

DOG AND CAT PLAY, ENRICHMENT, AND PAMPERING ON A NEW LEVEL



At Pender Pet Retreat, it is our pleasure to offer a host of activities, enrichment, and pampering to keep your pet busy and happy all day long (as well as clean when it is time to go home!). Please complete this form so we can ensure your pet gets everything you want while in our care.

Lodging Information

Owner Name: _____ Guest Name: _____ Guest Age: _____

Email Address: _____ Mobile Phone: _____

Date of Arrival: _____ Date of Departure: _____ Time of Departure: _____

Will you be available by phone or email in the event of an Emergency? Phone Email

If you will be unavailable please provide an emergency contact and number: _____

First time visiting our Pet Retreat? If so, how did you hear about us? _____

Special Needs: _____

Do we have your pets feeding instructions on file? Yes ___ No ___ Verified by: _____

Will your pet need medication during their stay? Yes ___ No ___ *If yes, please complete medication instructions.*

**I understand that changing my pet's diet in any way, in addition to the change of environment, may cause adverse gastrointestinal symptoms, including but not limited to diarrhea and vomiting.*

✓	Accommodation Type	Number of Pets per Suite	Kitty Play Time	AM Walk	Hike or Playschool	After Dinner Walk	Bedtime Walk	Webcam & TV	Nightly Rate	
									Mon-Thur	Fri-Sun
	Kitty Condo	1 cat	✓						\$30.00	\$33.00
		2 cats	✓						\$52.50	\$58.00
	Kitty Condo w/ Window	1 cat	✓						\$35.00	\$39.00
		2 cats	✓						\$61.25	\$67.00
	Cat Suite	1 cat	✓						\$45.00	\$50.00
		2 cats	✓						\$78.75	\$86.50
	Canine Condo (up to 20 lbs.)	1 dog		✓	x1	✓			\$48.00	\$53.00
		2 dogs			✓	x1	✓		\$84.00	\$92.00
	Junior Suite (up to 60 lbs.)	1 dog		✓	x1	✓			\$54.00	\$59.00
		2 dogs			✓	x1	✓		\$94.50	\$104.00
	Senior Suite	1 dog		✓	x1	✓			\$63.00	\$69.00
		2 dogs			✓	x1	✓		\$110.25	\$121.00
		3 dogs			✓	x1	✓		\$157.50	\$173.00
	Presidential Suites	1 dog		✓	x2	✓	✓	✓	\$98.00	\$108.00
		2 dogs			✓	x2	✓	✓	\$146.00	\$161.00
		3 dogs			✓	x2	✓	✓	\$189.00	\$208.00
	Executive Suites	1 dog		✓	x2	✓	✓	✓	\$105.00	\$115.00
		2 dogs			✓	x2	✓	✓	\$156.00	\$172.00
		3 dogs			✓	x2	✓	✓	\$202.00	\$222.00

*Discounted rates for multiple pets sharing the same room!

Pamper - Any stay over 6 nights receives a FREE bath or upgrade to a Spa for only \$20!

✓			Rate
	Doggie Spa	Includes a thorough bath, ear cleaning, pedicure with filing for a smooth finish, and a thorough brush out.	\$60 (short coat) \$70 (medium-long coat)
	Kitty Spa	Includes a nail trim and ear cleaning followed by a thorough bath with a gentle blow-dry and brush out.	\$60

✓	Item	Rate / Item
	Clean Canine	Short Coat = \$40.00 Med-Long Coat = \$45.00
	Clean Kitty	\$40.00
	Smooth Pedicure & Filing	\$23.00
	Ear Cleaning	\$20.00
	Eye Cleaning	\$5.00

✓	Item	Rate / Item
	Teeth Brushing	\$8.00
	Clip/Comb Mats	\$30 per ½ hour
	Furminator Brush Out	\$20.00
	Kitty Brush Out	\$11.00
	Color Nail Polish (Red, Pink, Green, Blue, Silver, Gold)	\$10.00

Enhance - Please select any of the a la carte items you'd like.

✓	Item	Rate / Item
	1/2 Day Group Play	\$20.00
	Additional 15 Min. Playschool	\$12.00
	Additional 15-min. Hike	\$12.00
	Bedtime Potty Break	\$8.00
	Photo Update	\$3.00
	Kitty Cuddle Time	\$10.00

✓	Item	Rate / Item
	Treats	Individual Pricing
	Afternoon High Tea (cats)	\$2.00
	Meal Add On (please complete feeding instruction form)	\$2.00 / ingredient / day
	Medication (please complete medication instruction form)	\$3.00 / administration

Lobby Hours

Monday – Friday 7:00 am – 7:00 pm
 Saturday 7:00 am – 5:00 pm
 Sunday 10:00 am – 5:00 pm

Drop off and pick up outside of lobby hours is available; the fee for this service is \$45. Please let us know if you need pick up or drop off after business hours and we'll be here for you!

Checkout Time is 2:00 pm
Late checkout is \$35.00 per pet

Holidays

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. While we are always fully staffed for our guests, our lobby and reception area is closed to the public on these holidays. A \$75.00 deposit is required to book a holiday reservation and is refundable if you cancel seven (7) days before your reservation date.

Pender Paw Points We love those who love us and reward frequent guests with Pender Paw Points. You will earn one Paw Point for every dollar you spend with us, so the more you stay the more you save! Pender Paw Points are exclusive to Pender Pet Retreat and can be redeemed in increments of 500.

Referral Program The finest compliment we can receive is a referral. Refer your friend and when they use our services we'll reward you with 1,250 Pender Paw Points, a \$25 value! Each time you refer!

I understand that payment is due in full at the time of departure and I agree to accept financial responsibility for all services requested and provided during my pet's stay. In the event this account is referred to an attorney for collection, whether or not suit is brought, Owner agrees to pay all costs of collection, including Pender Pet Retreat at Dulles Gateway, Ltd.'s reasonable attorney's fees.

Signature of owner or agent: _____ Date: _____

Employee initials: _____



Dates of Stay: _____

Feeding and Medication Instructions

As a team of pet care professionals offering veterinary-focused pet care, we understand the importance of continuing your dog or cat's feeding and medication regimen. We pre-bag all meals individually and use a feeding/medication tracking system to ensure your pet receives the nutrition and medication he or she needs. Please complete these instructions so that we may keep your pet healthy, well-fed and happy while in our care.

Feeding Instructions

Owner Name (first and last): _____ Guest Name: _____

I am leaving my pet's own food: No _____ YES _____

Brand and name of food: _____ Dry (kibble) _____ or Wet (canned) _____

Number of standard cups per feeding (we have sample cup sizes if you need help): _____

Number of times per day you would like us to feed your pet: _____

My pet has food allergies: No _____ Yes _____ If yes, please specify: _____

We stock an assortment of premium food items for treats, to stimulate the appetites of more selective eaters, or to help settle stomachs. Our staff monitors all guests closely and if your pet could benefit from a premium food item, we will call you to let you know and we may recommend adding an ingredient or two.

Please mark if you would like your dog to have one of these ingredients:

✓	Premium Food Item	Treat	Appetite Stimulant	Sensitive Stomach	Price/Day
	Warm Chicken Breast	✓	✓	✓	\$2.00
	White Rice		✓	✓	\$2.00
	No Sodium Chicken Broth	✓	✓		\$2.00
	Canned Pumpkin	✓	✓	✓	\$2.00
	Low Sodium Green Beans	✓	✓		\$2.00

Medication Instructions

My pet is on medication _____ No _____ Yes — We are happy to maintain your pet's medication schedule. Oral medications are \$3 per administration and injectable medications are \$12.00 per administration. Please ask about diabetic care or more advanced medical treatment.

Please list all medications and doses you would like us to administer:

Medication Name	Amount Given Each Time	Number Of Times Given Per Day	Medication Given Today?	Amount You Are Leaving With PPR	To Be Completed By PPR Staff	
					Amount Counted By PPR Staff Member	PPR Staff Member Initials



Pender Pet Retreat Terms and Conditions

This is a contract between Pender Pet Retreat at Dulles Gateway (hereinafter called “PPR”) and the pet owner (hereinafter called “Owner”) whose signature appears below.

1) PPR agrees to board and care for the Owner’s pet during his/her stay at the Retreat. PPR shall provide food, water, exercise, and shelter for the animal while boarding. The Owner agrees to pay the rate for boarding in effect on the date the pet is checked into the Retreat. The Owner further agrees to pay all costs and charges for special services requested and all veterinary costs for the pet during the time the pet is in the care of PPR. A boarding charge is made for the day the pet arrives, regardless of the time of arrival. There will be no charge for the day of departure if the pet is picked up before 2pm on the day of departure. All first time customers are required to leave a \$75 credit card deposit. PPR is unable to board new pets without a credit card number on file. Any pet boarding for 15 days or more will automatically be charged to the credit card on file.

2) All dogs boarding more than 6 days will receive a complimentary bath before going home. If Owner opts for the Spa Package, it will be provided at a discounted rate.

3) Initially, boarding may be stressful for some animals. A change in routine, environment, water, or food can sometimes cause stress-related colitis resulting in soft or loose stools. There is no known prevention for this condition. PPR has trained staff who monitor all pets and, if soft stools occur, a manager will notify you and will recommend veterinary care if needed.

4) The boarding of animals is subject to Virginia Law Article 4 (§ 3.2-6518 et seq.) of Chapter 65 of Title 3.2. This states that if your animal becomes ill or injured while in the custody of the boarding establishment, the boarding establishment shall provide the animal with emergency veterinary treatment for the illness or injury. The consumer shall bear the reasonable and necessary costs of emergency veterinary treatment for any illness or injury occurring while the animal is in the custody of the boarding establishment. The boarding establishment shall bear the expenses of veterinary treatment for any injury the animal sustains while at the boarding establishment if the injury resulted from the establishment’s failure, whether accidental or intentional, to provide the care required by § 3.2-6503. Boarding establishments shall not be required to bear the cost of veterinary treatment for injuries resulting from the animal’s self-mutilation.

5) Pender Veterinary Centre at Dulles Gateway is a licensed veterinary hospital located adjacent to PPR. Pender Veterinary Centre at Dulles Gateway is not owned by PPR. It is a separately owned business and is available for medical treatment in the event it becomes necessary for the reasons set forth above. Pender Veterinary Centre at Dulles Gateway has medical staffing Monday, Wednesday, Thursday, Friday, and Saturday; it is not a 24 hour facility. If an emergency situation arises outside of Pender Veterinary Centre at Dulles Gateway’s regular business hours, your pet will be taken to Pender Veterinary Centre’s 24-hour medical campus in Fairfax, VA.

6) The health & safety of each pet is our number one priority. Therefore, in the best interest of all, each guest must meet our published vaccinations standards prior to admittance. Past due vaccinations and tests will be updated by Pender Veterinary Centre at Dulles Gateway at the Owner’s expense. Dogs are required to have DHPP, Rabies, Canine Influenza, Bordetella (every 6 months), and a fecal test. Cats are required to have FEVRTC, Rabies, and a fecal test. It is also recommended that dogs have Lyme and Leptospirosis vaccines, and cats have Feline Leukemia vaccines.

7) All animals must be on a monthly flea (or preferably flea and tick) product. If an animal has not had a dose applied or administered within the product's window of efficacy, a member of PPR’s staff will apply the appropriately sized topical Frontline Plus™. Any pets who have fleas when arriving for boarding will be treated with a Capstar™ tablet to kill the adult fleas immediately, given a bath to remove the immature flea forms, and treated with a dose of Frontline Plus™ to control fleas and ticks for 21 days. All of these treatments will be provided at the Owner’s expense according to PPR's published pricing.

8) We love social media and often take pictures of our guests to share on our website, Facebook, and other social sites. Images are not sold to any third parties. Signing this agreement grants PPR unlimited and unrestricted use and publishing of these images. Waivers may be granted on a case by case basis.

Owner Signature

Owner Printed Name

Date