



**Daycare & Boarding:** All pets are required to be vaccinated and neutered/spayed before staying with us. In regards to boarding, we will provide all materials, such as, bedding, blanket, toys, leashes, and bowls. However, if you prefer to bring your pet's belongings from home, it will be at your discretion. We cannot be held responsible for the condition of materials brought to our lounge upon their return. Owners are only asked to bring pet's food if boarding with us, however, for an additional cost of \$5/day we will provide meals. All daycare and boarding pets will get 3 daily walks and boarding residents will receive another walk before bed time. Due to the safety of our staff and other pets, we cannot accept inappropriate behavior, which includes but is not limited to, biting, snapping, being physically destructive, attacking, etc. Inappropriate behavior may result in pet being disqualified from daycare and boarding. Please understand that some forms of correction may be used, such as water spray, muzzles, and time outs. Additionally, be aware that when dogs play in groups they may come home with nicks and scratches. We make every effort to inform you if this happens at pick up. In more serious situations you will be contacted immediately.

**Social Evaluation** – All dogs staying with the green bone require a social evaluation which will take place prior to their first official daycare and/or boarding visit. The evaluation has a \$25 (sm-med) \$30 (lg-xl) non-refundable fee and your dog will be in a full day of observation with us to evaluate their behaviors and interactions with the other dogs to ensure we can safely board them. Please note if your pet will require specialized care the daycare and/or boarding fee may increase. Be aware that a dog's behavior is unpredictable and may change over time. A passing evaluation does not indicate that a dog may not show aggression in the future and we reserve the right to turn away any dog who displays such behavior.

**Vaccinations & Health:** All dogs staying with us must be in a good health, have their vaccination records up to date and kept on file with TGB. Vaccinations for **Distemper/Parvovirus, Bordetella, Rabies, and Canine Influenza** should be complete prior to their first visit. For the protection of other dogs staying with us, any pet with a communicable condition will not be allowed. Pets must be on an effective flea control program. In addition, only dogs 4 months and older who have already been neutered/spayed are allowed to stay.

**Medical Emergencies:** We will need the contact information to your pet's veterinarian in the case they are under our care and there is a medical emergency. We will only take such measures if you cannot be reached at any of the provided numbers. If no veterinarian information is provided, we will take your pet to our chosen TGB veterinarian. We are not responsible for any costs that may incur as a result of their visit. For non-emergencies, there will be a \$25 round trip fee to the vet if specially requested by owner.

**Special Requests & Services:** If you have any special requests you would like us to follow during your pet's stay we will gladly do so. If your pet requires us to administer medication please provide us with all information and bring medication(s) in a marked bag with written direction. Up to a \$15/day fee will be added for any requests for special services or handling.

**Checking In/Out:** *Boarding-* Check in is at 3pm and checkout is 11am everyday for our boarding guests. A daycare fee will be charged if picked up after the 11am checkout time during normal business hours. If pet is not picked up by appointment time on a Sunday you will be charged another boarding night. If there is a request for pick up or drop off before or after business hours, there will be a \$30 charge.

*Daycare-* Earliest check-in time is at 7:00am Monday through Friday and 9:30am on Saturday for daycare. Latest checkout time is 6:30pm Monday through Friday and 5:30pm on Saturdays. If you do not pick up your pet before these times, we will assume they will be boarding with us and you will be charged for an overnight stay. If your dog was scheduled for a half day and they are not picked up before the 4 hours, you will be charged for a full day of daycare. Additionally, if there is a request for checkin/checkout before or after business hours, there will be a \$10 charge.

**Reservations and Cancellations:** Reservations can be made anytime if space permits and your dog has already completed their evaluation. Reservations for 3 nights or more will require a 50% deposit. We require a 24 hour cancellation for boarding. If pet is a "no-show" or cancellation is made in less than 24 hours, deposit may not be returned or owner will be charged for one night.

**Memberships:** Owners can purchase a daycare membership package for their pets at any time. A package consists of prepaid visits at a discounted rate which can be used at your leisure and expire within one year of purchase. If you choose to cancel a membership, you will be refunded 50% of your remaining balance. Half days are to be paid separately, unless owner chooses to use their membership day as payment.

**Refunds:** We are unable to process any refund, including memberships, after 60 days.

*\*the green bone reserves the right to decline service to any individual for any reason to ensure the safety and security of owners and their pets*



This Agreement is entered into by and between the green bone, LLC, herein referred to as "TGB" and \_\_\_\_\_ (CUSTOMER), herein referred to as "CUSTOMER."

It is hereby agreed as follows:

1. CUSTOMER certifies that their pet(s) is/are in good health and do not have any communicable diseases or parasites. CUSTOMER shall provide TGB with a valid copy of their pet(s) current vaccination records prior to receiving services. *Despite these safeguards, TGB cannot guarantee that these measures will protect CUSTOMER's pet(s) from communicable diseases.*
2. CUSTOMER certifies that their pet(s) do/does not have a history of aggressive or threatening behavior towards any person or animal.
3. TGB will act with diligence and professionalism when bestowing services however; TGB cannot prevent any and all injuries that may occur while rendering services during the course of a normal stay or during periods of group playtime activity. *Despite safeguards, TGB cannot prevent unforeseeable acts of aggression by any pets.*
4. TGB's employees are not pet medical care providers and are not trained to diagnose or detect illnesses or injury in CUSTOMER's pet(s). However, TGB's employees shall exercise reasonable efforts to detect flagrantly noticeable illness or injury to CUSTOMER's pet(s).
5. In the event that a TGB'S employee determines that CUSTOMER's pet(s) require(s) immediate medical attention and CUSTOMER cannot be reached for consent, CUSTOMER grants TGB authorization to seek reasonable medical care and shall release TGB from any and all liability. CUSTOMER shall pay or reimburse TGB for all costs associated with providing medical treatment to the pet(s).
6. CUSTOMER is solely liable and shall pay or reimburse TGB for any and all acts of their pet(s) while on TGB'S premises or under TGB'S care or control. This includes but is not limited to any and all damages to the facility any and all injury to staff, customers, and pet(s).
7. A confirmed reservation is a reservation that is booked with a valid credit card and proof of current vaccines for the applicable. Reservations for more than 3 nights require a 50% deposit at the time of booking. Our cancellation policy is 24 hours prior to check-in. If a cancellation is not made within 24 hours of date services are to be rendered, it will be considered a "no show." No-shows will be charged one (1) night to the credit card on file.
8. CUSTOMER shall pay the pet care service and boarding rate in effect on the date Pet is checked into TGB and shall pay for any additional services requested during checkout. CUSTOMER shall pay the balance in full or provide payment arrangements for all services provided prior to removing their pet(s) from the premises.

**INDEMNIFICATION: Customer agrees to indemnify, defend, and hold TGB as well as their respective employees, agents, officers, and representatives (in their official and individual capacities) harmless from any and all third party claims, actions, damages, liabilities, costs and expenses, (including reasonable attorney's fees and expenses), arising out of or related to the conduct of Customer's pet(s) and/ or Customer's failure to certify their pet(s) health as outlined above.**

Read and agree to Indemnification: \_\_\_\_\_ (Initial)

This is the entire agreement between the parties and supercedes any other agreement, whether written, verbal, or implied.

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_