**Service Agreement**

Bone Voyage Boarding and Daycare **(BV)** agrees to provide daycare and/or boarding and/or other services as agreed by the pet owner **(Owner)** at the agreed upon rate.

BV will be open Monday through Sunday, 7am-7pm with drop off/pick up times anywhere in between.. If Owner communicates an early drop off/ late pick- up time is needed, BV may agree (up to 1 hour maximum), for an additional fee of $15 per 30min, per pet. In the event no communication is made, and the Owner does not pick-up the animal before the closing time of 7pm, the owner shall pay for overnight boarding fees until the pet is picked up.

**BV requires at least 48 hours cancellation notice for any boarding stay**. In the event less than 48 hours notice is given, or if no notice is given, the Owner will be charged a **cancellation fee of 50%** of the amount of the scheduled stay.

**BV requires at least 7 days notice of cancellation during peak seasons**, including but not limited to: July 1 – Sept 10, Dec 15- Jan 7, Thanksgiving, March Break, any long weekend.

In the event less than 7 days notice is given, or if no notice is given, the Owner will be charged a **cancellation fee of 50%** of the amount of the scheduled stay.

**BV requires at least 24 hours cancellation notice for any daycare stay.** In the event less than 24 hours notice is given, or if no notice is given, the Owner will be charged a cancellation fee of **$20, or one ½ day of daycare**.

Unless other arrangements have been made between Owner and BV, all payments to BV are due at the time of pet drop off. Applicable taxes are not included in the price, 13% HST will be added to all payments. Payments can be made by: Cash, Credit (Not Amex), Debit, Cheque. If payment cannot be made at the time of drop off, it must be made at the time of pickup. If charges stand after the time of pick up, there will be an interest charge of 20% per week. There will be an added charge of $40 for any NSF cheque.

Owner represents that the pet(s) are in good health and is not ill with any communicable diseases, and that the animal(s) have all current shots:

Cats must have the following shots:

• FVRCP

• Feline Rabies

• \*Recommended\* Feline Leukemia

OR

• Equivalent Titre

OR

• Documentation from a vet if any of the above vaccines can't be administered

Dogs must have the following shots.

• Rabies

• DHPP

• Bordetella

OR

• Equivalent Titre

OR

• Documentation from a vet if any of the above vaccines can't be administered

In the event that the pet becomes ill or injured, BV shall make every attempt to notify the owner and/or the emergency contact. If the owner and emergency contact cannot be reached, or if an emergency situation occurs which requires immediate action, BV is authorized to engage the services of a veterinarian of their choosing, including the transportation of the pet if needed, or to administer medicine or give such other attentive care for the animal that appears reasonable and advisable.

BV does retain pet insurance for clients and pets and will use this service when deemed appropriate by BV. The Owner is responsible for any costs that may arise as a result of injury or illness, including veterinarian and/or insurance costs.

Owner further assures BV that the pet(s) is/are not aggressive, and has not at anytime in the past harmed or shown aggression or threatening behaviour towards any other person. The owner will disclose any pertinent information regarding the pet’s behaviour, past and present to BV, including, but not limited to, the pet's social conduct with other animals. It is at BV's discretion to deem the pet an individual and suspend interaction with other pets. Nonetheless, if the pet’s behaviour results in any injury to persons or property, the Owner shall bear full expenses.

The Owner will choose a service package prior to any pet’s stay. In the event the service package chosen is unsuitable for the pet, **BV reserves the right to increase the package as needed, with the owner bearing the full cost**. BV will attempt to contact owner/emergency contact to inform them if the service package chosen is not suitable.

A surcharge of $10 will be applied if insufficient food and/or medical supplies were provided, in addition to the cost of the food/supplies. BV will charge a fee of $2.50/medical injection.

Owner agrees that BV shall not be liable for any loss or damage to the pet by any cause whatsoever, including fire, theft, escape, or death. Owner understands that pet(s) may sustain minor injuries such as nicks and scratches when playing. BV may wait until owner picks up pet to inform them of any non-serious injury such as nicks and scratches.

Owner understands and agrees that any problem or injury that develops with their pet (s) during their stay will be treated as BV deems best.

Owner understands that if the pet is not picked up within 10 days of expected departure, and no communication has been made to BV, the pet will be deemed abandoned and BV shall be entitled to transfer the pet to a shelter or third party owner.

Owner agrees to allow BV to photograph/record the pet(s) for use on company products and channels, including websites and social media.

**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.**

**Owner's name (Printed): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Owner's Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**