

## **Jet Pet Resort - Policies & Waiver**

### **ARRIVAL AND DEPARTURE:**

On your scheduled day of arrival/departure, our lobby is open for check in/out between 9:00am – 5:00 pm. If your arrival time is out side of lobby hours (9am-5pm) you will be required to pay in full at time of booking. Drop off and pick ups are available between 7am and 10pm, earlier or later times available, must be pre-paid and scheduled no exceptions, \$15 per hour fee will apply. Any bookings with in two weeks of arrival will require full payment. You will be on a 24-hour daily clock – ie, if you check in at 9am then your checkout time would be 9am the following day. If your schedule does not allow you to pick up at the scheduled time there will be a \$5.00 hourly charge. If you are picking up or dropping off outside off lobby hours you will need to make sure that you have scheduled your appropriate time needed so our staff members will be expecting you.

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### **PAYMENT:**

Jet Pet Resort requires a 50% deposit in order to confirm your pet's stay with us. The balance of total fees is payable upon arrival to Jet Pet Resort. If your arrival time is out side of lobby hours (9am-5pm) you will be required to pay in full at time of booking. Any bookings with in two weeks of arrival will require full payment A valid credit card number must also be registered on file upon your arrival. We accept Visa, Master Card, Debit and Cash. All prices do not include HST. All prices are subject to change without notice.

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### **CANCELLATION:**

The Client/Pet Owner must notify Jet Pet Resort more than seven (7) days prior to the scheduled date of arrival in order to receive a refund of the deposit; there will be NO refunds if cancellation occurs within 7 days of arrival. Any "No Shows" will not be issued a refund. No refunds will be issued if you pick up your pet at an earlier moment than scheduled.

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### **VACCINATION:**

Proof of vaccination is required and must be up to date. You must bring each pet's vaccination certificate as well as any other relevant information regarding the pet(s).

**VACCINATION:**

- Required vaccinations for dogs: Bordetella (kennel cough), Rabies, DHLPP Combo (Distemper, Hepatitis, Parvovirus, and Parainfluenza).
- Required vaccinations for cats: Rabies, Panleukopenia (Feline Distemper), Rhinotracheitis (Herpes type 1). (FVRCP combo)
- Cats and dogs must be spayed or neutered by 8 months of age and have all required vaccines at least 4 weeks prior to any stay with JPRI.

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**UNSCHEDULED DEPARTURES:**

If your pet leaves before its scheduled departure date due to behavioral or health concerns there will be no refunds issued.

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**PERSONAL ITEMS:**

Please Do not bring items with your Pet that are valuable or irreplaceable as Jet Pet Resort will not be held responsible for possible loss or damage to any personal item or toys left with your Pet.

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**REFUSAL OF A PET:**

Jet Pet Resort reserves the right to refuse a pet displaying aggressive behaviour, aggression towards our staff members or to other pets staying at the Resort. If the owner has not provided sufficient documents with proof of vaccination required by Jet Pet Resort your pet may also be refused.

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**EMERGENCIES:**

All emergencies will be treated equally. All efforts will be made to reach you and co-ordinate proper care. If you cannot be reached, JPRI will request emergency care by way of the pet's veterinarian if possible, otherwise from one of our veterinarians on call. You will be responsible for all charges incurred for any and all treatments, medication or necessary surgery to your pet(s). JPRI will charge you for any costs related to emergency care and treatment of your pet(s).

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**EMERGENCY CONTACTS :**

I acknowledge that my emergency contact named \_\_\_\_\_ is aware they have been chosen. Is aware of my pets stay at the Jet Pet Resort and is willing to pick up my pet in the event that my pet must leave before its scheduled departure day and will take responsibility for my pet in my absence. If my pet requires early pick up due to behavioral or health concerns it must be picked up by 9 PM or an additional charge of \$50 per day will apply for private care.

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**PETS NOT PICKED UP ON DEPARTURE DATE:**

In the event that you or your emergency contact do not pick up your Pet on the agreed-upon Departure Date, you hereby authorize us to continue to provide the daily Services as set forth in this Agreement at your expense. If such Pet is deemed abandoned under provincial laws, Jet Pet Resort Inc. will use its discretion permitted by law to follow the Abandoned Pet Procedure.

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**ABANDONED PET PROCEDURE:**

We will attempt to contact you by telephone and/or in writing using the information that you have provided, advising you that if your Pet is not picked up within a reasonable time period, your Pet will be deemed to be abandoned and that we will deliver the Pet to a third party adoption partner, animal shelter or other similar government agency. If you fail to pick-up your Pet for any reason, YOU RELEASE JET PET RESORT INC. FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.

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**YOUR REPRESENTATION:**

You represent to us that you are the owner(s) of the Pet and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet in this Agreement is true, accurate and complete. To the best of your knowledge, your Pet has no illness, injury or behaviour problem (including aggressive or biting behaviour) that has not been disclosed to us. You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including legal fees resulting from misrepresentations by you or your representatives or resulting from your Pet's stay, including, without limitation, any person claiming to be the owner of your Pet and any person claiming damage or injury by your Pet.

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**ASSUMPTION OF RISK:**

The owner, parent, guardian or other representative (here in known as "you") acknowledge and are aware that the employees of Jet Pet Resort Inc. (herein known as "JPRI") are not veterinarians, do not have backgrounds in animal medicine and are not expected to diagnose or to detect illnesses, health problems or allergic reactions regarding the pet(s) staying at or visiting JPRI. In addition you acknowledge that vaccines, although efficient, do not necessarily protect your pet(s) against all contagious illnesses that may affect your pet at JPRI. You acknowledge and agree that all activities, playtime and outings will be conducted in the presence of attentive and competent staff, ensuring the safety of all pets. All the necessary precautions will be exercised to ensure the safety of all involved; however it is possible that incidents or injuries causing harm or even death to a pet(s) can happen. During such activities JPRI or its staff cannot be held responsible for any injuries sustained by your pet(s) during such incidents. You also acknowledge and agree that you are assuming all risks of illness, disease, reactions or incidents causing harm or even death, that may occur to your pet(s) by allowing your pet(s) to stay at or visit JPRI. You also assume all risks of damages and injuries or death caused by your pet(s) to other pet(s), visitors or JPRI's employees or to any JPRI's assets and that JPRI shall have no liability for any harm to such pet or damages involved to any of JPRI's assets. You acknowledge that JPRI shall have no liability for any harm to such pet(s) or damages involved.

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**THIS IS TO CERTIFY THAT I, \_\_\_\_\_, THE OWNER, PARENT, GUARDIAN OR ANYONE WHOM HAS AUTHORITY OVER \_\_\_\_\_ (PET NAME), HAVE READ AND ACCEPT JET PET RESORT INC.'S POLICIES, AND ACCEPT ALL CHARGES THAT MAY OCCUR DUE TO ANY INCIDENT OCCURRING ON THE PREMISES OF JPRI.**

**OWNER/PARENT/GAURDIAN'S NAME:**

\_\_\_\_\_

**PET'S NAME:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_

**DATE** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**CELL#** \_\_\_\_\_

**Clerk's initials:** \_\_\_\_\_