

MEMORANDUM OF UNDERSTANDING

Boarding and care is conditional upon your reading and agreeing to the terms and conditions below.
This agreement applies to all boarding stays and additional services.



- 1. DAILY CHARGES** - Daily rates apply on the day of arrival, regardless of time. If your pet checks out before 10:30AM, there is no charge for the departure day (Mon-Sat only). Check-outs after 10:30AM are charged regular rates for that day. Boarding charge is waived for dogs with a scheduled grooming for the departure day. Requested extra activities and bathing/grooming are additional charges. **A \$50.00 per day fee will be charged if your dog(s) are not picked up on the scheduled day of departure.** **1. INITIALS _____**
- 2. BOARDING and GROOMING CANCELLATION POLICY** - We require a 24-hour notice in the event of a cancellation. **A no-show fee of \$35.00 will be assessed** if we do not receive notice of cancellation with 24 hours of boarding or grooming reservation. **2. INITIALS _____**
- 3. REGISTRATION INFORMATION** - All registration paperwork **must** be filled out completely prior to leaving your pet **for any services**. This includes the Guest Registration form, a copy of vaccination records (showing proof of current Distemper, Parvo, Rabies and Bordetella vaccinations), and this signed and initialed Memorandum of Understanding. **Credit card information is necessary to be on file in our system to hold reservations.** We reserve the right to refuse services to parties or individuals at our discretion. **3. INITIALS _____**
- 4. PERSONAL ITEMS** - You are welcome to leave personal items for your dog (toys, etc.), provided they fit in a shoe-box sized suitcase, which we provide. Bedding and blankets will be permanently labeled with your dog's name. We are not able to guarantee the return of these items. **4. INITIALS _____**
- 5. PARASITE CONTROL AND COAT CONDITION** - Baths or grooming for skin or coat conditions or hygienic reasons, and/or application of flea control may be required by kennel staff for the comfort of your pet and to maintain our standards of excellence for all of our guests. The owner will pay for all services deemed necessary by Top Notch staff. **5. INITIALS _____**
- 6. VETERINARY MEDICAL NEEDS AND FEES** - We have our guest's best interests in mind, and occasionally this includes making decisions regarding a pet's medical care in the owner's absence. As a condition for boarding, we require the authority to make health and care decisions for your pet. If we believe your pet requires veterinary attention for any reason, we will solicit veterinary services. The choice of veterinarian and the extent of medical service are left to the discretion of Top Notch staff. The owner, regardless of the nature of the veterinary service, are responsible for and will pay for all services required – whether it is a result of signs or symptoms of contagious, infectious disease, parasitic infestation or the result of an injury. (We will attempt to contact you for consultation, but reserve the right to proceed with appropriate care in the best interest of your pet.) Charges will be assessed for transportation services to and from a veterinarian's office, or to pick up special foods or medication. **6. INITIALS _____**
- 7. ABANDONMENT** - In case of suspected abandonment, daily charges for all services will be processed once every two weeks for all charges to date and for boarding two weeks hence. These charges will continue to be processed on the credit card information left at the time of drop off by the owner until such time as the pet is declared legally abandoned. Any cost of placement or euthanasia will additionally be processed on the credit card and authorized by the signature below. In the event that you do not pick up your pet and pay for services with cash, a check backed by funds to cover it, or a signed and authorized credit card draft within fourteen days of the last date for which payment is received, we will consider your pet abandoned and you will have relinquished all rights with regard to the determination of the fate of said pet. You will be notified by certified mail to the last address given us by you of our intention to consider your pet abandoned. Legal abandonment does **not** relieve you of the financial responsibility for services rendered. **7. INITIALS _____**
- 8. GROUP PLAY ACTIVITIES AND DAYCARE** - Requested group activity will be at the discretion of Top Notch management, and only after our evaluation of your dog's social skills has been completed. We reserve the right to refuse group activity participation based on our observations, for the safety of your pet and of all other group participants. Owner assumes all risks involved with allowing the dog(s) to partake in group activities, and assumes responsibility for any and all medical care needed as a result of an injury. Owner acknowledges that dog play/interaction is sometimes rough and injuries can result, in spite of our supervision. All ADULT dog participants must be spayed/neutered - no exceptions. Unaltered puppies up to 12 months of age may participate in group play. **8. INITIALS _____**
- 9. PHOTO/VIDEO RELEASE** - I give permission to Top Notch Kennels to take photographs and/or video of my dog(s) and/or me, and my family, and I give permission for these images of me my, family and/or my dog(s), captured by Top Notch Kennels, Inc. through video, or digital photo camera, to be used for the purposes of promotional material and/or publications, and waive any rights of compensation or ownership thereto. **9. INITIALS _____**
- 10. EMAIL** - I accept Top Notch Kennels to use my email address to communicate news or noteworthy information. We promise not to inundate your inbox or share your email address with a third party company. You may unsubscribe at any time. **10. INITIALS _____**
- 11. GUARANTEE** - Top Notch Kennels makes every effort to provide a safe, secure and healthy environment for our guests. We cannot, however, guarantee that your pet will not be exposed to contagious or infectious disease, or that he/she cannot ever escape or injure him/herself. We employ qualified and trained staff, use high quality disinfecting materials and methods, and provide the best care and feeding we know how. Your pet will be treated kindly, gently and with affection. We want all of our guests to love us, and love the experience of staying and playing at Top Notch Kennels! **11. INITIALS _____**

I agree to the terms and conditions stated above.

Print Full Name: _____

Authorized signature: _____ Date: _____