

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



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	✓						\$36.00	\$39.50
		2 cats		\$63.00	\$69.00					
	Kitty Condo w/Window	1 cat	✓						\$41.50	\$45.50
		2 cats		\$72.50	\$80.00					
	Cat Suite	1 cat	✓						\$53.00	\$58.00
		2 cats		\$93.00	\$103.00					
		3 cats		\$132.50	\$146.00					
	Canine Condo (up to 20 lbs.)	1 dog		✓	1	✓			\$57.00	\$63.00
		2 dogs	\$100.00	\$110.00						
	Junior Suite (up to 60 lbs)	1 dog		✓	1	✓			\$65.00	\$71.50
		2 dogs	\$114.00	\$125.50						
	Senior Suite	1 dog							\$75.00	\$82.50
		2 dogs	✓	1	✓			\$131.00	\$144.00	
		3 dogs	\$187.50	\$206.00						
	Presidential Suite	1 dog		✓	2	✓	✓	✓	\$116.50	\$128.00
		2 dogs	\$204.00	\$224.50						
		3 dogs	\$291.00	\$320.00						
	Executive Suites	1 dog		✓	2	✓	✓	✓	\$125.00	\$137.50
		2 dogs	\$219.00	\$241.00						
		3 dogs	\$312.50	\$344.00						

Pamper

✓	SERVICE	RATE
	Clean Canine: includes shampoo, brush out, air dry	Starting at \$52*
	Canine Spa: includes full nail trim, ear cleaning, full brush out and de-shedding, and blow dry	Starting at \$68*

✓	ITEM	RATE
	Pedicure w/Dremmel	\$26.00
	Basic Brushing (10 min)	\$12.00
	Ear Cleaning	\$16.00
	Blueberry Facial	\$12.00
	Color Nail Polish	\$11.00
	Teeth Brushing	\$9.00
	Eye Cleaning	\$9.00
	Specialty Shampoo Add-on	\$6.00

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

✓	ITEM	RATE/FREQUENCY
	Group Play*	\$41.00 x ____
	Additional Playschool	\$15.00 x ____
	Additional Nature Stroll	\$15.00 x ____
	Bedtime Potty Break	\$12.00 x ____
	Cuddle Time	\$14.00 x ____
	Photo Update	\$5.00 x ____

✓	ITEM	RATE
	Beef Jerky Treats	\$1.00 x ____
	Dental Chew Treats	\$2.00 x ____
	Frozen Greek Yogurt Treat	\$3.00 x ____
	Afternoon High Tea (Cats only)	\$3.00 x ____
	Premium Meal Supplements	\$3.00/ingredient/day
	Medication - per administration	\$3.00 admin - oral

*Temperament test required.

Lobby Hours

Monday - Friday 7:00am - 7:00pm

Saturday 7:00am - 5:00pm

Sunday 10:00am - 5:00pm

Drop off and pick up outside of lobby hours is available; the fee for this service is \$100.00.

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 2:00pm - Late checkout is \$35 per dog/\$15 per cat

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.

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. reasonable attorney's fees.

Signature of owner or agent: _____ Date: _____

Employee Initials: _____

Feeding & 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

Dates of stay: _____

Owner Name: _____ Guest Name: _____

I am leaving my pet's own food: No Yes

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

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

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

Meals you would like us to feed your pet: Breakfast Lunch Dinner

My pet has food allergies: Yes No 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 pet to have one of these ingredients:

<input checked="" type="checkbox"/>	PREMIUM FOOD ITEM	TREAT	APPETITE STIMULANT	SENSITIVE STOMACH	PRICE/DAY
	Warm Chicken Breast	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$3.00
	White Rice		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$3.00
	No Sodium Chicken Broth	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		\$3.00
	Canned Pumpkin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$3.00
	Low Sodium Green Beans	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		\$3.00
	Canned Tuna	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		\$3.00

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.

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	PPR STAFF MEMBER INITIALS

PENDER PET RETREAT TERMS & 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)) Boarding can be stressful for some animals. A change in routine, environment, water, or food can cause a range of symptoms including gastrointestinal upset (stress colitis) and/or inappetence. PPR has trained staff who monitor all pets and if any of these conditions occur, our team 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, Bordetella, and Canine Influenza 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 cats have Feline Leukemia vaccine, but it is not required for boarding.

6) Any environment where multiple animals are in close proximity carries an increased risk of infectious disease transmission, despite the most stringent of vaccination and cleaning protocol. I understand this risk and do, therefore, release Pender Pet Retreat, as well as employees, clients, and management from any responsibility should my pet become ill during boarding.

7) 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.

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 Name

Date

