

Camp K-9 Pet Resort General Information and Policies

Boarding Grooming Day camp Training

Thank you for choosing Camp K-9 Pet Resort. The purpose of Camp K-9 is to provide a safe, fun, and stimulating environment for dogs while you are away. To ensure the safety and health of your pet and other guests, we require all of our guests to comply with the following regulations:

AGE: All dogs must be at least 3 months of age or older. (Must be spayed or neutered after 7 months unless a veterinarian gives a signed release otherwise.) If not altered by 7 months the dog will not be allowed to socialize. We have a puppy program and take puppies as young as 10 weeks with a veterinarian clearance. We do charge a cleanup fee of \$10.00-20.00 depending on the severity and how much we need to clean. **If your dog soils themselves, we will provide a bath at our bath prices.**

VACCINATIONS: All dogs must be current with their vaccinations. Owners must submit written proof of Distemper, Rabies and Bordetella (Kennel Cough) vaccinations. **The Bordetella vaccine must be given at least 1 week prior to dogs stay at Camp.** Dogs must also be on flea preventative such as Frontline, Top Spot, Advantage, as well as heartworm preventative.

HEALTH: All dogs must be in good health. On admission, all dogs must be free from any condition which could potentially jeopardize other guests. Dogs that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted. **Camp-K9 reserves the right to Refuse a visit of your dog if they arrive sick has fleas.**

BEHAVIOR: All dogs must be non-aggressive, food or toy aggressive. Owners will certify that their dogs have not harmed or shown aggression or threatening behavior towards any person or any other dogs. A dog that shows any signs of aggression will not be allowed to visit Camp-K-9. Please remember, your dog will be spending time with other dogs and the safety and health of all animals is our primary concern. **If your dog shows aggression while at Camp K-9, we will contact you and keep the dog separate from other pets until the behavior is corrected.**

APPLICATION: All clients for any service must have a completed, current application on file. We have revised our application, so you may need to complete a new one if requested by Camp K-9 staff.

FOOD & MEDICATION: Food and medications will be given as directed or prescribed. Please alert the Camp K-9 employee of medications or any changes in diet when you drop your dog off.

FEES: Fees for daycare are based on a daily rate. Package plans, or a monthly rate are available and payment is due in advance. Daycare plans are good for six months from date of purchase and are non-refundable. For boarding rates see the current Camp K-9 pricing list. A deposit is required for all reservations and must be booked through our portal.. There is a \$ 15.00 Holiday fee for all National Holidays

DAYS AND HOURS: Drop off and pickup times are: M-F 6:00am-11 am 1 pm -7:00 PM Saturday, 8:00 am-12 pm Sunday: 8:00am-12:00 pm. 4 pm- 5 pm by appointment only with an additional \$15.00 fee plus the late check out fee, Pickup hours for boarding are 6:00am-11:00am daily. After 11:00am, there is a \$35.00 late checkout fee M-F, Saturday – Sunday no late check out fee by 12 pm

Daycare is offered during business hours only. If your pet has not been picked up by our closing hours, you will be charged a night of boarding and will have to pick your pet up the next day. You may call us if you are going to be late, but there will be a \$ 25.00 charge for up to a half hour.

RESERVATIONS: Are required for any boarding and must be made through our portal. If a client has made a

reservation and no-call no-showed more than once, we will require their stay to be paid in advance. If not cancelled within 72 hours, you need to pay the full stay. All balances must be paid at the time of pick up. This also applies to early checkout from a current stay. If you know you will be checking out early, please call us within 72 hours or you will be charged the full length of your stay. Early checkouts do not allow us anytime to call people on our wait list.

We are closed Monday through Friday from 11 am-1 pm

NEW WEEKEND HOURS

Saturday and Sunday we are open 8am to 12pm and we are also open 4pm to 5pm by appointment only with a late check out and a \$15.00 after hours fee.

Camp K-9 Pet Resort & Spa

DAYCARE 18501 Le Claire Avenue BOARDING Country Club Hills, IL 60478

708-798-4473

Owner Agreement

I, authorize Camp K-9 Pet Resort & Spa (Hereafter called Camp K-9) and their employees to allow my dogs to use the facility for the following services (please circle all that apply):

Doggie Day camp Grooming Boarding Training

I, release Camp K-9 from any and all liability incurred to my dog or property while in their care. (All necessary precautions will be made to keep Camp K-9 a fun and safe place.)

My dog/s, are in good health and have not been ill with any communicable conditions in the last 30 days. I further certify that my dogs have not harmed or shown aggression towards any person or any other dog. I understand that I am solely responsible if my dog bites or injures a Camp K-9 employee, customer, or another dog.

Camp K-9 reserves the right to cancel any contract for reasons that would jeopardize the safety and well-being of our staff and clients.

I understand and agree that Camp K-9 is a cage-free facility and my dogs will play in open areas with other dogs. Camp K-9 will not be responsible for injury to any dog resulting from information withheld from Camp K-9. I understand and agree that any problems that should develop with my dogs will be treated as deemed best by the staff, at their sole discretion, and that I assume full financial responsibility for any and all expenses involved.

In the event of an emergency, Camp K-9 will first contact the customer and if they or their designated alternate cannot be reached, all arrangements will be made by Camp K-9. Dogs needing immediate assistance will be taken to Meadowbrook Animal Hospital 708-444-2287. After normal veterinary hours dogs needing medical assistance will be taken to the Emergency Vet Clinic in Crestwood or Mokena.

I further understand and agree that if my dog displays aggressive behavior or is destructive, for the safety and health of dogs and others, my dog will either be confined to a separate area (indoor or outdoor), for a portion of, or the remainder of his/her stay; with no offset or deduction in price. Upon a second offence, your dog may be disqualified as a Camp K-9 client. Should my dog chew a kennel or destroy Camp K-9 property it is my responsibility to cover the costs of the repairs or replacement. All necessary precautions will be made to keep

Camp K-9 a fun and safe place for your pets.

This waiver and its attached riders contain the entire agreement between the parties. All terms and conditions of this waiver shall be binding on the signees (pet owner), and their heirs, administrators, personal representatives, and assigns of Camp K-9 Pet Resort & Spa.

Payment Requirements

I understand the fee schedule and agree to pay the current rate listed on the Camp K-9 Price List for any fee services provided on the dates my dog was in attendance at Camp K-9. All boarding must be paid in full before any dog is allowed to leave our facility. There is a holiday fee of \$ 15.00 for all legal and recognized holidays.

We no longer accept checks

All cancellations require 72-hour notice. A deposit of half the boarding stay is due at booking. If you cancel within 72 hours (must cancel before 72 hours or the full stay will need to be paid), you will be refunded the entire amount of your deposit. If you cancel or no show inside the 72 hours the whole stay must be paid. If a client has made reservations and does not show more than once with no attempt to inform Camp K-9 of the cancellation, all future reservations from that client will be need to be paid in full prior to the dogs' stay. Same day cancellations for daycare will be charged for the day. We need a minimum of 24 hours for daycare cancellations.

Emergency Contacts

Please list two people who can be reached in the event of an emergency.

These people will be authorized to pick up your pet and make decisions regarding emergency care in the event you cannot be reached. We CANNOT release your pet to anyone who is not on this list. For each trip we ask that you update your emergency contact information if any number or name has changed by initializing the attached form.

Name: Phone:

Email Address: Cell:

Name: Phone:

Email Address: Cell:

Date:

By signing this waiver, the owner certifies the accuracy of all information given about their pet, including, but not limited to, medical conditions, personality, and prior aggression. Any information found to be incorrect with prior knowledge of the owner will be considered fraud and treated as such.

Injury to Camp K-9 staff, guests, or other dogs caused by any dog will be the financial responsibility of **the dog's owner.**

Owner Signature:

Camp K-9 Representative:

Date:

Date:

Camp K-9 Pet Resort & Spa

AUTHORIZATION FOR EMERGENCY MEDICAL TREATMENT

The undersigned owner of the animal named, _____ hereby authorizes a licensed veterinarian, and whoever may be designated as assistants, to administer such treatments and to perform such procedures as are considered therapeutically or diagnostically necessary for the care of any animal, including the administration of anesthesia.

In the event that emergency treatment is required, I authorize the veterinary staff and their assistants to perform medical and surgical treatments necessary to preserve the life of the patient until I can be contacted for further authorization.

I understand that no guarantee of successful treatment is made. I accept financial responsibility for the treatment of the above-named patient, and I understand that payment in full is due upon release of the patient from the veterinary hospital, or when service is otherwise terminated. I understand that I am entitled to a written estimate of charges at my request.

Veterinary service is provided during night time hours as necessary in the judgment of the veterinarian in charge. Continuous presence of qualified personnel may not be provided. I certify that I have read and fully understand this authorization of emergency medical treatment, the reasons why such treatment is considered necessary, as well as the advantages and possible complications.

I hereby release Camp K-9 and all staff from any and all claims arising out of such an emergency situation.

I certify that I have read and understand the forms and condition stated in this agreement, and acknowledge that this agreement shall be effective and binding upon the parties.

Signature of Owner: _____ Date: _____

Print Name: _____



Owner Contact Information

Name:

Address:

City: State: Zip code: E-mail:

Home Phone: Work Phone: Cell Phone:

Information

Name: Breed/Color:

Birth Date/Age: Sex: Spayed/Neutered? Age when spayed/neutered: Date you acquired dog:

Dogs over 1 year of age that are unspayed/unneutered may be subject to a \$10/day cleaning charge during boarding. Unaltered dogs exhibiting signs of heat (female) or excessive dominance (male) will be secluded from other dogs while at Camp K-9.

Please provide any useful information about your dog's history:



General Information

How did you hear about Camp K-9?

Reason for using daycare/boarding?

Owners Name:

The following additional people may pick up my dog:

Veterinarian Information

Name:

Address:

City: State: Zip Code: Phone:



Pet Profile

Please complete the following form to the best of your knowledge to accurately describe the personality and temperament of your dog.

People Interaction

- People Friendly Dog enjoys being pet or touched by people Shy towards new people Dog is shy of head being touched or petted Shows people aggression Dog is shy of their collar being touched Dog has bitten a person Dog dislikes their feet being touched Dog dislikes small children Dog dislikes being constrained hugged Dog dislikes or is shy around men
- Dog dislikes or is shy around women
- Dog dislikes or is shy of people in uniform
- Dog barks at people coming through a door
- Dislikes or barks at strangers

Dog Interaction General Behavior

- Likes other dogs Dog shows food aggression
- Is friendly and playful with other dogs Dog bolts from open door
- Dog is passive or ambivalent toward other dogs Dog displays separation anxiety Dog shows aggression toward other dogs Dog comes when called
- Dog is nervous around small dogs Dog dislikes or is uncomfortable in the car Dog is nervous around

large dogs Dog dislikes being groomed

Dog shows signs of prey drive toward smaller animals Dog needs to be muzzled when groomed Dog

is friendly and well behaved with all other animals Barks when left alone

Fearful of loud strange noises House trained

Crate trained

Walks well on a leash

Final Details

Read over each section and initial and fill in as appropriate. If the section does not pertain to your dog, please fill in no or N/A and initial the box. For behavioral issues, please describe how you would like Camp K-9 staff to correct/reprimand the behavior.

Owner's Initials	Description of Behavior	Owner's instructions
	Dog suffers from allergies	
	Dog is nervous/aggressive with certain dogs	
	Dog is aggressive over certain objects	
	Dog has growled at or bitten people/dogs	
	Dog has nipping/mouthing problems	
	Dog has jumping problems	
	Dog has housetraining problems	
	Dog jumps fences/digs holes to escape	
	Dog habitually destroys certain items (please describe)	
	Dog knows these commands	
	Dog had movement restrictions or other medical issues	



We take a lot of pictures of our daycare and boarding dogs playing and having a good time. If you would like your pet to be included in our daily photo shoot and to be eligible to be chosen as **Camp K 9's Dog of the Month on our website, please sign below. Also, give us a bit of information we can use**

about your pup, silly stories, quirks or anything you might like to see on our website. Our pictures are posted to our business Facebook, twitter, or website, and we occasionally use them on promotional items for Camp K 9 events.

Owner's signature

Initial here **I DO** want my dog to participate in Camp K-9 photos and I understand that pictures of my dog may be posted to Facebook, Twitter, **Camp K-9's website or Camp K-9's promotional** items.

I DO NOT want my dog to participate in Camp K-9 photos, or have my dog's photo posted anywhere.

My dog is:

Portal Agreement

- **DAYCARE** and **BOARDING** are to be made through the portal ONLY. We will no longer take email, messenger, in-person and phone call reservations.

- **DAYCARE** requires a 24 hour cancellation. If not cancelled within 24 hours, owner will be charged accordingly or a deduction in package day for missed appointment.

- BOARDING requires a 72 hour cancellation. _____ • All cancellations within the allotted time will get refunded. _____ • Early checkout without a 72 hour notice-payment for the remainder of the stay must be paid in full.
- Same day cancellations or no shows will be charged for the whole stay (.
- Please keep in mind that updates on events going on here at Camp K9 are posted on our Facebook page.

**Camp K-9 Pet Resort
Contract Addendum**

As of February 1, 2022 there will be a few changes here at Camp.

Price increase for boarding and daycare and we will be charging 3% for all credit card use. No checks over the amount of 150.00 will be accepted. Drivers license must be on check as well as a phone #

All boarding checkouts are by 11 am. If your dog will be staying past 11 am there will be a \$ 35.00 late checkout fee added to their stay. On the weekends it will be \$ 50.00 to pick up between 4pm and 5pm.

There will be a clean up fee between \$ 10.00- \$ 20.00 added to your dogs' stay if they soil themselves continuously or mark throughout the facility.

Baths will be given to any dog that soils their kennel at the going bath price for that breed and size.

There is a \$10.00 Holiday fee for all National Holidays

DATE: _____

SIGN: _____

THE SPEED LIMIT ON LECLAIRE AVE IS 15 MPH THERE

ARE CHILDREN AND PETS THAT PLAY ON THIS STREET