



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

- | | |
|--|--|
| ☐ Playschool \$10 | ☐ Beef Jerky Treats \$1 |
| ☐ Nature Stroll \$10 | ☐ Dental Chew Treats \$2 |
| ☐ Bedtime Potty Break \$8 | ☐ Frozen Greek Yogurt Treat \$3 |
| ☐ Cuddle Time \$10 | ☐ Premium Meal Supplements \$3 |
| ☐ Photo Update \$5 | ☐ Medication Administration \$3 |
| ☐ 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

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

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	☐
White Rice	Great for sensitive stomachs	☐
No Sodium Chicken Broth	Appetite stimulant	☐
Canned Pumpkin	Great for sensitive stomachs	☐
Low Sodium Green Beans	Great for sensitive stomachs	☐
Canned Tuna	Appetite stimulant	☐
ProPlan Wet Food	Appetite stimulant	☐
Purina EN Wet Food	Great for sensitive stomachs	☐

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 agreement is between Pender Pet Retreat at Dulles Gateway ("PPR") and the pet owner or authorized agent who signs below ("Owner"). It applies to every visit until the Owner signs an updated version.

1. Services covered

These terms cover all PPR services: boarding, daycare, grooming, and add-ons. The Boarding Contract, Daycare Waiver, and Geriatric Waiver are part of these Terms and control where they are more specific.

2. Rates and Deposits

You agree to pay the rates in effect on your check-in date, plus any additional services you request or your pet requires under these Terms. The arrival day is charged regardless of arrival time. The departure day is not charged if your pet is picked up before 2:00pm.

The following reservations require a deposit at booking:

- 25% for stays that include a federal holiday or use a premium suite
- 50% for stays of 20 days or more, with the account brought current every 14 days

When more than one deposit applies, the higher deposit is required. Deposits are refunded for cancellations made more than 7 days before check-in. For cancellations made 7 days or less before check-in, the deposit is not refunded but is kept as a credit on your account.

3. Health Disclosures

All pets must meet our published vaccination requirements. Dogs must be current on Distemper, Rabies, and Bordetella; Canine Influenza and Leptospirosis are recommended. Cats must be current on Distemper and Rabies; Feline Leukemia is recommended. All pets require a negative fecal test within the past 12 months and a monthly flea and tick preventative. Pets found with fleas will be treated (Capstar, bath, and Frontline Plus) at your expense.

By signing, you confirm that you have disclosed your pet's health conditions, medications, and any history of biting, aggression, or escape. We may decline or end service for any pet that poses a risk to itself, other animals, or staff, and we will follow all legal reporting requirements if a pet bites a person or animal while in our care.

4. Care and Medications

We provide water, exercise, and shelter, and follow the feeding and medication instructions on your Boarding Contract. We recommend each boarding guest arrive with enough of their own food for the full stay to avoid stomach upset. If food isn't provided or runs out, we will provide our in-house food. You are responsible for providing complete instructions and enough medication for the full stay. We are not responsible for doses missed due to incomplete instructions or insufficient medication.

5. Illness Risk

Changes in routine and environment can cause stress-related symptoms, such as stomach upset or loss of appetite. Our staff monitor every pet and will notify you of any symptoms and recommended treatment. Any setting where animals are in close contact carries some risk of contagious illness, despite vaccination and cleaning protocols. As stated in the Notice in Section 7, you are responsible for the cost of treating illness.



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6. Veterinary Care

Pets requiring veterinary care will be taken to VEG ER in Chantilly, VA, or, if unavailable, to the nearest 24-hour emergency hospital accepting patients.

Authorization to treat. If we are unable to reach you or your emergency contact, you authorize the treatment the attending veterinarian considers necessary to stabilize your pet without further approval.

Costs. You are responsible for veterinary and transport costs, except as described in Section 7. For senior pets, the Geriatric Waiver takes priority.

7. Virginia Statutory Notice

NOTICE

The boarding of animals is subject to Article 4 (§ 3.2-6518 et seq.) of Chapter 65 of Title 3.2. 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.

8. Unclaimed Pets

If your pet is not picked up within 7 days of the scheduled departure and we are unable to reach you, we will send written notice, and boarding charges will continue to accrue. Under Va. Code § 3.2-6520, a pet that remains unclaimed 14 days after that notice may be placed in a new home by sale or adoption, with any proceeds applied first to the balance owed.

9. Photos

We may photograph or film pets in our care and share the images on our website and social media. We do not sell images to third parties. By signing, you grant us permission to use images of your pet unless you opt out below.

☐ Do not post images of my pet.

Signature

Owner Name _____

Owner Signature _____ **Date** _____