Within 1 year

Rabies—Within 1 year or 3 years

FLEAS AND TICKS

Evergreen is committed to maintaining a flea and tick free facility. The facility and grounds of Evergreen Animal Care Center are flea and tick free. For this reason, Evergreen requires that all guests at our resort be flea & tick free at the time of check in. If, upon inspection of your pet, fleas or ticks are observed, then your pet will be treated during their stay at Evergreen at your expense. The cost varies depending on the size of the pet. Please be sure to advise us if your pet has any allergies or has a history of sensitivity to these products.

GROOMING

For health and sanitary reasons, all guests that board 2 nights or more at Evergreen are required to receive a "Bath & Brush" on the day of scheduled check out (charged by breed of pet).

In the event that my pet is heavily matted additional charges will apply. EVERGREEN will use all precautions necessary for the safety of my pet. I have been informed and understand reactions such as irritation, or nicks to the skin, and agree not to hold EVERGREEN responsible for minor injuries to the skin that are a result of the dematting process.

LIABILITY DAMAGE

Owner (s) agrees to be solely responsible for any and all acts of behavior of the pet while in the care of Evergreen, including payment for the cost of injury to staff and any assets owned by Evergreen (**damaged dog bed replacement fee is between \$150—\$250**), or damage to the facility.

PERSONAL ITEMS

For the safety of your pet we do not accept personal items with the exception of a bed, which is required to be in good condition (NO BLANKETS WILL BE ACCEPTED). All rights are waived when handing over your pets personal item. We cannot be held responsible if your pet soils or chews on the personal item. You acknowledge that your items may not be in the same condition as when they were left. Any soiled items will be removed from the room and placed in a bag for the comfort of your pet. Evergreen does not wash personal items. These items will be returned to you at the end of your pets stay.



Owner's Name: _____

CID # _____

Pet Name (s): _____

EMERGENCY CONTACT

Please provide two (2) Emergency contact names and telephone numbers in the event that we may need to reach you.

Name _____

Telephone Number _____

Name _____

Telephone Number _____



C A N C E L L A T I O N S

Confirmed Reservations require a 48-hour notification for cancellation.

Failure to cancel a Confirmed Reservation within 48-hours prior to arrival date (including a “no-show”) will result in one (1) night charge of room reserved. One night deposit is required and due day of booking.

- Owner/Guardian/Owner’s agent specifically represents that he/she is the sole Owner/Guardian/Owner’s agent of the pet, free and clear of any liens.
- Owner/Guardian/Owner’s agent agrees to indemnify Evergreen, it’s staff or agents against any claims made against Evergreen, it’s staff, or agents as a result of Owner/Guardian/Owner’s agent failure to notify Evergreen of any pre existing condition the pet may have (such as aggression or destructiveness), or which were otherwise caused by the pet.
- Evergreen shall exercise reasonable care for the pet delivered by the Owner/Guardian/Owner’s agent for boarding and/or daycare. It is expressly agreed that Evergreen’s liability shall in no event exceed the lesser of the current chattel value of a pet of the same breed or the sum of two hundred dollars (\$200) per animal.
- Owner/Guardian/Owner’s agent agrees that pet shall not leave the facility until all charges are paid in full.
- Owner/Guardian/Owner’s agent agrees to pay the rates in effect on the date that the pet is checked into Evergreen.

M E D I C A L R E L E A S E

Assumption of Risk—Read Carefully!

- The owner/Guardian/ Owners' Agent Acknowledges and agrees that they are assuming all risk of illness, disease, harm, or otherwise to their pet by allowing them to stay at Evergreen Animal Care Center. X_____ (INITIAL)
- Limping, Coughing, Sneezing, Vomiting, Diarrhea, Sudden Death, and other conditions can occur at Evergreen, as well as at home. Evergreen will in no way be liable for treating or paying for the treatment of these conditions should they occur during the pet’s stay or after the pet has left the facility. X_____ (INITIAL)
- If the pet becomes ill, or the state of the animals health otherwise requires professional attention, Evergreen may in its sole discretion, engage the services of the staff veterinarian to examine, treat, prescribe for and provide the requisite medical attention. **If the situation allows for Evergreen to do so (if it's a non life threatening emergency), we will attempt to contact you at the emergency phone numbers you have provided before any such treatment is administered. Please ensure that your emergency contact information is up to date.* X_____ (INITIAL)
- The owner/Guardian/Owner's agent agrees that it is their responsibility to pay for any and all charges related to the care. X_____ (INITIAL)
- IN THE CASE YOU NEGLECT TO PICK UP YOUR PET AFTER THE INITIAL DAY OF PICK UP AND IT HAS BEEN MORE THAN 14 DAYS AND WE HAVE NOT BEEN ABLE TO GET IN CONTACT WITH YOU AND/OR ANY OF THE CONTACTS YOU HAVE PROVIDED US WITH, WE HAVE THE RIGHT TO FIND YOUR PET A NEW HOME OR BE ADOPTED OUT THROUGH CASTAIC ANIMAL SHELTER. (CIVIAL CODE SECTION 1834.5) X _____(INITIAL)
- In addition, the owner/ guardian/ owner's agent understands that if their pet is older than six(6) years old, it is considered to be a geriatric pet. GERIATRIC PETS ARE AT AN INCREASED RISK FOR A HEART ATTACK OR OTHER CONDITIONS WHICH CAN CAUSE SUDDEN DEATH. X _____ (INITIAL)

This agreement, together with the Reservation form, Client and Patient Registration, and Perfect Groom Checklist constitutes the entire agreement between the parties. All terms and conditions of the guest policy and this agreement shall be binding on the heirs, administrators, personal representatives and assignees of the Owner/Guardian/Owner’s agent and Evergreen.

X _____ Date _____ x _____
Owner/ Guardian/ Owner’s Agent Client Care Coordinator