



CUSTOMER INFORMATION MASTER FILE

Last Name: _____ **First Name:** _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Phones: _____ (H) _____ (W) _____ (C)

Email: _____

Emergency Contact: _____ **Phone:** _____

Pet (1) Name: _____ **Breed:** _____ **Dog / Cat**

Date of Birth: ____/____/____ **Sex:** M F **Spayed or Neutered?** Y N

Weight: _____ **Color or Description:** _____

Veterinarian: _____ **Phone:** _____

Pet (2) Name: _____ **Breed:** _____ **Dog / Cat**

Date of Birth: ____/____/____ **Sex:** M F **Spayed or Neutered?** Y N

Weight: _____ **Color or Description:** _____

Veterinarian: _____ **Phone:** _____

*****If you have more than two pets, use our extra attachment form*****

CUSTOMER INFORMATION CONTINUED

Has your dog ever shown aggression to any person or other animal? Y N

If yes, please explain: _____

Is your pet sensitive or afraid of loud noises such as thunder? Y N

Does your dog have allergies? Y N If yes, explain: _____

What brand of food do you give your pet? _____

Does your dog require any medications? Y N If yes, please list below.

Has your dog ever had seizures? Y N If yes, does he/she require medicine? Y N

If yes, please list medicine and dosing: _____

Is your dog a jumper or escape artist? Y N Explain: _____

Anything we need to know about your dogs? _____

Special Instructions? _____

Credit Card Number _____ Exp: _____

Type: MC Visa Discover AMEX Code: _____

****Your card info is used to hold your reservation****

Please read our cancellation policy on the Resort Rules Page



Ponderosa Pet Resort Rules, Policies and Agreement

Ponderosa Pet Resort herein referred to as PPR reserves the right to immediately change your pet's type of boarding / daycare if we believe it is necessary to protect the health and well being of your pet, other pets, or a staff member.

Although it is not required to have your pet spayed or neutered, it is HIGHLY encouraged. If your pet begins to display any improper behavior due to being intact, PPR reserves the right to isolate your pet. Any female in heat WILL NOT BE ALLOWED to board during this time.

PPR cannot guarantee that toys, blankets, or bed will be kept in the same condition as brought in. For safety reasons, tennis balls and rawhide are not allowed.

All dogs/cats must be fully vaccinated. Dogs are required to have a Rabies within the last 3 years, DHLPP and Bordetella (every 6 months). You can have you Vet fax us your pets records to us at 512-686-0470. Cats are required to have Rabies and Feline Distemper vaccinations.

All dogs must be on a leash when entering or exiting the building. Please do not bring a loose dog into the office. If you need a leash, please ask the staff.

There is a \$4 per day charge for your pet to be fed "in-house" food. We highly encourage you to bring food that your pet is currently on. This will prevent a change in diet and the possible upset stomach and digestive system fallout that is common when switching foods.

If reserving boarding during a major holiday, a pre-payment may be required.

We offer long term boarding discounts. If your pet is staying with us for 14 days or longer, we will offer you a 10% percent discount. Please ask our staff about this discount.

Credit card info may be required when making your boarding reservation. If you must cancel your boarding reservation, please give us 48 hours notice so that we may fill the spot. Failure to follow cancellation policies may result in your credit card being charged 50% of the price for the amount of time you reserved. We will always accommodate the client as much as possible and understand last minute changes. Please be kind to us and give us notice when possible.

Pet owner understands the risks involved with communal boarding of dogs. Our boarding, daycare and grooming dogs play in the yard and inside with other dogs. Although we will offer reasonable care, the unpredictable nature of dogs can sometimes lead to injuries.

Pet owner understands that Ponderosa Pet Resort's liability, of any circumstance related to the dog, will not exceed the current value of a pet of the same breed as the one in our care. PPR will do everything possible to ensure a safe environment for your pet while staying with us.

Should your pet require medical attention, you will be notified and the pet will be treated at your discretion. If an emergency should arrive, then we will take immediate steps to have your pet treated. By signing this form, you authorize Ponderosa Pet Resort to admit your pet on your behalf to a Vet chosen by PPR Staff. All expenses related to your pet will be the responsibility of the owner.

Boarding charges are incurred on a per night basis. Your pet must be picked up 12 Noon on the day of departure. If after 12 Noon, but before 6:30 PM you will be charged for one day of daycare.

Due to the communal nature of our playgroups, and for the safety/liability concerns, PPR does not allow any aggressive dogs in our daycare program. If your dog is aggressive and requires special handling while boarding, an additional fee may apply. Please ask our staff if you feel this may apply to you.

PPR reserves the right, without notice, to adjust our fees for services. Please inquire at the front desk as to our current fees.

By signing, I consent to all reasonable fees and am responsible for all charges incurred.

By submitting this form,

- 1) You indicate your agreement with all of the terms stated herein.
- 2) You acknowledge the risks of communal boarding. Dogs playing together in playgroups can sometimes result in injuries or spreading of such illnesses as Kennel Cough.
- 3) You authorize Ponderosa Pet Resort to obtain medical and vaccination records for your pet from the Veterinarian listed and you hereby authorize your Vet to provide these records to PPR.
- 4) You release, indemnity and hold Ponderosa Pet Resort harmless from any and all manner of damages, claims, losses, liabilities, costs or expenses, causes of action or suits, whatsoever in law or equity (including, without limitation, attorney's fees and related costs) arising out of or related to the services provided by PPR, except which may arise from the sole gross negligence or intentional and willful misconduct of PPR, including, without limitation: **(1)** any inaccuracy in any statement made by yourself or information provided by you to PPR **(2)** your dog, including but not limited to destruction of property, dog bites and transmission of disease, and **(3)** any action by yourself which is in breach of the terms and conditions of this agreement.
- 5) This agreement covers the current relationship between PPR and yourself. Each time you bring your pet to PPR, you affirm the terms of the agreement and the truthfulness and accuracy of all statements you make in the agreement.

Signature: _____ **Date:** ____/____/____

Company Only - Received by: _____ **Date:** ____/____/____ **VX Records Received:** Yes or No

Pet Info Continued

Pet (3) Name: _____ **Breed:** _____ **Dog / Cat**

Date of Birth: ____/____/____ **Sex:** M F **Spayed or Neutered?** Y N

Weight: _____ **Color or Description:** _____

Veterinarian: _____ **Phone:** _____

Pet (4) Name: _____ **Breed:** _____ **Dog / Cat**

Date of Birth: ____/____/____ **Sex:** M F **Spayed or Neutered?** Y N

Weight: _____ **Color or Description:** _____

Veterinarian: _____ **Phone:** _____

Pet (5) Name: _____ **Breed:** _____ **Dog / Cat**

Date of Birth: ____/____/____ **Sex:** M F **Spayed or Neutered?** Y N

Weight: _____ **Color or Description:** _____

Veterinarian: _____ **Phone:** _____

Pet (6) Name: _____ **Breed:** _____ **Dog / Cat**

Date of Birth: ____/____/____ **Sex:** M F **Spayed or Neutered?** Y N

Weight: _____ **Color or Description:** _____

Veterinarian: _____ **Phone:** _____