



PENDER
Pet Retreat®

BOARDING CONTRACT

Owner Name: _____ Pet Name(s): _____ Pet(s) Age: _____

Cell #: _____ Preferred form of contact: ☐ Phone ☐ Email

☐ I confirm my contact information & address have not changed.

☐ I acknowledge that I have reviewed and approved the accommodation type and associated pricing for my pet's stay.

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

My pet has special needs: ☐ YES ☐ NO

Do we have your pets current feeding instructions on file? ☐ YES ☐ NO

**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.*

Canine Add-Ons

- | | |
|--|--|
| <input type="checkbox"/> Playschool \$10 | <input type="checkbox"/> Beef Jerky Treats \$1 |
| <input type="checkbox"/> Nature Stroll \$10 | <input type="checkbox"/> Dental Chew Treats \$2 |
| <input type="checkbox"/> Bedtime Potty Break \$8 | <input type="checkbox"/> Frozen Greek Yogurt Treat \$3 |
| <input type="checkbox"/> Cuddle Time \$10 | <input type="checkbox"/> Premium Meal Supplements \$3 |
| <input type="checkbox"/> Photo Update \$5 | <input type="checkbox"/> Medication Administration \$3 |
| <input type="checkbox"/> Group Play* | |

*Temperament test required. See website for pricing.


Add any of our a la carte boutique treats to your pet's stay!

 **Frequency**

Daily: ☐

Other (please specify): _____

Canine Enrichment

*Availability is not guaranteed. Additional waiver required for off-campus enrichment options.

Wellness Tier \$6-\$10

- ☐ Lick Mat
- ☐ Frozen Stuffed Kong
- ☐ Food Puzzle

 **Frequency**

Daily: ☐

Other (please specify): _____

Play Tier (15 min/\$18-\$20)

- ☐ Splash & Dash
- ☐ Hide n' Squeak
- ☐ Bubble Blast
- ☐ Pup Olympics
- ☐ Puppy Picasso

Sport Tier (30 min/\$35)

- ☐ Flirt Pole
- ☐ Fetch & Tug
- ☐ Pool Time
- ☐ Agility Course Work
- ☐ Mini Trail Hike
- ☐ "Sniff-ari"

Adventure Tier (60 min/\$65)

- ☐ Trail Hike
- ☐ Treasure Hunt
- ☐ Treadmill Time


Ask about our enrichment packages!



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Feline Enrichment

Feline Add-Ons

- ☐ Afternoon High Tea \$3
- ☐ Cuddle Time \$10
- ☐ Photo Update \$5

Frequency

Daily: ☐ Other (please specify): _____

Wellness Tier \$6-\$10

- ☐ Natural Silvertine Sticks
- ☐ Water Fountain
- ☐ Lick Mat
- ☐ Food Puzzle

Play Tier (30 min/\$35)

- ☐ Feather Toy
- ☐ Cuddle Time
- ☐ Cat Tunnels
- ☐ Explorer Box
- ☐ Water Play

 Packages available!

Canine Spa & Relaxation Massage

**Please ask to see spa menu for full list of pampering options!*

Basic Offerings

- ☐ Clean Canine \$52-\$62
- ☐ Canine Spa \$68-\$78
- ☐ Pedicure w/Dremel \$26
- ☐ Ear Cleaning \$16
- ☐ Eye Cleaning \$12
- ☐ Teeth Brushing \$12

Luxury Additions


- ☐ Blueberry Facial \$12
- ☐ Leave-in Conditioner & Detangler \$6
- ☐ Basic Brushing (10 min) \$12
- ☐ De-shedding (30 min) \$36

Relaxation Massage

- ☐ Paws & Relax Massage (15 min) \$20
- ☐ Paw-fect Relaxation Massage (30 min) \$40

**Waiver required for relaxation massage.*

Lobby Hours

 Monday - Friday 7am-7pm
Saturday 7am-5pm
Sunday 10am-5pm

Drop off and pickup **outside of lobby hours or on a **holiday** is available; the fee for this service is \$100. Please let us know if you would like to use this service.*

Checkout Time is 2pm - Late Checkout is \$35 per dog/\$15 per cat

A \$75 deposit is required to book a holiday reservation and is refundable if canceled at least 7 days before 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:** _____



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FEEDING & MEDICATION INSTRUCTIONS

Feeding Instructions

Date: _____

Owner Name: _____ Pet Name(s): _____

Please list any food allergies: _____

Please list your pet(s) feeding instructions: _____

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

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 which ingredients you authorize for addition to your pet(s) meals if they become picky or have any tummy upset during their stay:

Premium Food Item	Purpose	Approved
Warm Chicken Breast	Appetite stimulant	<input type="checkbox"/>
White Rice	Great for sensitive stomachs	<input type="checkbox"/>
No Sodium Chicken Broth	Appetite stimulant	<input type="checkbox"/>
Canned Pumpkin	Great for sensitive stomachs	<input type="checkbox"/>
Low Sodium Green Beans	Great for sensitive stomachs	<input type="checkbox"/>
Canned Tuna	Appetite stimulant	<input type="checkbox"/>
ProPlan Wet Food	Appetite stimulant	<input type="checkbox"/>
Purina EN Wet Food	Great for sensitive stomachs	<input type="checkbox"/>

Medication Instructions

My pet is on medication: ☐ Yes ☐ No

Please list all medications and doses you would like us to administer (\$3/per):

Medication Name	Amount Given Each Time	Number of Times Given per Day	Given Today?	Amount Left	PPR Staff Only - Amount Counted/Initials	



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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 deposit of 25% of the stay to hold the reservation. All reservations in our premium suites require a 25% deposit year round. Any pet boarding for 20 days or more will require a deposit of 50% of the stay at booking and the account must be brought in balance every 14 days thereafter. Deposits are refundable if the reservation is cancelled more than 7 days prior to the reservation start date.

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 it’s hours can fluctuate without notice to PPR. If an emergency situation arises outside of Pender Veterinary Centre at Dulles Gateway’s 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