



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 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 reservations that fall over a Federal holiday require a \$75 credit card deposit to hold the reservation. This deposit is refundable if the reservation is cancelled within 14 days of the reservation start date. Any pet boarding for 15 days or more will require the account be brought in balance every 14 days.

2) 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 over-the-counter medication and/or veterinary care if needed.

3) 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.

4) 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 some Saturdays; 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 an emergency veterinary hospital. Clients with an active relationship with Pender Veterinary Centre will be taken to their 24-hour medical campus in Fairfax, VA. Others will be taken to Pender Veterinary Centre, depending on availability or to another 24-hour emergency veterinary hospital that is actively taking new patients at the time of the emergency.

5) 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. Dogs are required to have Distemper, Rabies, and Bordetella vaccines, as well as a negative fecal test within the last 12 months. Cats are required to have Distemper, Rabies, and a negative fecal test within the last 12 months. It is also recommended that dogs have the Canine Influenza Virus vaccine and cats have Feline Leukemia vaccine, but they are not required for boarding.

6) All animals must be on a monthly flea (or preferably flea and tick) product. 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.

7) 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