

# Welcome to Georgetown Veterinary Hospital's Pet Hotel



*Thank you for giving us the opportunity to watch-over and care for your pet. For each and every guest entering or staying at our facility, it is our goal to provide quality care in a clean and professional environment. We will be happy to answer any questions you may have concerning your family members' visit or stay! To ensure a pleasurable experience and the best stay possible please take the time to completely read and fill out this agreement.*

*Thank You!*

## Boarding Registration:

Owner's Name: \_\_\_\_\_  
(Last) (First) (Title)

Address: \_\_\_\_\_  
(Street) (Apt#) (City) (State) (County) (ZIP)

Phone: \_\_\_\_\_  
(Home) (Work) (Cell)

Email: \_\_\_\_\_

**\*\*This agreement between "Georgetown Veterinary Hospital" and "Pet Owner", stated above, shall apply to any and all visits, hence forth, to the Hospital or Pet Hotel whether for boarding, grooming or Doggie Day Care. \*\***

- **Services:** We agree to provide the specific services ("Services") to your pet for each visit as indicated on the Boarding check-in form that will be filled out for each of your Pet's visits. We will exercise reasonable judgment as we provide such services.
- **Payment for Services:** You agree to pay us for the Services we provide to your Pet during each visit at the rates set forth at the start of such visit (collectively the "Charges"). Prices are subject to change without notice and seasonal rates may apply. Charges begin on the first day of stay. If you do not pay your bill in full at check-out, Georgetown Veterinary Hospital ("GVH") is required to return your Pet to you at the time of Check-out. You understand, however, that you will remain liable for all Charges incurred during your Pet's stay, and GVH reserves the right to collect any unpaid balance.
- **Reservations:** Reservations are accepted but not guaranteed without verification of GVH requirements. Holiday reservations are accepted on a first come first serve basis and will require a deposit to be paid for guarantee.
- **Cancellations:** If for any reason you need to cancel your reservation, please do so at least (2) days prior to your arrival date. GVH reserves the right to charge a fee for late cancellations.
- **Your Agent\*:** You must provide information for at least one adult, over the age of 18, as your Agent. Your Agent must be someone other than the primary Pet Parent(s) and should not be someone traveling with you. If we cannot reach you, you authorize us to contact your Agent. You agree that your Agent shall have your full and complete authority to make any and all decisions, including those related to the health of your Pet and the expenditure of funds.
- **Emergencies:** In the unlikely event of an emergency or natural disaster, every effort will be made to contact you or your Agent. You understand it may not always be possible to safely evacuate your Pet. You agree that GVH, at its sole discretion, is authorized to transport, and/or to make temporary alternative arrangements to house and care for your Pet until you or your Agent can retrieve the Pet.

- **Check-In and Check-Out:** Hotel hours match that of GVH. Check-in and check-out after normal business hours will be subject to additional fees and must be pre-arranged prior to each stay. Guests requiring after hours check-out will be responsible to pay the known balance in full during check-in. In this case, any additional fees or charges that may arise will be added to your account and must be taken care of during the next normal business day. You or your Agent may be asked to show proof of identification in the form of a government issued document before release of the Pet. This is to ensure GVH only releases your Pet to you or your Agent.
- **Contact with Other Pets:** While your Pet is staying with us, he or she will come into contact with other Pets physically or indirectly. Every effort will be made to ensure the safety and the welfare of your pet by strictly enforcing GVH policies and procedures.
  - All Pets staying at GVH are required to be vaccinated and tested for parasites. It should be known that it is possible for a Pet to become ill, even if vaccinated. You understand this risk and agree that GVH is not to be held liable for any such illness suffered by your Pet during or after its stay, including but not limited to Tracheobronchitis (Kennel Cough).
  - You will be asked to select between group or individual play on our “Boarding Check-In” form, designating your intentions of allowing your Pet to engage in group play with other Pets or not. If no designation is made or your pet does not play well with others during observation by GVH staff members, he/she will only be allowed individual play.
  - You acknowledge and agree that in the unlikely event your Pet is injured by another Pet or vice versa your Pet injures another Pet, **YOU RELEASE GVH FROM ANY LIABILITY FOR SUCH INJURY.**
  - Should your Pet injure another Pet, you will bare sole responsibility for any injury and related treatment costs to the other Pet as well as your own pet.
- **Behavior and Pet Health:** GVH reserves the right to refuse service to any Pet, at check-in for any reason, if it appears the Pet is sick, injured, in pain, or that its behavior could jeopardize the health or safety of other Pets and/or GVH staff.
  - Your Pet will not be allowed to stay with us unless the Pet is healthy, we have administered and/or we have confirmed from a licensed veterinarian that the Pet has received all vaccinations and required fecal tests.
  - To the best of your knowledge your Pet has not been exposed to rabies, distemper, or parvovirus within 30 days prior to beginning its stay with us.
  - GVH cannot accept your Pet for at least (2) weeks following treatment and completion of a contagious illness, and a statement of health is obtained from a licensed veterinarian.
  - Should we find fleas or ticks on your Pet, at any time during their stay, we may provide the appropriate flea or tick removal treatment and you authorize us to provide such service at your expense.
  - You acknowledge and agree that in the unlikely event your Pet becomes ill or injured, or if your Pet has a pre-existing condition which is aggravated by its stay, and requires professional attention we will attempt to contact you or your Agent at the telephone numbers provided. Should we not be able to reach you or your Agent, GVH at its sole discretion, may engage the services of a veterinarian and/or administer medicine or give other necessary attention to your Pet, and you authorize us to provide any such service at your expense. In cases we believe to be critical, we may have your Pet seen by one of our veterinarians prior to contacting you or your Agent. Should you refuse medical treatment for your Pet, GVH, at its sole discretion, may engage the services of a veterinarian and or administer medicine to make your Pet as comfortable as possible until picked up by you or your Agent, and you authorize us to provide any such service at your expense.
  - GVH can accept older Pets and Pets needing medication administration for chronic conditions if prescribed by a licensed Veterinarian. However, additional fees will be incurred.
  - It is the sole discretion of GVH whether or not to accept aggressive or biting Pets.
- **Personal items:** Do not bring items with your Pet that are valuable or irreplaceable. GVH is not responsible for loss or damage to any personal item, bedding, or toy left with your Pet.
- **Pets not picked up on Departure Date:** If you or your Agent do not pick up your Pet at the agreed upon time, you hereby authorize us to continue to provide the Services as set forth in this agreement at your expense. If GVH determines, at its sole discretion, that an extension of Services is required, payment in full may be required prior to extending such Services.
- **Abandoned Pet Procedure:** Failure to communicate or contact GVH regarding a stay extension and if your Pet is deemed to be abandoned under local, state, or federal laws or regulations, or in GVH’s discretion as permitted by law, we will follow the Abandoned Pet Procedure:
  - All services shall stop immediately with the exception of necessities for life: water, food, and medication administration to ensure Pet health and safety.

- GVH shall 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 GVH will deliver the Pet to Animal Control, other similar government agency or a third party adoption partner. You understand that you may lose ownership of your Pet under these circumstances and **YOU RELEASE GVH FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET.**
  - You shall remain liable, to GVH, for all unpaid Charges, court costs and attorneys' fees incurred in the collection of these Charges.
- **Your Representation to us:** You represent to us that you are the owner of the Pet and that you are fully authorized to enter into this Agreement. All information in this Agreement about you and your Pet is true, accurate and complete. In a custody dispute, we will exercise reasonable judgment based on the known facts and we may, in our sole discretion, require proof of ownership, a written property settlement or court decree.
  - To the best of your knowledge, your Pet has no illness, injury or behavior problem (including aggressive or biting behavior) that has not been disclosed to GVH.
  - You agree to be responsible for and hold GVH harmless, from and against all loss, damage or expense, including attorneys' fees, resulting from misrepresentation by you or your Agent 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.
- **Photography Release:** You authorize GVH to publish photographs taken of your pet and his/her name and likeness, for use in GVH's print, online and video-based marketing materials, as well as other Company publications.
  - You release and hold harmless GVH from any reasonable expectation of privacy or confidentiality associated with any images used. You further acknowledge and agree that publication of said photos confers no rights of ownership or royalties whatsoever. Your participation is voluntary and that you will not receive financial compensation of any type associated with the taking or publication of these photographs or participation in company marketing materials or other Company publications.
- **Miscellaneous Provisions:** This written Agreement constitutes our entire and only Agreement and there are no oral agreements or understandings except as provided for in this Agreement.
  - This Agreement shall bind GVH and our assigns and you and your heirs and assigns.
  - The law that applies to this Agreement is the law of the state or municipality where your Pet is to stay and here forth shall have exclusive jurisdiction over any disputes that result in litigation.
- **Definitions:** The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form, shall mean as follows: "We", "Us", "GVH", "Hospital" and "Hotel" means Haley Veterinary Care PC. "You" and "Your" shall mean the Pet owner or Agent signing this Agreement. "Pet" shall mean any dog(s), cat(s), bird(s) or other various animal species staying at GVH and "Your Pet" shall refer to the Pet(s) designated by the owner in this Agreement.

## Authorization:

*I hereby agree with, understand and have been given the opportunity to discuss all provisions and terms written within this agreement. I authorize GVH staff to gather and organize the medical history for each and every one of my Pets, boarding or visiting, and the on staff veterinarian to examine, test and vaccinate my Pet should he or she not be current according to GVH policy. I assume responsibility for all charges incurred in the care of my Pet during their stay and I understand that these charges must be paid in full at the time of release and/or a deposit may be required for holiday stay, extended stay or non-business hour check-out. An estimate of potential Charges will be provided, written or verbal and upon request, prior to check-in for approval.*

Signature of Owner: \_\_\_\_\_

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

**Georgetown Veterinary Hospital**  
**2707 S. Austin Ave, Georgetown, TX 78626**  
**Tel: 512-863-3563 Fax: 512-863-4224**  
**www.GTVet.com**