



VCA Premier Animal Hospital & Pet Resort Contract

3651 E. Whitestone Blvd, Cedar Park, TX 78613

512-260-4000

Client Name:	Account Number:
Pet Name:	Emergency Contact:

Thank you for choosing VCA Premier Animal & Hospital and Pet Resort for your pets boarding needs. Our resort is a full service Spa that provides professional and compassionate Grooming, Boarding and Daycare services for all of our guests needs. Your pet will be well cared for by our compassionate staff during the hours of 6 am to 7 pm. We do not have 24 hour on site staff. Upon admission, one of our Animal Health Associates will look your pet over from head to tail to ensure your fur family is in good bodily condition. If we notice anything abnormal during this exam we will contact you to obtain permission to treat your pet while he/she is in our care.

Payments and Deposits: Initials: _____

Payment is required in full at time of discharge. For your convenience, we accept Visa, Master Card, Discover, American Express, Care Credit, debit cards, cash, checks and money orders.

Peak times and holiday boarding stays require a deposit of \$50.00. Your deposit is processed at the time you make your reservation and is applied to your total upon check-out. You do not have a confirmed reservation until your deposit is received. The deposit will be refundable if the reservations are canceled no less than 2 weeks prior to scheduled boarding dates. There will be no refunds if you cancel within 14 days of your reservation for any reason. Prices are subject to change without notice.

Vaccines: Initials: _____

The safety of our guests is our top priority. All pets must be up to date on their vaccinations, and it is the owner's responsibility to make sure that proof of current vaccines is on file with the hospital/resort at the time of admission. If vaccinations have been administered at another hospital and they are closed at the time of admission and proof of those vaccinations is not on file, the vaccines will be brought current at the time of admission and the client will be charged accordingly. Please note that some vaccines require an examination by a veterinarian prior to admission therefore an exam charge may apply. Boarding pets less than 5 months old is not recommended because they have not developed complete immunity. All puppies and kittens must be fully vaccinated (a series of 4 boosters) before enjoying any of VCA's services.

We require the following veterinary proof of current vaccinations on all dogs and cats:

Canine: Rabies, Distemper/Parvo, Canine Influenza and Bordetella.

Feline: Rabies and FVCRP (Upper Respiratory)

Parasite Treatment: Initials: _____

To fulfill VCA's commitment to the best possible care for your pet, it is very important that our resort be "pest-free." At Check-in, all pets will be examined thoroughly for fleas and ticks. If your pet is found to have fleas, a cap star will be administered and a bath will be given. If your pet is found to have a tick, we will attempt to remove it, but if there are numerous ticks a flavored Simparica chew will be given. If we find parasites in your pet's bowel movements, appropriate medicine will also be given. All of the above will be done at owner's expense.

Personal Items: Initials: _____

No need to bring personal items when packing for your dog's stay! VCA provides comfortable bedding, toys during playtimes and lots of love and attention. Leaving personal belongings is discouraged due to sanitation and orderliness requirements. **We will not be responsible for any items if lost or soiled. Collars and leashes may not be left at any time**



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*VCA Premier strongly advises against allowing pets who chew to have any material that could be readily damaged during their visit. This helps reduce the risk of pet(s) ingesting foreign material that could lead to serious, even fatal complications. If your pet is known to be destructive or ingest foreign materials, please do not authorize bedding for your pet. If they do start to chew bedding it will be removed as soon as possible. *kennel bedding includes cots, blankets, and mats

Dietary Needs: Initials: _____

To avoid GI upset due to changes in your pet's diet we recommend that your pet(s) remains on their current diet while boarding. Please bring just enough food for the stay in pre-packaged Ziploc bags per meal labeled with your pet's name. We can also provide a balanced low fat diet of Royal Canin Gastrointestinal kennel food if you prefer.

Medications: Initials: _____

All prescription medications must have clear label instructions and must be in their original pill bottles/containers. We cannot accept medications in a second container or zip lock bags. We will follow the instructions prescribed by the veterinarian on the label. Prescription medications should NOT be included/mixed in with prepackaged food. We will gladly administer any medication for a nominal daily medication fee.

Health Requirements: Initials: _____

All pets must be in good general health to board and play at VCA. No pets exhibiting signs of serious illness, pets with contagious viruses or pets with any other potentially transferable diseases/sickness will be accepted.

Medical Illness & Emergency Treatment: Initials: _____

One of the advantages of boarding your pet(s) at a Veterinary Hospital is that medical attention is readily available for our guests. Although we take every precaution to keep your pet safe while in our care, animals are unpredictable and occasionally accidents, injuries and illnesses can happen. In the event of any medical concern, we can provide medical care through our hospital. You have the option to pre-authorize an exam by a doctor and any necessary treatment for their wellbeing, or you can elect to be contacted prior to any exam or services. If we are unable to contact you at the emergency number you provided, your pet will be treated as we deem necessary, at normal hospital fees. **All expenses related to any and ALL medical care will be the responsibility of the pet's owner.**

Inherent Conditions: Initials: _____

We cannot guarantee the health of any animal, but pledge to give appropriate care to all pets. Pets will be housed in a group setting around other animals, both indoors and/or outdoors, which can sometimes lead to injuries and/or spreading of illnesses.

Occasionally pets may develop problems from environmental and dietary changes. Signs may include: vomiting, diarrhea, coughing, sneezing, weight loss or gain, rough hair coat, and self-trauma such as scratching, biting their skin, happy tail and chewing the bowls or kennels. You understand the risks of communal boarding, daycare and grooming in which animals in a shared environment can sometimes lead to injuries or spreading of illnesses. **All expenses related to any and ALL illnesses and or injuries will be the responsibility of the pet's owner.**

Playtime: Initials: _____

Playtime is an activity for dogs to meet and play with other dogs in the play yard. This can be beneficial as it will allow them to develop their social skills.

For an additional fee, canine guests can participate in individual or group playtimes. We offer up to two 30 minute plays times daily. You can elect to allow your pet to play during one or both of the play times each day.

Feline playtimes are included in their stay and they do not mingle with other guests.



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Individual Play (TLC): Allow your pet to get 30 minutes of one on one time with one of our loving kennel technicians.

Group Play: Allows your pet to play with other guests that have similar play styles and personalities to ensure a fun time for all. Depending on our guests, a group play can include 2 to 10 pets playing together in either our indoor or outdoor play yards. Although we take every precaution to keep our guest safe during playtimes animals are unpredictable and occasionally accidents and or injuries can happen. If your pet is injured your pet will be evaluated by one of our medical team members and you will be notified immediately. **All expenses related to any and ALL injuries will be the responsibility of the pet’s owner.**

Bathing & Grooming Services: Initials: _____

We have a full service Grooming department available to our guests during their stay. If you would like a professional groom, please make an appointment prior to your stay and one of our amazing groomers will ensure your pet gets a spa day and haircut of your liking. You can also choose to have just a bubble bath for your furry friend and we will be happy to arrange that the day before departure.

Professional groom includes – Professional bath by our grooming department bathers, nail trim, anal sac expression, ear cleaning, a professional haircut and brush out by one of our Amazing Groomers.

Standard Bath includes - Soothing bath by one of our kennel technicians, nail trim, anal sac expression and ear cleaning.

Abandonment: Initials: _____

Please notify us immediately if there are any changes to your pet’s scheduled release date. According to abandonment laws, your pet is considered abandoned if you or your agent cannot be reached within 14 days of your pets scheduled departure. Please be advised that the pet owner will be responsible for the fees accrued and any other fees or legal services incurred by the VCA Premier Animal Hospital & Pet Resort as a result of the abandonment.

By signing this agreement, you acknowledge that you have read, agree to and understand all requirements of this agreement. You also understand you are responsible for any and all fees incurred during your pets stay including any medical related issues provided by our hospital and/or spa staff. You also agree you will not hold VCA Premier Animal Hospital & Pet Resort or its affiliates liable for any and all damages, injuries, illnesses and or loss of items that may have occurred during your pets stay.

Date: _____

Signature of Owner/Agent: _____

Please Print Name: _____