



Summit Bridge Veterinary Hospital
3930 Red Lion Road
Bear, DE 19701
302-834-PETS (302-834-7387)

**Summit Bridge Veterinary Hospital, LLC
Boarding and Dog Day Care Agreement**

This Summit Bridge Veterinary Hospital, LLC Boarding and Dog Day Care Agreement, referred to as the Agreement throughout this document, is entered on the signed date below between Summit Bridge Veterinary Hospital, LLC, and the dog owner. Read this agreement carefully and in its entirety. The words “you” and “your” in this document refer to the owner. The words “we”, “us”, “our”, and “our facility” or “this facility” in this document refer to Summit Bridge Veterinary Hospital, LLC, and our invitees, sponsors, members, managers, advertisers, owners, officers, employees, volunteers, invitees, agents, and any parties owning, controlling or having any interest in the property where the our facility is located, and all other representatives or agents of us (collectively, “Summit Bridge Veterinary Hospital, LLC”) By signing this document, you affirm that you are the lawful valid owner of the dog and are authorized to enter into this agreement.

Services: We provide dog boarding, dog day care, training, veterinary medical, and grooming services. You agree to engage us to provide services for your dog, as set forth on the information sheet provided by you, and on the terms and conditions set forth in this Agreement and in any supplemental forms associated with this Agreement. We reserve the right to immediately change your dog’s type of boarding or day care if we think it is necessary to protect the health and wellbeing of your dog and other dogs or humans. Examples include, but are not limited to, removal from day care due to aggressiveness and placed in a boarding kennel or removal from boarding due to illness and placed in a hospital kennel. You agree to pay all costs and charges for all services provided prior to leaving the kennel or day care. If providing a credit card on file, you give us permission to charge the card for any unpaid fees, services, or products.

Dog Requirements: All dogs must meet the following requirements:

1. Be 16 weeks of age or older and housebroken. If under 16 weeks, boarding will be in the hospital.
2. Be current and provide proof on all vaccinations (Rabies, DHPP, CIV, Bordetella) and flea/tick preventative. Recommended is Leptospirosis and Lyme.
3. Be in good health for the last 30 days prior to check in. The dog must not have been exposed to rabies or distemper within the past 30 days as well. The dog must be free of fleas, ticks, worms, or other parasites. Any pre-existing medical conditions or personality or behavior concerns must be disclosed.
4. Day Care dogs must be spayed or neutered, unless approved by our veterinarian
5. Has never bitten or displayed any other aggressive behavior toward another dog or human
6. Has a completed Dog Profile Form (see attached)

7. Is not a show dog nor does the dog participate in dog shows nor generates any revenue for you, nor do you intend, plan, or anticipate that the dog will generate income in the future. If the dog is a show dog, boarding is possible in the hospital.
8. Enter and leave the facility on a leash
9. Negative stool sample within the last 12 months.

Acceptance of Risk: Dog day care at Summit Bridge Veterinary Hospital, LLC, is a cage-free environment. Multiple dogs interact and play together using their mouths, paws, and bodies. This may result in scratches, nips, and sore muscles, therefore, you acknowledge and agree that your dog may encounter and be permitted to interact and play with other dogs and our employees and that we will inform you of any injuries, if detected. You acknowledge that animals are unpredictable and that there is a possibility of injury or death to your dog or to another dog or person from either dog day care or boarding. Therefore you waive and release us from any and all claims, actions, damages or liability for injury, sickness or illness suffered by your dog while in our care or otherwise relating to the care, control, health and/or safety of your dog arising from stay at our facility, except to the extent such illness or injury is the result of our gross negligence or intentional misconduct, and you agree not to initiate any legal proceedings against us with respect to such claims. "Sickness and illness" shall be defined to include any illness, including, without limitation, Bordetella (kennel cough) or any other form of contagious illness.

Indemnification: As a consideration of the services provided by us, you will indemnify, defend, and hold us harmless from and against any and all losses, liabilities, damages, fines, penalties, and expenses (including attorney fees and veterinary costs) arising from or resulting from any breach of the conditions in this Agreement (including abandonment of the dog at our facility), or related to any and all acts of behavior of your dog, which may include, without limitation, injury or death to your dog or another dog at our facility or injury or death to an employee or owner or other member of the public. In no event will we or any of our parties be held liable for special, consequential, exemplary, or punitive damage, even if advised of their possible existence.

Evaluation: We will evaluate your dog prior to engaging our services by placing the dog on a leash and taking the dog into the facility (if meeting conditions in Dog Requirements section). You may or may not be invited to participate in this evaluation. Proof of current vaccinations, including Rabies, Bordetella, DHPP and CIV (Canine Influenza series) are required at this time. We reserve the right to deny admittance to any pet for any reason at any time.

Pet Health and Veterinary Care:

- ✓ Boarding and day care dogs must be free of any contagious illnesses of any kind for 30 days prior to check in.
- ✓ You assume the risk of illness, disease, harm or otherwise to your dog by allowing the dog to participate in boarding and/or dog day care at Summit Bridge Veterinary Hospital, LLC.
- ✓ Boarding and dog day care employees are not veterinarians and have limited backgrounds in animal medicine. Therefore, you agree to assume all risk associated with administration of medication by us. If boarding and day care employees are unable to administer medication, the hospital's veterinarian or veterinary nurse will administer the medication.

- ✓ Vaccines do not protect against all contagious illnesses that may affect your dog. We make every effort to screen applicants and provide boarding and day care to dogs that have had no contagious illnesses within the past 30 days prior to entry. We will not be held responsible for any contagious illness that the dog may have acquired while at day care or boarding.
- ✓ If the employees detect a potential illness, injury or other behavior that would reasonably suggest that medical treatment is needed, you authorize treatment of the dog at Summit Bridge Veterinary Hospital, LLC. You will assume all financial responsibility for veterinary medical care of the dog, if needed. You agree to assume all risk of the consequences associated with any decisions made by us, related to care of any kind.
- ✓ You agree to indemnify us any claim made against us as a result of your failure to provide written information on any pre-existing medical condition that your pet may have.
- ✓ You agree that if your dog is injured by another dog, you release us from all liability and financial responsibility for such injury.
- ✓ You understand that if your dog bites a human or other dog, depending upon the severity of the bite, a report must be completed and immediately submitted to the state and that this report will contain your personal information and that of your dog.

Aggressive Dogs: Aggressive dogs are not permitted to participate in the dog day care. Dogs that act aggressively or exhibit an unacceptable behavior (such as chasing smaller dogs as prey, growling, snapping, putting teeth on another dog, mounting another dog, or any other aggressive behavior), will be separated from the other dogs and placed in a kennel.

Control of Pet Behavior: While in the dog day care we may use spray bottles of water, a water hose, loud noises, citronella spray, a Gentle Leader, clickers, leash, or, in the extreme case, a muzzle, to control dogs for the protection of other pets and humans.

Pet Abandonment: Dogs will be considered abandoned if you or an emergency contact does not pick up the dog within 7 calendar days past the scheduled departure date. We will call all your listed numbers, as well as those of the emergency contacts in this 7-day period. We will deliver written notice via first class mail to your address indicating that your dog has been unclaimed for 7 days beyond the scheduled discharge and is considered abandoned. If a dog is abandoned, the dog will be relinquished to Cheyla's Rescue Foundation where the dog will be re-homed. You may be unable to retrieve the dog and will have no recourse against us. You will still be held responsible for all unpaid charges incurred for your dog.

Photos and Videos: We will take photos and videos of the pets in boarding and dog day care. Images and videos are our property and may be texted to you as a means of providing information on daily wellbeing. Images of your dog and your dog's name may be used in any media, marketing, advertising, illustration, trade, or promotional materials. Video and photos from our cameras are considered our property and may only be used by us. You, the public, and others not employed by us may not disseminate any video or photos taken by our cameras.

Personal Property: The dog's leash and/or collar may be removed for boarding, dog day care, or grooming. Every effort will be made to responsibly care for any leash, collar, bedding, toys or personal property belonging to either the dog or you. We will not be held responsible for lost, stolen, or damaged personal property. You are strongly discouraged from leaving belongings as we have everything your dog will need.

Reservations: Confirmed reservations are required for boarding and dog day care. Peak holiday and other periods may be busy times therefore making reservations as early as possible is recommended. If cancelling a reservation, you must do so within 3 calendar days of the check-in date.

Grooming: Grooming appointments can be scheduled for any dog that is boarding or at dog day care. We strongly suggest that you consult with the groomer, in person, prior to any services being completed, and provide detailed information on the products, cut, and trim being completed. The owner releases us from any liability due to injury or differences in the cut or shampoo of the dog.

Dog Day Care Check-in and Check-out Times:

Dog Day Care Hours are 8:00 AM – 4:00 PM.

Dog Day Care check-in begins as early as 6:00 AM. Day Care does not begin until 8:00 AM. From 6:00 AM – 8:00 AM, pets will be placed in kennels.

Dog Day Care Check-out is by 6:00 PM. After 4:00 PM, dogs will be placed in kennels and considered part of the boarding dogs.

Boarding Check-in and Check-out Times

Boarding is a day and night time stay. Normal check-in time for boarding is between 4:00pm and 7:00pm. You may check in as early as 6:00 AM, but fees will apply. Check-out time for boarding is by 10:00 AM.

Please make every effort to contact the boarding or day care staff if you are running late.

Early Departure: Once a pet's stay has begun, you are responsible for all payments regardless of picking up prior to the scheduled departure.

Forces of Nature: Neither you nor Summit Bridge Veterinary Hospital, LLC, are responsible for failure or delay in performing duties under this Agreement if such failure or delay is due to a tornado, thunderstorm, fire, flood, hurricane, or other act of nature.

Supplemental Forms: Other documents attached to this Agreement include a Dog Profile Form, Medication Form, Boarding Check-in Form, Grooming Form, and Credit Card Form.

Affirmation: Each time you bring your dog to our facility, you re-affirm this Agreement and will provide and affirm all your dog's updated information.

Summit Bridge Veterinary Hospital, LLC Boarding and Day Care Policies

Hours and Days of Operation

Lobby Hours: 6:00 AM – 7:00 PM

Please knock on the door or ring the bell for service if an employee is not present in the lobby. Employees are taking care of boarding dogs at this time.

Early Drop Off: Any boarding or day care dog may be dropped off as early as 6:00 AM. Day care does not begin until 8:00 AM; therefore, dogs for day care will be placed in a kennel from 6:00 AM – 8:00 AM.

Boarding Days: Boarding is available 365 days/year, including all holidays.

Day Care Days: Day Care is available Monday – Friday only from 8:00 AM – 6:00 PM. Day Care is not available at peak holiday times. Day Care is NOT available at these holiday times due to boarding needs:

January: New Year's Day Week

April: Passover through Orthodox

May: Memorial Day week

June: Independence Day week

Aug/September: Labor Day week

November: Thanksgiving Week

December: Christmas Week

Reservations

Reservations are required for all boarding and day care dogs.

Due to the demand for boarding and day care, it is highly suggested that you make reservations as early as possible. If not able to make reservations days in advance, please phone us prior to arrival to determine if we have an available spot.

We reserve the right to refuse admittance to boarding or Day Care for any reason.

- Proof of current vaccinations (Rabies, DHPP, CIV, Bordetella and recommended is Leptospirosis and Lyme)
- Proof of spay/neuter (for Day Care dogs), unless approved by our veterinarian
- Reservations for day care are not considered valid and confirmed until the dog has successfully passed an evaluation.

- Deposits may be required for stays lasting longer than 10 days. Prior to extending any stay, the current balance must be paid in full.

Cancellations

Boarding must give 3 days ahead of scheduled arrival to cancel a reservation. Cancelling a boarding reservation will automatically cancel all other services reserved such as grooming or training.

Arrivals

- 6:00 AM – 8:00 AM are early drop off hours. Enter the lobby and knock or ring the bell for service. Employees may not be present as boarding dogs are being cared for at this time.
- 8:00 AM - dog day care morning session arrivals. (Morning session 8:00 AM – 11:00 PM)
- 1:00 PM- dog day care afternoon session arrivals. (Afternoon session 1:00 PM – 4:00 PM)

Departures

- 10:00 AM- boarding dogs depart
- 11:00AM- morning Day Care dogs depart
- 4:00 PM- afternoon Day Care dogs depart
- 6:00 PM- all other Day Care dogs depart

Vaccinations and Health

- Proof of all vaccinations is required for all dogs, including grooming and training.
- Bordetella injectable series must be completed 3 weeks prior to arrival. Bordetella oral or nasal must be administered 3 days prior to arrival.
- All puppies must be at least 16 weeks old and have completed their full series of vaccinations.
- Rabies- 1 or 3 year
- DHPP- 1 or 3 year
- Boarding and day care dogs must be free of any contagious illnesses of any kind for 30 days prior to check in.
- If your pet needs any required vaccinations before boarding, day care, or grooming, so long as approved by our veterinarian, your pet may get those vaccines as late as the day of your scheduled reservation or appointment so long as you understand that your pet may not be fully protected and could potentially catch an illness.
- Vaccines do not protect against all contagious illnesses that may affect your dog. We make every effort to screen applicants and provide boarding and day care to dogs that have had no contagious illnesses within the past 30 days prior to entry. We will not be held responsible for any contagious illness that the dog may have acquired while at day care or boarding.
- All dogs must be on a flea and tick preventative. If fleas or ticks are found on your dog, you will be called and asked to either pick up your dog or have your dog bathed and a flea and tick preventative started, at your expense.

- If the employees detect a potential illness, injury or other behavior that would reasonably suggest that medical treatment is needed, you authorize treatment of the dog at Summit Bridge Veterinary Hospital, LLC. You will assume all financial responsibility for veterinary medical care of the dog, if needed. You agree to assume all risk of the consequences associated with any decisions made by us, related to care of any kind.
- Boarding and dog day care employees are not veterinarians and have limited backgrounds in animal medicine. Therefore, you agree to assume all risk associated with administration of medication by us. If boarding and day care employees are unable to administer medication, the hospital's veterinarian or veterinary nurse will administer the medication.
- You agree to indemnify us any claim made against us as a result of your failure to provide written information on any pre-existing medical condition that your pet may have.
- You agree that if your dog is injured by another dog, you release us from all liability and financial responsibility for such injury.
- You understand that if your dog bites a human or other dog, depending upon the severity of the bite, a report must be completed and immediately submitted to the state and that this report will contain your personal information and that of your dog.
- You assume the risk of illness, disease, harm or otherwise to your dog by allowing the dog to participate in boarding and/or dog day care at Summit Bridge Veterinary Hospital, LLC.
- Dogs that are incontinent, have epilepsy, diabetes, neurological issues, lack of mobility, very old, very young, take multiple medications, or other issues would be better served by our hospital staff. Talk to the veterinarian and discuss whether your dog would be a good candidate to board in the hospital itself.

Day Care and Day Stay Programs

Day Care: Day Care is an off-leash play group for dogs to interact with one another under the supervision of trained employees. Dogs play together and interact with each other and the employees as they learn and practice commands and play games. Dogs have access to plenty of water and toys and are walked on a leash outside to go to the bathroom. Dogs present between 6:00 AM – 8:00 AM are fed breakfast, between 11:30 AM and 1:00 PM are fed lunch, and 4:00 PM and 6:00 PM are fed dinner. Unless you provide your own food, all dogs are fed Purina Veterinary Kennel Diet, consisting of probiotics and other nutrients especially for dogs interacting in kennels. Additionally, dogs will receive Purina treats during the day. Misbehavior is redirected via commands, loud noises, spray bottles of water, water hoses, and time-outs. Owners have access to a live camera to view their dogs during the day. Additionally, employees may text pictures of a dog's "firsts" to the owner such as first time playing with a new friend.

In addition to the requirements stated multiple times in our forms, all Day Care dogs must:

- Complete an evaluation to determine temperament, personality, play characteristics, and mannerisms.
- Be spayed or neutered

The Day Care schedule is as follows:

6:00 AM – 8:00 AM Early drop-offs are kenneled, fed, and walked (fee charged)
8:00 AM – 11:00 AM Morning Day Care playgroup
1:00 -4:00 PM- Afternoon Day Care playgroup
11:00AM – 1:00PM Dogs are kenneled for lunch, a walk, and nap time.
4:00 PM – 6:00 PM Dogs are kenneled, fed, and walked.
6:00 PM- Pick-up deadline

Day Care options are:

- ½ day (morning or afternoon session with or without early drop off or late pick up)
- Full Day (with or without early drop off or late pick up)

Check the Fee Schedule to determine costs for each option as well as early-drop off and late pick-up.

Day Stay: Day Stay is a daytime boarding program that is part of our Day Care program for intact females, intact males, and dogs that do not do well in Day Care. Day Stay dogs must meet the same requirements stated multiple times in our forms. Day Stay dogs follow the same schedule as Day Care dogs but are not allowed in the playgroup.

The Day Stay schedule is as follows:

6:00 AM – 8:00 AM Early drop-offs are placed in a kennel, fed, and walked.
8:00 AM – 11:00 AM Dogs are given one 10-20-minute walk in this time frame
11:00AM – 1:00 PM Dogs are fed in this time frame
1:00PM – 4:00PM Dogs are given one 10-20-minute walk in this time frame
4:00 PM – 6:00 PM Dogs are fed in this time frame

Day Stay Options are the same as Day Care:

- ½ day (morning or afternoon with or without early drop off or late pick up)
- Half days are either 8:00 AM – 11:00AM or 1:00 PM – 4:00 PM
- Early drop off is 6:00 AM – 8:00 AM
- 6:00 PM is the pick-up deadline

Check the Fee Schedule to determine costs for each option.

Personal Belongings

- Summit Bridge Veterinary Hospital, LLC, provides bowls, bedding, toys, and food for all dogs boarding, in Day Care, or Day Stay. You are also free to bring your own belongings; however, we will not be held responsible for lost, stolen, or damaged personal items. We strongly recommend you leave your dog's belongings at home. We have everything your dog will need.
- Dogs are fed Purina Veterinary Kennel diet consisting of digestible food supplemented with probiotics specially formulated for kennels as well as Purina treats.
- You are welcome to provide food, treats, bedding, toys, or one of your old T-shirts with your scent on it (makes dogs feel more comfortable). Again, we will not be responsible for any of these items.

Pre-paid Packages

See the Fee Schedule to determine if a pre-paid package is the right choice for you. These packages are only valid for the services listed with them and are non-refundable as they incur discounts to services. They cannot be combined with other offers, coupons, or discounts. They each have different expiration dates.

Summit Bridge Veterinary Hospital, LLC DOG PROFILE FORM

CLIENT INFORMATION

FIRST NAME: _____ LAST NAME: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

CELL PHONE: _____ WORK PHONE: _____

HOME PHONE: _____ EMAIL: _____

EMERGENCY CONTACT

(These are the only people other than the client who are authorized to pick up the pet or provide consent for treatment.)

1. Name: _____

Cell Phone: _____ Home Phone: _____

2. Name: _____

Cell Phone: _____ Home Phone: _____

3. Name: _____

Cell Phone: _____ Home Phone: _____

PET INFORMATION

Pet's Name: _____ Breed: _____

Color: _____ Age/DOB: _____ Male/Female: _____ Spayed/Neutered: _____

Has this dog ever been to a boarding facility? _____ Has this dog ever been to a dog day care? _____

Does this dog know and follow basic commands? _____ Is this dog housebroken? _____

Do you have other pets at home? What kind of pets and how old are they? _____

Does this dog visit the dog park and play well with other dogs? If no, please explain. _____

Which phrases best describe your dog's characteristics and personality? Check ALL phrases that apply.

_____ Intelligent and serious _____ Inquisitive and independent _____ Territorial of things and people

_____ Like to herd and may bump/nip _____ Not territorial _____ Feisty and fun _____ Strong and smart

_____ Gentle and slow _____ Very athletic _____ Active and alert _____ Affectionate _____ Friendly

_____ Protective of other dogs _____ Easy to train _____ Likes people companionship _____ Obedient

_____ Follows commands _____ Likes to use smell/vision to find things _____ Likes to retrieve toys

_____ Speedy and agile _____ May be territorial depending on the situation _____ Submissive _____ Howls

_____ Marks territory _____ Tough but slow _____ Likes to be in water _____ Likes to guard _____ Clingy

_____ Can be trained but must want it _____ Barks at anyone or anything _____ Will run if not on leash

_____ Likes to dig _____ Can be friendly depending on the situation _____ Reserved _____ Outgoing

Likes to mount other dogs Likes to be entertained Likes to chase small dogs
 May be aggressive in situations May bite depending on the situation Low activity level
 Likes to be walked Likes to chew Has separation anxiety Treats everything as play
 Eats feces Climbs fences Treat/food aggressive

In what situations does your dog become unfriendly? Check all that apply.

Meeting other dogs Grabbing collar Meeting new people Being groomed
 Being touched on paws Being touched on the back Being touched on the tail
 Being touched while sleeping Being touched on face/ears When around children
 When around men When around women When food is taken away
 When toy is taken away When treats are given out Other: _____

Has this dog ever displayed any of the following reactions with dogs or people? Check all that apply.

Bites Won't make eye contact Growls Hides Teeth on skin but no bite marks
 Moves away Freezes Snaps but doesn't bite Shows teeth Trembles

Who does your dog play best with? Check all that apply.

Does not play well with others Big, rough dogs Big, clumsy dogs
 Little fast dogs Little slow dogs Senior, slow dogs

VACCINATION RECORDS

If your dog is a patient of Summit Bridge Veterinary Hospital, vaccination records are on file. If your dog is not a patient or has never been seen by our veterinarians, please fill in the information below.

Name of Veterinary Clinic: _____

Address: _____

Telephone: _____ Primary Veterinarian: _____

All dogs boarding or using the dog day care must use a flea/tick preventative.

Is your dog on a flea/tick preventative? Yes _____ No _____

Name of flea/tick preventative used: _____

Date it was last given : _____

All dogs must be spayed or neutered , unless approved by our veterinarian.

I have read and fully understand the terms and conditions in this Agreement. I understand and agree that I will give up substantial rights by signing this Agreement. I have signed this Agreement freely and voluntarily without any inducement, assurance or guarantee and intend to be a complete and unconditional release of all liability to Summit Bridge Veterinary Hospital, LLC. I further agree that if any portion of this Agreement is held to be invalid or unenforceable, the remainder of the agreement shall remain in full force and effect. By signing below, you hereby acknowledge that you have read and understand and agree to the information contained I this Boarding/Day Care/Day Stay and Day Care Agreement and Policy form(s).

Pet's Name: _____

Owner's Name (Print): _____

Owner's Signature: _____ **Date:** _____