



NORTH STAR PET RESORT POLICIES AND BOARDING SERVICES AGREEMENT

Lobby Hours:

Monday - Saturday 7 am to 6 pm **Sunday** 9 am to 12 pm and 4:30 pm to 6:30 pm

Arrivals and Departures:

Daycare/Playgroup

Monday - Saturday:

Drop off - As early as 7am.

Pick up - No later than 6pm

Pick-ups after 6 p.m. are subject to a late fee.

We do not offer playgroups on Sundays.

Lodging/Boarding

Monday - Saturday:

Drop off - As early as 7am

Pick up - No later than 4pm

Sunday:

Drop-off and pick-up times

9 am - 12 pm and 4:30 pm - 6:30 pm

No additional times are available for pick-ups or drop-offs on Sundays.

Peak/Holiday Arrivals/Departures:

- Check in times are 12pm - 4pm

- Check out times are 7am - 11am.

Any check out that happens after 11am is subject to a half day boarding charge.

Reservations:

- Reservations are required for all guests (*grooming, boarding, playgroup*)
- Confirmed reservations must have the following completed:
 1. Proof of current vaccinations - absolutely no guest, for any service, will be admitted without proof of current vaccines.
 2. Resort Policies Agreement form, Pet Profile, and Medication/Supplement Administration form(if applicable), **These forms must be completed and signed before accepting a guest.**
- Failure to have the above on file may result in a canceled reservation and a cancellation charge.
- 50% deposits are required at the time of check-in for stays longer than 7 nights.
- **Before extending a boarding stay**(longer than one night), **the current balance must be paid in full.**

Cancellations: Please note different policies depending on dates.

Peak/Holiday Periods:

North Star Pet Resorts Boarding rates increase a minimum of \$5.00 during Peak/Holiday periods.

- Our lobby is closed for all major holidays (*New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas Day*)
- All holiday pick-ups or drop-offs *must* be done the day before the holiday or the day after.

Vaccinations:

- Proof of vaccinations from your pet's veterinarian is required for all services, including Lodging, grooming, playgroups, and day boarding. This includes cats and ferrets.
- North Star Pet Resort offers Distemper/Parvo and Bordetella vaccines at an additional fee.
 - You must verify your pet is in good health and has never had a past reaction to vaccines.
 - Should your pet have a vaccine reaction, you will be notified immediately. Should your pet need immediate medical attention they will be transported to North Star Animal Hospital at your expense.
- **Dogs require the following vaccines:**
 - Rabies: 1 or 3 years
 - DAP(Distemper/Parvo): 1 or 3 years
 - Bordetella: 1 year
- **Cats/ferrets require the following vaccines:**
 - Rabies: 1 or 3 years
 - FVRCP(distemper): 1 or 3-year

**If you have given your own Distemper/Parvo, Bordetella, or FVRCP (feline distemper) vaccine, proof is required. You must have one of the following:*

- A copy of the receipt
- The stickers from the vaccine bottle.
- Date given

Health:

- All guests must be 4 months of age and up to date on all required vaccines
- Pet Guests must have been in good health for the past 30 days before their arrival. North Star Pet Resort performs health checks on all incoming guests and failure to notify staff of health issues may result in a canceled service and a cancellation charge.
- Coughing or Sneezing pets will not be admitted to North Star Pet Resort without a veterinarian certificate of health. If your pet is found to have these conditions you will be called immediately and asked to pick up your pet. There will also be a sanitation fee of \$35.00. *This is to prevent the spread of possible contagious conditions to other guests. All dogs will be required to receive flea/tick/lice preventatives. Due to some allergies, age, and underlying medical conditions, some exclusions may apply. Additional paperwork will be required.
 - If lice, fleas, or ticks are found on any pet, they will be bathed and given treatment at the owner's expense. There may also be a *minimum* sanitation fee of \$75.00. *This is to prevent the spread of pests to other lodges/guests. Intact animals are allowed at North Star Pet Resort (excluding playgroups after 10 months of age). We cannot be held responsible for any accidental breeding. Additionally, any female that goes into heat while boarding will be subject to additional fees.
 - Pet Guests who require specialized care and/or attention may need to participate in our **Specialized Care Program. This is an additional \$10 per night** Please discuss your pet's needs with our front desk staff to ensure that we can properly provide the care your pet requires.
 - Pets that have incontinence and lack of mobility may be required to be in our Specialized Care Program at an additional fee
 - Pets with 2 or more medications may be required to participate in our Specialized Care Program.
 - Pets Receiving insulin will be required to participate in our Specialized Care Program.
 - North Star Pet Resort reserves the right to refuse admittance to any pet that requires specialized care. In some situations, we may recommend boarding with an animal hospital.
 - Guests over 12 years of age must be cleared by the manager first and may need veterinary approval.
 - Guests with 3+ more medications must be cleared by the manager first. In certain instances, we may recommend boarding at an animal hospital.
 - If your pet has been previously involved in a scuffle, fight or any type of altercation, They may be overly aggressive or defensive, leaving them susceptible to injuring themselves or other guests. Please let the staff know so that they can be observant.

Forms:

- Every pet guest must have the following four (4) forms completed and signed before their stay:
 - Resort Policies & Service Agreement
 - Pet Profile
 - Client Form
 - Medication Form (if applicable)
 - Playgroup Evaluation Form (if entering playgroup)

Personal Pet Belongings:

- North Star Pet Resort provides bedding and bowls for all pet guests during their stay. *Restrictions apply
- You are welcome to bring toys, blankets, beds, and other personal belongings. However, please keep in mind that we cannot be held responsible for personal belongings that are damaged, lost, or ingested. *Foreign body obstruction can result in surgery and/or hospitalization.*
- North Star Pet Resort is not liable for any collars or harnesses left with the pet. This includes but is not limited to bark collars, GPS collars, shock collars, gentle leaders, and/or safety/car harnesses.
- While your pet is staying at North Star Pet Resort, we will use our slip-lead leashes. If you leave a personal leash it will be kept in their personal belongings bin.

Damages and injuries:

- Lodges/Outdoor areas:
 - North Star Pet Resort can provide raised cots upon request. Please note these are limited. If your pet is one to chew or tear fabric(beds, toys) when alone, anxious, or bored, we ask that you let our front desk staff know so that we can take proper precautions. Failure to do so may result in a **minimum damage fee of \$50.00.**
- Gates/fencing/Windows/flooring:
 - Damage to North Star Pet Resort property will result in a **minimum damage fee of \$50.00**
 - If your dog suffers from anxiety and is at risk of causing damage to themselves or the property we recommend speaking to your veterinarian about possible medications or treatments. (example: Trazodone)
- Housemates sharing kennels:
 - Housemates must get along at all times. North Star Pet Resort will not be responsible for fights/injuries that happen when pets are boarding and/or playing together. This includes feeding times.
 - Housemates who are of the opposite sex and still intact will not be allowed to board together. In addition, North Star Pet Resort will not be held responsible for accidental breeding. Further, North Star Pet Resort will not aid in any breeding plans.

Daycare/Day Boarding:

- **All Dogs in Daycare must complete an evaluation to determine temperament, play style, and mannerisms. There is a fee per evaluation. This fee is non-refundable.**
- All Daycare Guests must be at least 4 months of age
- At 10 months of age, all puppies must be spayed or neutered to continue participating in daycare.
- All dogs must be in good health and have not been ill with a communicable condition.
 - Dogs that have been ill with a communicable condition in the last 30 days will need a veterinarian certification of health to be admitted or readmitted.
- If your dog is coughing, sneezing, vomiting, or having diarrhea they will not be allowed in the playgroup. If your dog begins to show signs of being ill you will be notified and required to pick up your pet as soon as possible. They will also be pulled from the playgroup.
- All playgroup dogs will be required to receive monthly flea/tick/lice preventatives. If external parasites are found on your pet, you may be subject to a **\$75.00 decontamination fee**. Due to some allergies, age, and underlying medical conditions, some exclusions may apply. In these cases, a letter from your veterinarian exempting your pet will be mandatory.
- All dogs must be non-aggressive. This includes toy or food aggression. Owners will certify their dogs have not harmed or shown any aggressive or threatening behavior towards any persons or pets.
- Each new dog must complete and pass an evaluation(screening) to ensure that they will be a good fit in a playgroup environment. This is a one-time fee and non-refundable should your pet not pass.
- Play Groups are offered Monday - Saturday 7 am to 6 pm.
- Play Group punch cards and packages are available at the front desk.
 - Both are for full days of daycare only.
 - Punch card half-days and free days cannot be saved up for multiple half-days or free days.
 - Packages expire 6 months after purchase.
 - Packages are non-refundable after 3 days.
- No Shows - Packages will be charged for any no-show days

Grooming

Health/Medical Problems and/or Senior Dogs:

- Grooming procedures can sometimes be stressful, especially for a senior dog or dogs with health problems. Because of this, grooming can expose hidden medical problems as well as aggravate current ones, whether it be during or after the groom. North Star Pet Resort requires that owners advise us of any medical, physical, or emotional issues, allergies, or pre-existing conditions. These conditions include but are not limited to prior surgeries, seizures, heart conditions, hip and/or joint issues, warts, moles, ear infections, or other skin problems. The owner will also inform North Star Pet Resort of any new conditions as they arise.
- Senior dogs and dogs with health problems may have a greater risk of injury, these dogs will be groomed for cleanliness and comfort. North Star Pet Resort will not compromise any dog's health and/or well-being to achieve "the perfect groom"

Fleas/Ticks/Lice:

- If lice, fleas, or ticks are found on any pet, they will be bathed and given treatment at the owner's expense. There may also be a sanitation fee of \$75.00. *This is to prevent the spread of pests to other lodges/guests. This cost covers the special shampoo, time, and extra clean-up.
- It is required that you use parasite precautions when bringing your pet to public places.
This includes trailheads, dog parks, grooming facilities, boarding facilities, and stores.

Matted Dog Policy:

- Pets with matted coats will require extra attention. As long as the matting is minimal (*taking less than 20 minutes) and the pet responds well the dematting fee is \$15. If we do not believe we can remove the mats promptly or we feel your pet is in pain, we will not continue. We firmly believe grooming should be an enjoyable experience and will not put your pet through the discomfort of unnecessary de-matting. We will notify you before shaving your dog, if permission to shave down is denied, your pet will not get a bath or haircut and must be picked up as is. There will still be a fee for the time spent trying to demat your pet. There is a greater risk of nicking, scratching, cutting, etc; a matted dog during the grooming process. In addition, the skin may appear red, itchy, and irritated due to lack of oxygen reaching in and under the mats.
- North Star Pet Resort will not be held responsible for any injury sustained while grooming a matted dog. Included any after-effects. Our Groomer will be happy to demonstrate some effective brushing techniques for matting prevention. Regular brushing at home with a brush and comb as well as keeping your pet on a 4-6 week grooming schedule will help prevent matting.

Accidents:

- Although accidents are very rare, there is a risk when dealing with pets. Grooming equipment is sharp, and although we use extreme caution and care in all situations, possible problems could occur including cuts, nicks scratches, quicking on nails, etc. In most cases, this can happen when a pet is wiggling or moving around. Any incident no matter how small will be communicated to the pet owner. If necessary, North Star Pet Resort will transport your pet to North Star Animal Hospital. Any veterinary bills resulting from a pet being matted, elderly, aggressive, with a difficult temperament, or from a preexisting or unforeseeable condition will be the sole responsibility of the owner. Your pet's safety and comfort is our number one priority. If an accident does occur, you will be notified as soon as possible.

Use of Muzzles:

- A muzzle does not harm your pet and protects both the pet and the groomer. In some cases, muzzling may even calm a stressed animal, allowing the grooming process to continue. If your pet still acts dangerously, North Star Pet Resort has the right to stop grooming services at any time and a service fee will be collected. We do not muzzle unless your pet gives us a reason to.

Dangerous/Aggressive Animals or Behavior Issues:

- Owners MUST inform North Star Pet Resort if their pet bites, has bitten, is aggressive, unpredictable, and/or has any other behavior issues. If the owner fails to notify us of any potential danger or behavioral issue, you can and will be liable for all medical fees, out-of-work compensation, as well as any property damage. We will make every attempt to groom uncooperative pets, but we may not be able to complete grooming on pets that pose a threat to themselves, other pets, or our groomers. We reserve the right to muzzle any dog for their safety, and ours. Extremely aggressive and unruly pets will NOT be groomed. If a dog is felt to be exhibiting behavior that is unsafe concerning itself or the groomer, it may be in the best interest of the pet that the groom be stopped. A fee will be charged depending on the work completed up to that point. All bites will be reported to the local authorities as required by law. North Star Pet Resort has the right to refuse grooming services, stop grooming services, or cancel grooming services at any time before, during, or after grooming and the client will be charged a grooming fee for what was done up until that point.

Satisfaction:

- Your Satisfaction is important. If you are unhappy for any reason and would like something adjusted, we will be happy to make any adjustments when you pick up your pet from his/her appointment. Once, however, you take your pet home from the appointment, we will only accept return visits for adjustments 24 hours after your appointment. Any adjustments after will be charged a grooming fee of some kind and are left up to the discretion of the groomer and resort manager.

North Star Pet Resort Boarding and Services Agreement

Policies, Procedures, Terms and Conditions

1. **Owner/Guardian.** I represent that I am the owner and/or authorized guardian of my pet and I am fully authorized to enter this agreement.
2. **Refusal of Service.** I understand North Star Pet Resort reserves the right to deny admittance to any pet for any reason, at any time.
3. **Veterinarian Care.** I agree to allow North Star Pet Resort to obtain veterinarian medical treatment for my pet, if, in its sole discretion it appears that the pet is ill, injured, or exhibits any other behavior that would reasonably suggest that my pet might need medical treatment. Medical treatment may require transportation of my pet to receive care and I hereby authorize such transportation. If I cannot be reached, I Grant North Star Pet Resort full authority to make decisions involving the medical treatment of my pet during their stay at North Star Pet Resort. I agree that I am fully responsible for the cost of any such medical treatment and transportation.
4. **Veterinarian Liability.** I agree that I am assuming all risk of illness, disease, harm, or otherwise to my pet by allowing my pet to participate in services at North Star Pet Resort. Furthermore, I agree that I am assuming all risk of the consequences associated with any decisions made by North Star Pet Resort relating to the medical care and transportation of my pet. I agree to be solely financially responsible for any veterinary care of my pet while in the care of North Star Pet Resort, or as a result of time spent at North Star Pet Resort. IN ADDITION, I AGREE THAT IF MY PET IS INJURED BY ANOTHER PET, I HEREBY RELEASE NORTH STAR PET RESORT, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES AND AGENTS FROM ALL LIABILITY AND FINANCIAL RESPONSIBILITY FOR SUCH INJURY. I FURTHER UNDERSTAND THAT IF MY PET BITES A HUMAN OR PET, THAT NORTH STAR PET RESORT MAY CONTACT THE APPROPRIATE AUTHORITIES.
5. **Transportation.** I agree that if my pet is transported to and/or from North Star Pet Resort by its employees or agents I AGREE TO HOLD NORTH STAR PET RESORT, ITS OWNERS, DIRECTORS, OFFICERS, EMPLOYEES, OR AGENTS HARMLESS IN THE EVENT OF INJURY OR ACCIDENT DURING TRANSPORTATION.
6. **Abandonment Notice.** I fully understand and agree that if my pet is not picked up by myself or an authorized representative within 3 calendar days after the day my pet is scheduled to depart, my pet shall be deemed "abandoned". Necessary steps will be taken to turn the animal over to a foster home, shelter, rehoming, and/or rescue group and I am responsible for all charges incurred for the extra time at the resort and legal charges related to the abandonment procedure as well as unpaid charges incurred for my pet's stay.
7. **Photo and Video Release.** I agree to allow North Star Pet Resort to use my pet's name and any images or videos taken while he/she is in the care of North Star Pet Resort, in any form or format, for use at any time, in any media, marketing, advertising, illustration, trade or promotional materials.
8. **Service Fees.** I agree to pay for all fees, services, and products with a credit card, cash, or check at the time of my pet's pick-up from each visit at North Star Pet Resort. I understand that a 50% deposit will be required at the time of drop off for any stay over 7 nights. I give express permission to North Star Pet Resort to charge any of the credit card numbers provided for any unpaid fees, services, or products. I further agree to pay the cost of any check or debit charges returned or challenged for any reason.
9. **Duty to Disclose.** I represent that I have disclosed and shall continue to disclose any medical conditions or any other conditions, including but not limited to, personality concerns or behaviors that may affect, limit, or prevent my pet's ability to participate in services provided by North Star Pet Resort. **I understand that North Star Pet Resort is relying on and will rely on those representations to provide a safe environment for both humans and animals.**
10. **Controversy or Claim.** I agree that any controversy or claim arising out of, or relating to this contract, or breach thereof, or as the result of any claim or controversy including the alleged negligence by any party to this contract, shall be settled by arbitration following any rules of the American Arbitration Association. I further agree that judgment upon award rendered by an arbitrator may be entered in any Court having jurisdiction thereof and the arbitrator shall, as part of his award to the prevailing party, the cost of such arbitrations and reasonable attorney's fee of the prevailing party.
11. **Waiver, Release, and Indemnification.** I release, waive, discharge, indemnify, and agree to hold north star pet resort, its owners, directors, officers, employees, and agents harmless for all manner of damages, injury, claims, loss, liabilities, costs or expenses, attorney's fees, causes of action or suit, whatsoever in law or equity, arising out of or related to the services provided by north star pet resort, its owners, directors, officers, employees or agents including without limitation: (1) any inaccuracy in any statement made by myself or information provided by me to north star pet resort, (2) my pet(s), including but not limited to destruction of property, dog bites, injury and transmission of disease, and (3) any action by myself that is in breach of the terms of this agreement.
12. **Sole Agreement.** This writing represents the sole agreement between North Star Pet Resort and the Owner/Guardian.
13. **Affirmation.** Each time I bring my pet to North Star Pet Resort, I re-affirming the terms of this agreement, including updated claims, and the truthfulness and accuracy of the statements I have made in this agreement. I further understand that the agreement is good for 12 calendar months from my signing date. Update forms are available at any time at the front desk.

By signing this contract you understand and agree to release and hold harmless North Star Pet Resort, Its owners, employees, and affiliates from and against all liabilities, expenses, damages, and costs (including attorney fees) resulting from any service provided or injury (including death) to your pet(s) while in our care or afterward

Detach and remove from the packet.

NORTH STAR PET RESORT POLICIES AND BOARDING SERVICES AGREEMENT

I HAVE READ AND FULLY UNDERSTAND THE TERMS AND CONDITIONS OF THIS AGREEMENT, I HAVE SIGNED THIS AGREEMENT FREELY AND VOLUNTARILY WITHOUT ANY INDUCEMENT, ASSURANCE OR GUARANTEE AND INTEND TO BE A COMPLETE AND UNCONDITIONAL RELEASE OF ALL LIABILITY TO NORTH STAR PET RESORT, ITS OWNERS, OFFICERS, EMPLOYEES AND AGENTS TO THE GREATEST EXTENT PERMITTED BY LAW. I FURTHER AGREE THAT IF ANY PORTION OF THIS AGREEMENT IS HELD TO BE INVALID OR UNENFORCEABLE THE REMAINDER OF THIS AGREEMENT SHALL REMAIN IN FULL FORCE AND EFFECT.

*I hereby understand that these claims are subject to change without notice. Contact the front desk for the most current agreements.

- Yes, I would like a copy of this policies and boarding services agreement packet.
- No, I do not need a copy of the policies and boarding services agreement packet.

Pet(s) Name: _____

Signature of Owner/Guardian:

Date: _____