

**Hours of operation**

**Mon-Sat 8am to noon & 4pm to 6pm**

**Sunday 4pm to 6pm**

Pet information form. Please fill out this form as completely as possible before your first visit. Credit Card information is required for reservations.

|  |  |
| --- | --- |
| Your name |  |
| Phone number |  |
| Email address |  |
| Full Address |  |
| Credit Card # |  |
| Expiration & CSC | Exp: CSC: Zip: |
| Pet Name(s) |  |
| Breed & Gender |  |
| Altered? Y or N |  |
| Color |  |
| Birthdate / Age |  |
| Weight |  |
| Vet & Vet Phone # |  |
| Drop Off | Date: Time: |
| Pickup | Date: Time: |
| Emerg Contact | Name: Phone# |
| Feeding Inst. |  |
| Concerns |  |

**PLEASE READ ALL OF THESE IMPORTANT POLICIES  
BEFORE ADMITTING YOUR PET TO BIRCH HILL PET RESORT**

|  |  |
| --- | --- |
| Owner: |  |
| Pet Name(s) |  |

Birch Hill Kennels LLC. Agrees to exercise responsible care to prevent illness or injury. However it is possible that some parasites can be left behind by other animals and passed on to your pet. We require your dog to have current Rabies, Distemper and Kennel Cough vaccines before visiting Birch Hill Pet Resort. We require your cat have current Rabies and Distemper Vaccines before being boarded or groomed. These vaccines offer protection but are not 100% effective. Birch Hill Kennels LLC recommends having your dog vaccinated for dog influenza.

I understand that when a group of dogs interact together, injuries can occur. I accept this risk and will not hold Birch Hill Kennels LLC. Liable for those injuries. I will also assume financial responsibility for any injuries or property damage that may arise. I fully understand the requirements stated above and certify that my dog meets these requirements.

I hereby give Birch Hill Kennels LLC permission to obtain veterinary care at my expense if deemed necessary, and will pay all expenses before taking custody of the animal.

The Owner and any employees of Birch Hill Kennels LLC shall not be held responsible or liable for injury, illness, or property damage that occurs during the animal's stay.

**GENERAL CANCELLATION POLICY**We require at least 72 hours notice for cancellations or reservation schedule changes. When we receive inadequate notice we will charge you a $25.00 cancellation fee for each run reserved. Clients that fail to provide us with at least 48 hours’ notice for early pick-ups will be charged for the entire scheduled reservation.

**PREMIUM DATE AND HOLIDAY CANCELLATION POLICY**All reservations made for any holiday, holiday weekend, or premium date require a per run  
**$50.00 NON-REFUNDABLE DEPOSIT** Clients that cancel holiday reservations without at least  
**7 DAYS NOTICE WILL AUTOMATICALLY FORFEIT THE DEPOSIT**  
Clients that cancel holiday reservations or premium date reservations with less than 72 hours’ notice will be charged for the entire booked reservation. **NO EXCEPTIONS**. Clients who reserve space for holidays that fail to provide us with at least 72 hours notice for early pick-ups will be charged for the entire scheduled reservation.

**AFTER HOURS SERVICE POLICY**Special arrangements can be made for before or after hour drop-offs or pick-ups **for family or medical emergencies only.** A $25.00 fee will be charged for any drop-off or pick-up that occurs during non-business hours AND any such service must be prearranged. No service will be provided on Holidays.

By filling this out and delivering it either electronically or in person I agree to all of the aforementioned policies and procedures.

|  |  |
| --- | --- |
| Print Name |  |
| Signature: |  |
| Date: |  |

This contract is valid until further notice.