



The Pet Hotel at Barkingham Palace

Resort & Wellness Spa

34-550 Spyder Circle · Palm Desert · CA · 92211
Office: 760-537-1172 Fax: 760-537-1178
Email: info@thepethotelatbarkinghampalace.com
Web: www.thepethotelatbarkinghampalace.com

Please Complete Our Survey	
How Did You Hear About Us?	
<i>(Please mark)</i>	
Friend	Internet
Logo	
Bravo	Cooking Channel
Desert Sun	Advertisements
Other:	_____

Boarding Service Agreement

This Agreement is effective between The Pet Hotel at Barkingham Palace and the person responsible

_____ (hereinafter referred to as "client") who resides at:
First & Last Name of Person Responsible

_____ Address City State Zip E-mail

(____) _____ (____) _____ (____) _____
Phone Cell Number: Alternate

Who can we call in the event of an emergency? _____ (____) _____
First and Last Name Phone Number

This agreement constitutes permission to board said animal and perform duties as stated in the relevant Pet Information Sheet. Any changes to this agreement must be done so in writing or they will be null and void. The Pet Hotel at Barkingham Palace has the right to make any changes to this agreement at will and without notice. With any changes, a new agreement will be presented before any new services are rendered.

Guest Registration Information

Dog _____ Cat _____ Bird _____

1st Guest Name _____

Breed _____ Male _____ Neutered _____ Female _____ Spayed _____

Birthdate _____ Is this a newly acquired pet? _____ Rescued? _____

2nd Guest Name _____

Breed _____ Male _____ Neutered _____ Female _____ Spayed _____

Birthdate _____ Is this a newly acquired pet? _____ Rescued? _____

3rd Guest Name _____

Breed _____ Male _____ Neutered _____ Female _____ Spayed _____

Birthdate _____ Is this a newly acquired pet? _____ Rescued? _____

For your convenience, veterinarians can fax your dogs' vaccination and medical records: (760) 537-1178.

Veterinarian Contact Information

Name of Veterinarian _____

Address _____ City _____ State _____ Zip _____

Phone Number: (____) _____ Vet Cell Number: (____) _____ Vet Alt. Number (____) _____

Alternate contact name in the event of an emergency: _____
First & Last Name

(____) _____ (____) _____
Phone Number Cell Phone

Medical Information

Has Your Pet had any recent injuries that we should know about? Surgery date: _____

Does your pet need any special attention due to health issues? _____

Please list any health issues your pet may have: _____

Does your pet suffer from the following?

Seizures _____ Allergies _____ Arthritis _____

Is your pet currently on any medication(s)? If so, list medication(s); dosage per day, and dispensing instructions: _____

Please be aware that our staff will administer medications for an additional fee of \$1.00 per dose. Should a guest need insulin shots, there will be \$3.00 fee per dose. The exact amount of medication should be provided by the guest's owner for the length of the stay. All medications should be checked in a per-day container. If you do not have a per day container, we sell them in our lobby for an additional fee. This is to insure that the correct medication will be dispensed, and the dosage is accurate.

Payment for Services

Personal Checks are **Not Accepted.**

No Cash Payment after normal Business Hours

(Refer to Business Hours below)

Card Type: Visa MC Discover Amex

Permission to charge card at the start of each service booking: Yes / No

Card #: _____ Exp. Date: _____ Security Code _____

Signature: _____ Date: _____

Hotel Registration & Business Hours

Guest stay is calculated on 24 hours from check-in to check-out. If a guest is picked up after the 24 hour period on Monday through Saturday, an additional fee of \$20.00, per pet, will apply as additional care will be provided. Please **Initial** _____

If a guest is picked up after 3 p.m. on Sunday an additional nights boarding fee will apply - per pet. Please **Initial** _____

Client understands that our suites are reserved in advance for other guests. Suites must be cleaned and prepped by our staff to accommodate for the incoming guest. Guest(s) that are picked up late will be accommodated in the Daycare Park; or, if special arrangements are made prior, may be moved to another suite and charged accordingly. **Initial** _____

Check-ins will be accepted ONLY during normal business hours. Please **Initial** _____

We do not accept cash after business hours; please make payment arrangements during business hours for your late pick up. **We do not accept checks.** Please **Initial** _____

Prior to our guest's arrival, you will be asked for your credit card to reserve the suite for your pet. We do have a **48 hour cancellation policy** in which your credit card will be charged a one night, per room fee, per pet, should you cancel without proper notification. Please **Initial** _____

The front desk is open for guest check-in and check-out during the following Normal Business Hours:

Summer Hours	Seasonal Hours	Daycare Hours	Nightcare Hours
Mon. - Fri. 8 a.m. – 6 p.m. Sat. 8 a.m. – 5 p.m. Sun. 10 a.m. – 3 p.m.	Mon. – Fri. 8 a.m. – 7 p.m. Sat. 8 a.m. – 5 p.m. Sun. 9 a.m. – 3 p.m.	Mon. - Fri. 8 a.m. - 6 p.m. Sat. 8 a.m. - 5 p.m. Sun. 10 a.m. - 3 p.m.	5p.m.-10:30 p.m.

We are closed for check in and check out on the following major holidays: Christmas Day, New Year's Day, Independence Day, Memorial Day, Labor Day, and Thanksgiving Day.

MEALS

Guests are fed in the morning and evening. Client may choose our in house food for an additional fee or you may provide your own. Client is aware that a sudden change in food may cause an upset stomach and softening of stools. Food must be placed in baggies, labeled with your pet's name. Should we run out of the food that was checked in, there will be an additional fee for our in-house food.

The Pet Hotel at Barkingham Palace

Questionnaire

Please check the following:

	Dog 1	Dog 2	Dog 3
Has your dog ever escaped or attempted to escape?	_____	_____	_____
Has your dog been enrolled in daycare before?	_____	_____	_____
Has your dog been boarded before?	_____	_____	_____
Is your dog toy or food possessive?	_____	_____	_____
Has your dog ever shown aggression toward a person or another dog?	_____	_____	_____
Has your dog ever bitten someone or another dog?	_____	_____	_____
Does your dog have food or other allergies?	_____	_____	_____
Does your dog have any fears?	_____	_____	_____
Does your dog have physical restrictions that limit physical activity?	_____	_____	_____
Does your dog exercise regularly?	_____	_____	_____
Does your dog have accidents in the house?	_____	_____	_____
Does your dog have any areas on the body that should not be touched?	_____	_____	_____
Does your dog chew furniture?	_____	_____	_____

Please comment on items checked above: _____

Is there any additional information you would like to share about your dog(s) to help make his/her stay more comfortable?

The caregivers and staff of The Pet Hotel at Barkingham Palace promise to treat your dog(s) as one of their own - with plenty of loving attention.

The Pet Hotel at Barkingham Palace

Boarding Policies and Procedures Terms and Conditions

Please initial. The Client hereto agrees to the following:

- 1) The Pet Hotel at Barkingham Palace and its employees agree to provide services stated in this agreement in a reliable and trustworthy manner. In consideration of these services and as an express condition thereof, the client expressly waives any and all claims against The Pet Hotel at Barkingham Palace or its employees and, or independent contractors. Please **Initial**_____
- 2) The client understands that all pets must have a veterinarian and must be current with vaccinations. Vaccinations must be given far enough in advance to be effective. The Pet Hotel at Barkingham requires about 2 weeks. We also require vaccination against kennel cough, which is very common within boarding facilities. Kennel cough is airborne and difficult to control. We do accept Titters with the proper documentation from your vet. Please bring vaccination records before or during admission or pet(s) will not be admitted. Please **Initial**_____
- 3) The client understands that if fleas are found on pet, a flea bath will be given at owner's expense. **Initial**_____
- 4) Pets over 6 months of age must be spayed or neutered. Please **Initial**_____
- 5) Client understands that pets can get hurt jumping off of furniture or playing in suites. Client acknowledges that The Pet Hotel at Barkingham Palace is not responsible for such injuries that a guest may incur. **Initial**_____
- 6) The Pet Hotel at Barkingham Palace does not diagnose, prognoses, nor make therapy decisions nor does it offer veterinary services. Any veterinary/medical concerns will be referred to a veterinarian. **Initial**_____
- 7) The Pet Hotel at Barkingham Palace will not board acutely ill animals or those with uncontrolled medical conditions. We suggest the pet be boarded with a vet. Certain medical conditions may also be referred to a veterinarian for boarding. Pets infected with Feline Aids, FIP, ringworm or any other contagious disease will not be admitted. Please **Initial**_____
- 8) The client understands that the animals interact with other animals and employees. The client must express any known aggression problems that the animal has with other pets or people and must be free of any communicable diseases. The pet is being admitted based on client's representation. Please **Initial**_____
- 9) Client is solely responsible and agrees to reimburse The Pet Hotel at Barkingham Palace for any harm caused by owners pet(s) to other pets, owners, employees of The Pet Hotel at Barkingham Palace, or property. Should owners pet destroy any bedding or walls, or property belonging to The Pet Hotel at Barkingham Palace, owner is responsible for damages. Please **Initial**_____
- 10) We provide clean and plush bedding for our guests. Toys and bedding are accepted but not encouraged. Pet owner agrees that The Pet Hotel at Barkingham Palace is not responsible for lost bedding, toys or other personal items. Please **Initial**_____
- 11) The Pet Hotel at Barkingham Palace Does Not accept aggressive animals. If you request a playgroup setting and your pet displays aggression or behavioral problems, it will be removed from playgroup. **Initial**_____
- 12) Client understands if a playgroup setting is requested for your pet that accidents do happen. Client understands The Pet Hotel at Barkingham Palace will not be responsible for scrapes, scratches, playful bites, injuries, etc. as these things are common amongst play groups. Please **Initial**_____
- 13) A leash must accompany all dogs, or they will not be admitted. All cats must arrive and depart in a carrier. We do not accept collars and leashes and therefore not responsible for loss. Please **Initial**_____
- 14) The Pet Hotel at Barkingham Palace reserves the right to take pet(s) to vet if necessary. Owner authorizes The Pet Hotel at Barkingham Palace to obtain medical care should an injury or illness take place. Owner is responsible for all charges including, but not limited to, vet fees and transportation fees. Please **Initial**_____

- 15) The Pet Hotel at Barkingham Palace reserves the right to deny service or terminate service because of safety concern(s), financial concerns, or inappropriate or uncomfortable situations. Please **Initial**_____
- 16) The client agrees if pet is not picked up, or we are not notified, and have no communication from the owner within 5 days after scheduled pick up date, The Pet Hotel at Barkingham Palace will consider pet abandoned. Please **Initial**_____
- 17) Payment is due upon Check Out; including additional unforeseen costs (such as food, supplies, flea bath, vet fees, etc.) Please **Initial**_____
- 18) **Reservation Cancellations** must be received 48 hours prior to the reserved boarding period; or a (1) night Boarding Fee, per pet, will apply. **Initial**_____
- 19) **Early pickups** – The Pet Hotel at Barkingham Palace must be notified *of an early pickup within 48 hours the reserved boarding period*, or a penalty will incur and be calculated as (1) night Boarding Fee, per pet, due and payable upon check out. **Initial**_____
- 20) **Early pickups** during **Major Holidays** will be subject to an early pick up fee. The fee will be calculated, per pet, as 50% of the scheduled reservation period, due and payable upon check out. **Initial**_____
- 21) Our resort hours are listed within this agreement. We are based on a 24-hour basis. Should the guest stay longer than the scheduled stay extra fees will apply. Please **Initial**_____
- 22) The Pet Hotel at Barkingham Palace reserves the right to increase prices based on availability, and not limited to major holidays. Due to increase in staff during major holidays, such as Christmas, New Years and Thanksgiving, prices may be subject to an increase of an additional fee of \$5.00 per pet. Please **Initial**_____

By signing below, and initialing each Term and Condition of this Agreement, the Pet Owner or Responsible Party acknowledges and agrees to Boarding Policies and Procedures and the Terms and Conditions stated in this document which is between the Owner/Responsible Party and The Pet Hotel at Barkingham Palace

Signature_____ Date_____

Please Print Name_____