

3324 Route 37 East,  
Toms River, NJ 08753  
Phone: (732)286-4200  
Fax: (732)286-4292



**All guests MUST meet the following criteria:**

- \* Canine guests must be minimum age of 6-8 weeks
- \* Have a completed application on file
- \* Be spayed/neutered by 7 months of age.  
(Unaltered guests cannot participate in group play)
- \* Scheduled a tour and/or meet and greet

***Medical Requirements***

All guests of our establishment are required to have a negative fecal test result within 12 months of their daycare stay or boarding and be vaccinated (in accordance with your veterinarian's recommendations) for RABIES, DHPP (aka Distemper) and BORDETELLA. If your pet's vaccinations are expired they are required to receive them a minimum of 5-7 days prior to their visit. If your pet has NEVER been vaccinated they are required to receive them 10-14 days prior to their visit. Your pet's medical records MUST clearly indicate the vaccine expiration or due date, or we cannot accept them. Rabies tags will also not be accepted. If your veterinarian does NOT recommend your pet receive a specific vaccine (due to allergies, old age, etc) you are required to get written documentation from your vet stating so. You, the owner, recognize that vaccinating your pet substantially reduces but does not completely eliminate the possibility of your pet contracting illnesses. You, the owner, authorize the release of any/all medical records to PPHC as they deem necessary.

***Parasites***

We are a parasite free facility therefore pets that show signs of fleas (adults, eggs, flea dirt, etc.) will be required to have a bath at the owner's expense. You, the owner, reserve the right to refuse the service however the pet will not be accepted into the facility. If intestinal parasites are seen in their stool they will be transported to either their vet or PPHC's vet for treatment at the owner's expense.

***Tour/Evaluations***

A tour is required prior to your pet's stay with us. This ensures the owner has seen the facility and accommodations. For guests interested in participating in "group play" where they interact with pet's of the same size and temperament, an evaluation must be passed prior to your stay to make sure they are sociable with both people and other dogs.. This can be done the same day as the tour. We (PPHC) reserve the right to refuse any pet for any services we offer.

***Group Play***

Choosing "group play" allows your pet to socialize with pet's of the same size and temperament during their stay. Only spayed/neutered canine guests are permitted to participate in "group play". If a guest is unaltered after the age of 7 months or displays aggressive behavior towards other animals they will not be able to participate. In order to have "group play" during your pet's stay they must have passed the temperament evaluation prior. Play groups average 5-10 dogs and are exercised in 30-60 minute intervals. A staff member is always on site when play groups are active. Squirt bottles are used to discourage inappropriate behavior (mounting, rough play, etc.). If the behavior continues a "time-out" may be given. We reserve the right to refuse any pet for "group play". You, the owner, are responsible for your pet(s) including any and all acts and behavior while in the care of PPHC. Client agrees to indemnify, hold harmless, and defend PPHC, in the event of a claim by any person injured by the pet.

***Private Play***

If a guest is unaltered after the age of 7 months, displays aggressive behavior towards other animals or are on the restricted breed list, they will not be able to participate in group play. You, the owner, also reserve the right to choose "private play" for your pet. "Private play" is one-on-one exercise sessions with only your pet and a staff member with no other guest's present.

***Dining***

Due to the possibility of gastrointestinal upset (vomiting or diarrhea), we recommend you provide your pet's regular diet for their stay with us. We also recommend pre-measuring their food to ensure accurate feeding. We will not accept any food bags over 15 lbs. If food is not provided, an insufficient quantity of such, or your pet does not eat well, he/she will be given our food of choice. We are not responsible for any issues that may arise due to a sudden diet change. We have a refrigerator for wet/perishable food and microwave for food needing to be heated.

***Personal Belongings***

We recommend personal bedding, blankets and toys from home so your pet has something familiar to them. Whatever brought must be the appropriate size for your pet's accommodation. For your pet's safety, any item intended to occupy and be consumed (i.e. rawhide or other similar items) are not permitted. Only treats that are breakable by hand are allowed. PPHC is not responsible for any items soiled, lost, damaged, or stolen. All medications **MUST** be provided in their original vial or packaging.

***Shortening/Extending Your Stay***

Please notify us if you wish to extend or shorten your pet's stay. If we have no contact with the owner or any dog is not retrieved by the owner/agent within 3 days of the scheduled check-out date, the pet may be transferred to a shelter in accordance with state laws. This does not release the Owner/Agent of the obligation to pay for the services rendered by PPHC or the shelter.

### ***Check-in & Check-out***

Rates are clearly displayed on our website and brochure. Lodging charges are incurred per night the guest stays with us. Check-in is after 11:00am and Check-out is by 11:00am, this time allows for the proper care and preparation for guests currently in-house and arriving, also for the sanitizing/cleaning after guest's have departed. Guests that arrive or depart outside these Check-in or Check-out times will be charged an additional fee. Guests who receive spa services in addition to their stay (minimum required is a bath), will not be charged for a late Check-out. You will be called the day of departure and told what time your pet will be ready for pick up. If grooming is performed before the pick up date, the guest will not be included in the "group play" sessions any longer to keep them clean unless otherwise stated by the owner. Requests to extend your pets stay during their lodging, may result in changing their accommodations based upon availability. Prices will adjust accordingly for Holiday and Peak seasons. A one night **NON-REFUNDABLE** deposit is required to hold a reservation. We accept cash, Visa, MasterCard, Discover and American Express. We DO NOT accept checks.

### ***Golden Oldies***

Pets over the age of 8 are considered to be entering their senior years. PPHC is a facility for exercise and socialization and may not be equipped to care for your special needs pet. Due to the potential volume of guests we do not believe boarding is appropriate for all ages. First time boarders, being away from home, pre-existing conditions and noise levels are all factors that can lead to a higher stress/anxiety level. This can cause guests to lose appetite, get stomach aches, diarrhea or even accelerate existing health problems. We are in close contact with your pet's vet, and other vets in the area in case of emergencies.

### ***Anxiety/Stress***

PPHC does it's best to make our guest's feel at home however stress and anxieties do occur. Just as in people stress and nerves can trigger stomach viruses (gastroenteritis). During your pet's stay if any diarrhea or vomiting occurs PPHC will do whatever necessary to ensure the safety and well-being of our guests. Depending on the symptoms and vet consultation accommodation changes may be made or medication maybe given. You, the owner, are responsible for damages to property by your pet(s) while on the premises of PPHC.

### ***Injury/Illness***

We at PPHC strive to provide a safe and healthy environment for all. PPHC reserves the right to cancel services where a pet with a potentially infectious condition exists or if we are unable to provide proper care. PPHC may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the staff. You are aware that by participating in "group play" you are allowing your pet to interact with other guest's of the same size and temperament. You are aware that even though PPHC takes every precaution possible injuries may occur. PPHC will not be deemed at fault or held responsible for any injury out of their control while on the premises of PPHC. You are also aware that having your pet "nose to nose" with other pets, though vaccinated, does not completely eliminate the possibility of them contracting illnesses. Just as the human flu, the "bordetella" virus comes in different strains, and the vaccine aids against a percentage of them.

### ***In Case Of Emergencies***

Our goal at Pampered Pets Hospitality Centers is to send your loved ones home in the same if not better condition then how they checked in with us. You, the owner, agree to make PPHC aware of any pre-existing conditions of your pet. PPHC is not responsible for the health of your pet prior and upon entering their care. You also agree to notify PPHC of any recent signs of injury or possible illness at check-in. In the event veterinary care is needed you will be notified immediately by management. If the owner is unreachable the emergency contact person listed above will be notified. PPHC reserves the right to seek medical attention from any veterinarian they choose. Depending on the time of day an owner's vet may not be open/available, in this case PPHC house vet will be contacted. Client agrees to allow PPHC to make decisions on their behalf depending on the severity of the emergency until they can be reached. PPHC is not responsible for the payment and/or reimbursement for any veterinary services rendered. Any balances due to a veterinarian or veterinary clinic are solely the client's responsibility and PPHC will not be held accountable. PPHC's consulting vet and/or all doctors associated with are strictly for PPHC consulting only. They will not be held liable for any diagnosis/treatment rendered during the time of the visit. PPHC's consulting vet will not be responsible for post visit check ups. This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time PPHC cares for or provides services for one or more of your pets.

#### **Emergency fees are as follows:**

|                     |   |
|---------------------|---|
| Owner's vet:        | \$20.00 transportation fee + visitation fee + any services rendered by doctor |
| PPHC vet:           | visitation fee + any services rendered by doctor                              |
| Emergency Hospital: | \$175.00 minimum (visit + I.V. fluids) + any services rendered by doctor      |

*For the purposes of this document, the terms Agent, Owner, or Client are synonymous with the person contracting services for one or more domestic animals.*

**I understand this agreement applies to all of my pets within PPHC's care. Client agrees to any future PPHC term changes relayed verbally to the client, in writing by means of hand outs, mail, or email to the client, or posted on our website. I state that I have provided accurate information. I have read and were explained this agreement in its entirety and fully understand and accept its terms and conditions. I also understand the potential risks and hazards involved associated with the boarding and group play atmosphere. This contract is binding upon me, my heirs, administrators, assigns, and legal representatives.**

X \_\_\_\_\_  
Signature of Owner or Agent

Date \_\_\_\_\_

Staff Initials \_\_\_\_\_

Please Print