



Service Agreement

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

Hours Policies

BV will be open Monday through Sunday, 7am-7pm.

Half Day Daycare is available in 2 time periods: AM (7am-1pm) and PM (1pm-7pm). Pets may arrive any time in their scheduled time period, but must depart by the end of that time period. If a pet does not leave before the end of their scheduled time period, they will be charged for a full day of daycare.

Full Day Daycare is available from 7am-7pm, with drop off/pick up anytime in between.

If Owner communicates a drop off prior to 7am or late pick-up time after 7pm is needed, BV may agree (up to 30 minute maximum), for an additional fee of \$20 per 30 minutes, per pet.

In the event the Owner does not pick-up the animal before the closing time of 7pm, and no communication is made, the Owner shall pay for overnight boarding fees until the pet is picked up.

In the event of earlier pick-up than the scheduled date/time, the Owner will continue to be responsible for payment for all scheduled dates/times.

Cancellation Policies

BV requires at least 72 hours cancellation notice for any boarding stay not during peak season. In the event less than 72 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 48 hours cancellation notice for any daycare 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 one ½ day of daycare.

BV reserves the right to cancel any booking, for any reason, without any penalty.

Payment Policies

All payments to BV are due at the time of pet drop off or pick up. 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, or Etransfer.

If charges stand after the time of pick up, there will be a late fee interest charge of 20% per week.

There will be an added charge of \$40 for any NSF cheque.

All boarding bookings within peak season will be charged an additional Premium fee.

Non-refundable deposits are required for booking a boarding stay during peak seasons.

All daycare packages expire 6 months after the date of purchase.

Pet Health Policies

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

Cats must have the following vaccinations::

- FVRCP
- Feline Rabies
- *Recommended* Feline Leukemia

OR

Initial: _____



- 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

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 that pet(s) may be exposed to certain risks in the BV environment, such as, but not limited to: falling, slipping, illness, contagions, or injuries. Therefore Owner, hereby releases, and agrees to hold harmless BV and its staff from any and all liability, claims, and demands, related to their pet's stay at BV.

Owner must provide BV with an emergency contact name and number, and this contact must be able to pick the pet up in the event BV requires the pet's departure. 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, 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.

The Owner is responsible for providing sufficient food/medical supplies for the scheduled stay. A surcharge of \$20 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.

Pet Behaviour Policies

Owner assures BV that the pet(s) is/are not aggressive towards humans. 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, and any threatening behaviour towards humans.

It is at BV's discretion to determine suitable playgroups, or deem the pet better suited for individual play and suspend interaction with other pets. If the pet requires individual playtime, they will be charged the additional Individual Play fee. Nonetheless, if the pet's behaviour results in any injury to persons, pets, or property, the Owner of the offending pet 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.

Intact dogs over 1 year old will be subject to the additional Intact fee. In the event a pet is both intact and requires individual play time, they will only be charged for 1 of these fees.

Waiver of Release

Initial: _____



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 agrees that BV shall not be liable for any loss or damage caused by the pet, and Owner will bear full costs of any loss or damage caused by the pet.

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 regulations and accept all the terms, conditions and statements of this agreement.

Owner's name (Printed): _____

Owner's Signature: _____

Date: _____

Initial: _____