

**TONAWANDA**

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Tonawanda, Ny 14150  
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Email:

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**ANGOLA**

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**Welcome!**

*Thank you for choosing Creature Comforts Pet Resort. We look forward to making your pets stay with us fun and enjoyable! This packet will only need to be filled out on your first enrollment and if updates to your personal information are needed. (name changes, address, etc.) We may also ask you to renew this packet from time to time. This information will help us maintain a safe and fun environment for all guests. We are concerned not only about your pet's safety and health, but also that of our guests and team of caretakers.*

**Enrollment Forms and Pet Services Agreement**

I, the undersigned, do hereby certify that I am the owner (or duly authorized agent for the owner) of the animal(s) described below; that I do hereby give Creature Comforts Pet Resort, their agents, and/or representatives full and complete authority to board and care for my animal(s) as needed. Please Note: You must be over 18 years old to be listed as Owner.

Owners Name(s) please print \_\_\_\_\_

Additional Owner \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Home Phone \_\_\_\_\_ Cell #'s (please label) \_\_\_\_\_

**Email** Please print \_\_\_\_\_

**(Please provide email to receive vaccine updates and boarding confirmation, we will not share your information)**

Emergency Contact Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone # Home \_\_\_\_\_ Cell \_\_\_\_\_

(Please provide name and address of someone over the age of 18, other than yourself, that can act on your behalf. We will always attempt to contact you first.)

**Names of people authorized to drop off/pick up pet(s)** \_\_\_\_\_

Veterinarian Information

Veterinarians Name: \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

I give Creature Comforts Pet Resort permission to request veterinary records and vaccine history from the veterinary hospital listed above if needed. I also understand that Creature Comforts Pet Resort does not guarantee to use my veterinarian for my pets, while in their care. **Please initial** \_\_\_\_\_

**Note:**

**We require proof of all vaccinations and or titers to be up-to-date before your pet(s) can stay with us!**

**Dogs:**

- ✓ Rabies
- ✓ DHPP or DHLPP
- ✓ Bordatella (we recommend bordatella every 6 months, but only require it annually.)

**Cats:**

- ✓ Rabies
- ✓ Feline Distemper
- ✓ Feline Leukemia Status – Neg. test result for first time guests

It is your responsibility to provide ongoing proof of all vaccinations. These can be faxed, emailed, mailed or dropped off.

**How did you hear about us?** Website/Online \_\_\_\_\_ Vet \_\_\_\_\_ Mailing \_\_\_\_\_ Phone Book \_\_\_\_\_  
Other \_\_\_\_\_ Referred by friend \_\_\_\_\_ Who? \_\_\_\_\_ Print Ad (please specify) \_\_\_\_\_

**Pet Services Agreement and Polices: Please read and initial each item.**

This is an agreement between ***Creature Comforts Pet Resort LLC*** and the pet owner mentioned above. It cannot be altered in any manner. Any alteration will not be honored.

**1.** Owner agrees to pay the rate for pet care provided in effect on the date pet is checked into Creature Comforts Pet Resort. Reservations are required; this includes pick up and drop off times. Notification of a cancellation must be provided 7 days prior to hotel check-in date during holidays and 48 hours prior to check-in date during all other times. We recommend making all cancelations in writing via email. Reservations not cancelled by the aforementioned time will lose their deposit and can be held liable for all dates reserved. Deposits are non-refundable and will be credited to your account as store credit only. I have read and understand this cancellation policy and accept responsibility for all dates booked at resort, even if I choose to shorten my pets stay after the cancellation periods have expired or If I fail to maintain necessary vaccinations required to stay.

**2.** Owner understands and agrees that while handling their own animal (i.e. on leash in lobby) they are solely responsible for any harm or damages caused by their pet(s) while at Creature Comforts Pet Resort and agrees to pay for said harm or damages in full.

**3.** Owner understands and agrees that in admitting their pet(s), Creature Comforts Pet Resort has relied on their representation that their pet(s) are in good health and have not been ill with any communicable condition in the last 60 days. Owner further certifies that their pet(s) have not harmed or shown aggression or threatening behavior towards any person or other pet.

**4.** I understand that if my dog is not picked up within 14 calendar days after they were due to depart, they will be deemed to be abandoned. Creature Comforts will make three attempts to contact the owner and emergency contact person. Pets that are deemed abandoned will be placed with an animal rescue group or we may attempt to foster and/or find them a home. All expenses incurred during this process are the owners' responsibility and will collected in small claims court.

**5.** Owner understands and agrees to indemnify and hold harmless Creature Comforts Pet Resort , Owners and its staff for any and all loss, liability, claims, expenses, demands, causes of action, suits, rights, and entitlements of any kind including without limitation, legal costs and attorney fees. Creature Comforts, owners and staff will not be liable for any known or unknown problems/pregnancy/ suspected or unsuspected illness/death that develop or for not seeking veterinary care, provided reasonable care and precautions are followed and the owner hereby releases Creature Comforts of any liability of any kind whatsoever arising from their pet(s) stay at Creature Comforts Pet Resort.

**6.** Owner understands and agrees that any problems which develop with their pet(s) will be treated as deemed best by the staff and at their sole discretion of Creature Comforts Pet Resort. The owner assumes full financial responsibility for any and all expenses involved.(i.e. separating boarders, Chicken/Rice meals for upset stomach, destructive behavior, veterinary services and shuttle fees).

**7.** **Owner understands and agrees that if their pet(s) become ill or injured, or if the state of the pet(s) health otherwise requires professional attention, Creature Comforts Pet Resort, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the pet(s), and the expenses thereof shall be paid by the owner.**

**8.** Owner understands and agrees that if their pet(s) were in our care for a day service and are not picked up by the

end of the business day, Creature Comforts Pet Resort is authorized to take whatever action is deemed necessary for the continuing care of their pet(s), and Owner agrees to pay for any costs associated with continued care.

9. \_\_\_\_\_ Owner understands that they will be charged a replacement fee for destroyed bedding and/or room destruction.

10. \_\_\_\_\_ I understand that photos, video, or other media may be taken of owners and their pets while in our resort and that they may be used in publication. All media taken of Pets and/or Owner by the resort or agent of such are property of the resort. The owner understands that the owner will not be paid any royalty or other compensation and hereby relinquishes any and all rights to any media published in any form or medium.

11. \_\_\_\_\_ Owner understands and agrees that dog daycare is social play with other dogs from different households. Please be aware that dogs in groups are at higher risks of incidents. While play is supervised, dogs may become sore, dirty, hurt, sick, scratched, bit, and even rarely death. Dogs may also be put in time out crates or runs during the day and for rest periods. Owner fully accepts and understands these risks.

12. \_\_\_\_\_ I understand that Creature Comforts reserves the right to refuse or revoke admittance to any pet that displays an illness or behavior deemed inappropriate or does not meet the health requirements set forth in this agreement. I also understand if my dog bites another pet or person that he or she cannot return to Creature Comforts.

13. \_\_\_\_\_ Although it is the practice of Creature Comforts to have caretakers supervising and interacting with the guests, there may be occasions whereby your dog(s) may be outside in a fenced area without supervision for a brief time.

14. \_\_\_\_\_ Owner understands that Creature Comforts Pet Resort is staffed 24 hours a day, but that breaks and or gaps in staffing may occur.(i.e. lunch breaks) The phone is not answered after lobby hours. Web Cams are provided as a courtesy. We do not guarantee web cam access or technical support.

15. \_\_\_\_\_ Creature Comforts will not give out names, phone numbers of clients/staff. I, the owner, understand I am 100% responsible for my own pets in regards to health, injury, or otherwise, even if it is not the fault of my own pets.

16. \_\_\_\_\_ Creature Comforts Pet Resort shall exercise reasonable care for the pet(s) delivered by the Owner. It is expressly agreed by Owner that Creature Comforts Pet Resort liability shall in no event exceed the lesser of the current chattel value of the pet(s) or the sum of \$1000.00 per pet.

17. \_\_\_\_\_ Any controversy or claim arising out of or relating to this agreement, or the breach thereof, or as the result of any claim or controversy involving the alleged negligence by any party to this agreement, shall be settled in accordance with the rules of the American Arbitration Association, and judgment upon the award rendered by an arbitrator may be entered in any court having jurisdiction thereof. The arbitrator shall, as part of the award, determine an award to the prevailing party of the costs of such arbitration and reasonable attorney's fees of the prevailing party.

#### Policies

**Creature Comforts Pet Resort strives to provide the best care for all our guests. The following policies are to ensure our guests receive the best care possible in a healthy and safe environment.**

**ADMISSION:** All pets must be in good general health. We reserve the right to deny admittance to any pets lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. Although we have skilled staff members, our boarding caretakers may not be able to handle geriatric pets needing significant medical care. Prior to participating in any social activity (e.g. Group Play), dogs must be temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive or dominant. Females in heat may not participate in group play. Creature Comforts Pet Resort follows a rigorous program of flea and tick elimination. All pets arriving at Creature Comforts Pet Resort with fleas and/or ticks will be treated at the owner's expense. Creature Comforts Pet Resort reserves the right to charge daily handling fees for illness, excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care for your pet.

**VACCINATIONS: All dogs and cats must be current on all vaccinations.** DOGS -We require DHPP (Distemper/Parvo) vaccination, rabies, and a yearly Bordetella (or canine cough). CATS are required to be up to date on Rabies and FVRCP (Feline Distemper) and have a negative leukemia status. We will consider accepting an alternate vaccination protocol and/or tiers with review from one of our owners and our veterinarian. **All customers are strongly encouraged to fax or deliver current vaccination records several days prior to their check-in date.** Puppies will be accepted as long as we receive documentation of their first two sets of puppy vaccinations. Puppies/dogs that are not fully vaccinated for health/age restrictions will only be allowed to board in a separate area and extra fees will apply.

**MEDICATIONS:** All medication/supplements supplied by Owners must be clearly labeled in original containers with the pet's name, name of medication, dosage, and reason for medication. We will only accept the exact dosages required for administration during your pets stay. There is a fee for injectable (\$2 per injection), detailed times, eye, ear, liquid, (3+ pills) or large/multiple combos(\$4-8daily) also if your pet is difficult to administer/special medication (varies). Ask for details.

**BELONGINGS:** The Resort will make every effort to return items left with each pet, however, these items may not be returned if lost or may be returned in poor condition. The resort is not responsible for said items. No glass or ceramic.

**VISITING:** Visiting is allowed at the sole discretion of Creature Comforts. Please be advised that visiting with your pet while it is in our care, may cause anxiety and confusion. Owners and authorized people may visit during lobby hours only. We reserve the right to limit visiting time lengths and area used for visits. No pets are to leave the grounds.

**EMERGENCIES:** In case of an emergency we will attempt to contact you or your listed emergency contact. We will use your veterinarian, or the local 24-hour veterinary emergency hospital at our sole discretion. We may suggest you attach a signed note that details your wishes/limits in case we need to seek veterinary care, otherwise we will do everything possible to preserve the life of your pet. (i.e. bloat, bleeding, seizures) You will be responsible for all costs involved.

**ROOMS/RUNS:** Rooms may be reserved up to 1 year in advance. Deposits are required. Although we do our best to honor room requests we do not guarantee rooms/runs. Occasionally variables may require us to move your pet to a different room. Only pets from the same household can share rooms. We reserve the right to limit amount of pets staying together.

**CHECK-IN/CHECK-OUT/FEES:** Fees are set daily for each separate service offered. Daycare, boarding, grooming, and training are treated as separate services. Discounts are offered for combining services. A complete list of services and fees can be found on our website or call for details. Check-in/out can be scheduled anytime during our lobby hours.

Reservations are required. Our boarding rate is charged daily and check out is noon Mon-Sat, the daily rate will apply to all boarders staying past noon or on Sundays. We understand flights get delayed/weather restrictions happen. We do ask that you let us know 24 hours in advance if the reservation time (not date) for pick-up or drop-off time can not be kept, we will do our best to set up a new time that will work for both parties. The standard cancellation policy and fee rate applies.

Because we know how much you missed your companion while you were away, after hours early/late check-in/check-out outside our regular lobby hours may be set up in advance with an extra fee and is at the sole discretion of Creature Comforts. If your pets stay needs to be extended past the date that was previously booked we can not guarantee your pets original room will be available, but we will certainly make sure your pets have comfy accommodations for their extended stay.

**STAFFING/LOBBY HOURS:** Monday through Friday, 7:00 a.m. to 12pm and 1:30 to 7:00 p.m., Saturday 9:00 a.m. to 4:00 p.m., and Sunday 12-4 p.m. Staffing is 24 hours, but may contain gaps in schedules and therefore there may be periods of time when the facility is not staffed (i.e. lunch breaks).

**HOLIDAYS:** Holiday boarding periods are defined as the 7 days before and after each date listed. We will be closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Years Day. We will close the lobby at Noon on the following days: Christmas Eve and New Year's Eve. **Absolutely no check-ins or check-outs will be permitted on holidays. The facility will be fully staffed, but the lobby will not be available, as we will be focused on caring for our guests.**

**CANCELLATION POLICY:** We require a deposit at the time of booking. Deposits will be refunded via store credit only. We do not issue refunds. Credits can be used for any of our services or products and expire one year from date taken.

Reservations are required; this includes pick up and drop off times. This ensures we are able to give every guest time to go over their pets needs with our staff. We do ask that you let us know 24 hours in advance if the reservation time (not date) for pick-up or drop-off time can not be kept, we will do our best to set up a new time that will work for both parties.

Notification of a cancellation, change of room type or dates booked must be provided 7 days prior to hotel check-in date during holidays and 48 hours prior to check-in date during all other times. We recommend making all cancellations in writing via email. Reservations not cancelled by the aforementioned time will lose their deposit and can be held responsible for all dates reserved to the card on file with the resort. This means you are responsible for all dates booked after the cancellation period, If you are unsure of your exact time or you need a flexible pick up date or time please ask to speak with a manager to set up your stay.

**Please Initial**

**RATES AND SERVICES:** All rates and services are subject to availability and change at any time, estimates can be requested. Payment is due at the time of service, we do not offer payment plans.

### GROOMING RELEASE FORM

Thank you for choosing **Creature Comforts Pet Resort** for your pet's grooming needs. We pride ourselves on providing the best care available to your pet. Sometimes the grooming experience can unveil hidden pre-existing conditions. Creature Comforts Pet Resort will always bring anything that the groomer may notice to the owner's attention. Creature Comforts cannot diagnose a condition but may advise you as the owner to seek veterinary care for your pet.

- **Parasites:** If fleas are found on your pet, it is Creature Comforts Pet Resort's policy to give a flea bath at an additional minimum cost of \$20.00. This cost covers the special shampoo; time and extra clean up to insure no fleas are active in our resort. A Monthly flea treatment is recommended for long-term prevention. Ticks found will be removed for an additional charge. Please note that parasites are a health hazard to your pet as well as to humans
- **Aggressive or Dangerous Pets:** Owners MUST inform Creature Comforts if your pet(s) bite(s), has bitten, or is aggressive to people, other pets or specific grooming procedures. Muzzles may be used if necessary. Muzzling will not harm your pet, and protects both the pet and the groomer. Creature Comforts Pet Resort reserves the right to refuse/stop services for such pet(s) at any time before or during the grooming process, and charge an Aggressive Dog Fee in addition to the regular grooming charge.

- **Mat Removal:** Pets with matted coats need extra attention during their grooming session. Mats left in a coat only grow tighter, and can strangle the pet's skin, or eventually tear it open. Mats can be very difficult to remove, and may require the pet to be shaved. When necessary, removing a heavily matted coat includes risks of nicks, cuts or abrasions due to warts, moles or skin folds trapped in the mats. Heavy matting can also trap moisture and urine near the pet's skin allowing mold, fungus or bacteria to grow, causing skin irritations that existed prior to the grooming process. After effects of mat removal procedures can include itchiness, skin redness, self-inflicted irritations or abrasions and failure of the hair to re-grow. Shaved pets are also prone to sunburn. There is an extra charge for dematting.
- **Health or Medical Problems & Senior Pets:** If your pet has any medical conditions, Creature Comforts asks to be made aware of them (some examples are: arthritis, seizures, skin problems, masses etc.) so that the groomer can take steps to look out for certain conditions and use proper techniques and products for your pets special needs. Grooming procedures can sometimes be stressful, especially for a senior pet or a pet with health problems, and can expose hidden medical problems or aggravate a current one during or after the groom. Because senior pets and pets with health problems have a greater chance of injury, these pets will be groomed for cleanliness and comfort, in styles that will not add to their stress. Some pets have behavioral problems that we may or may not be able to work through. If we are unable to continue the grooming process due to behavioral problems there will be a minimum charge of \$15 for our time and effort.

**Current Vaccinations/Veterinarian Information:** By signing this contract, owners verify their pets are current on Rabies, Bordetella, Distemper and Parvo, for canines, and Rabies for felines. Proof of Vaccination or current Titer testing shall be provided upon check-in as well as current Veterinarian information. Special circumstances will be taken into consideration. Every effort will be made to insure your pet is groomed as safely as possible and to your satisfaction. There is always the possibility an accident could occur. Grooming equipment is sharp, even though we use extreme caution and care in all situations, possible problems could occur including cuts, nicks, rashes, scratches, quicking of nails, etc. In most cases this can happen when a pet is wiggling or moving around. By signing this contract you (or your Agent) agree to hold Creature Comforts Pet Resort, it's owners, groomers, and employees harmless from any damage, loss, or claim arising from any condition of the undersigned pets, either known or unknown to Creature Comforts Pet Resort. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite any and all prior signed contracts or releases. It is further understood this clause applies to any and all pets groomed under this owner. I agree to pay any and all charges for procedures/services rendered at time of service. Should my pet need veterinarian care during or after the process/service, I agree to pay any and all veterinarian fees for my pet's care.

**Late Pick-Ups:** If your dog is not picked up by closing for the day, an additional \$50.00 per day kennel charge may also apply.

**Grooming/Daycare No-shows & Cancellations:** No-shows and last minute cancellations (less than 24 hours) are subject to a \$20.00 FEE PER PET, which will be charged to your card on file. Pre-Payment will be required before another appointment is booked. We understand there may be emergency situations and will work with you, but not on a continued basis.

Note: Clients 30 minutes late risk losing their appointment without notice.

**GROOMING RATES AND SERVICES:** All rates and services are subject to availability and change.

***I certify that I have read and understand the Pet Services Agreement and policies of Creature Comforts Pet Resort set forth in this agreement and I agree to abide by these policies and accept all the terms of this agreement. This contract shall remain in effect for all subsequent transactions between Owner, their Pets and Resort.***

Printed Name of Owner(s) or Representative \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Credit Card Authorization Form**  
**Creature Comforts Pet Resort, LLC**  
**1437 Pontiac Rd | 205 Ensminger Rd**

Creature Comforts Pet Resort requires a current card on file with us for the following instances.

- Convenience of making reservations over the phone
- Veterinary care if ever required
- Long term boarding
- Elderly or pets with special medical needs
- Pick up by friend or family
- No Call/No Show, Cancellation and other fees
- Add-ons or additional services provided after check-in
- Payments processed quickly and securely by First Data

Please complete all fields. You may cancel this authorization at any time by contacting us. This authorization will remain in effect until cancelled in writing.

Credit Card Information	
Card Type:	<input type="checkbox"/> MasterCard <input type="checkbox"/> VISA <input type="checkbox"/> Discover <input type="checkbox"/> AMEX <input type="checkbox"/> Other _____
Cardholder Name (as shown on card):	_____
Card Number:	_____ CVV _____
Expiration Date (mm/yy):	_____
Cardholder ZIP Code (from credit card billing address):	_____

I, \_\_\_\_\_, authorize Creature Comforts Pet Resort, LLC to charge my credit card above for agreed upon purchases. I understand that my information will be saved to file for future transactions on my account.

\_\_\_\_\_      \_\_\_\_\_  
Customer Signature      Date



# Creature Comforts Pet Resort

# Individual Pet Information Sheet

Please fill out for each First Time Pet you have on file with us / **one sheet per pet please**

Today's Date \_\_\_\_\_

Owners Full Name \_\_\_\_\_

Pets Name: \_\_\_\_\_ Breed \_\_\_\_\_ Color \_\_\_\_\_ Age \_\_\_\_\_ Birthday \_\_\_\_\_

**Pets Weight# \_\_\_\_\_ Canine / Feline/ Other \_\_\_\_\_ Male/Female..... Fixed: Yes or No**

Has this pet been treated with a **monthly flea/tick** preventive in the last 30 days? **Y or N** What type? \_\_\_\_\_

If fleas/ticks are found on your pet, a medicated bath will be performed at your expense. (\$28min) and clean up fees may apply.

Has your dog ever attended daycare before? **Y or N**

How was the experience? \_\_\_\_\_

Has your dog/cat been professionally groomed before? **Y or N**

How was the experience? \_\_\_\_\_

Has your dog attended training classes? **Y or N**

How was the experience? \_\_\_\_\_

Are you interested in training classes or having your pet trained while boarding with us? **Y or N**

Has your dog/cat ever growled, snapped, bitten at a person and/or another animal? **Y or N**

If Yes, Please describe the situation: \_\_\_\_\_

Please mark any of the following behaviors that may apply to your pet:

- Separation anxiety
- Excessive barking
- Coprophagia (eats stool)
- Fear of loud noises
- Potty pad trained
- Toy/food possessive
- Not house trained
- Mouthiness
- Fear of men/ children/women
- Sensitive to touch
- Fear aggressive
- Fear of thunder
- Digs under fences
- Climbs/jumps fences
- Chews blankets
- Destroys stuffed toys
- Destructive chewing
- Escape artist
- Slips easily on floors
- Prone to gastric upset
- Uses a raised feeder
- Spills food/water bowls
- Scratches/digs at doors
- Not crate trained
- Requires a harness for walking
- Fence/crate protective
- Skin problems
- Dislikes nail trims
- Dislikes water/bathing
- Has Medical/Special Needs \_\_\_\_\_

When your dog has to go to the bathroom he/she will ?

- Bark
- Whine
- Sit by the door
- Pace near door
- Ring bell on door
- Other \_\_\_\_\_

What are some of your pets favorite things?

- Play ball
- Long walks
- Play with other dogs
- Tummy rubs
- Cuddle Time
- Window watching
- Play with toys
- Brushing
- Sleeping
- Kong/Chews
- Sunbathing
- Lake/Pool
- Play games
- Other \_\_\_\_\_

What are you and your pets looking forward to at Creature Comforts Pet Resort?

\_\_\_\_\_

Any recent vomiting, sneezing, diarrhea, heat cycle or any other conditions that we should be aware of?

Any allergies that we should be aware of? (drug, food, grooming sprays/shampoo etc.)

Any illness, injury, or surgery in the past 30 days? (If yes please explain)

Any special notes, **health problems**, fearful reactions, likes or dislikes, **aggression**, destructive behavior, etc.?

\_\_\_\_\_



**Pet Parents – Choose Boarding Options:**

This preference is at the sole discretion of Creature Comforts, we make every effort to honor your preferences, but they are not guaranteed.

1. **Please select room preference by choosing a room below.**
  - a. Not sure what room to choose? Call us, Take a Tour, Or read full descriptions online.
  - b. Every dog is given 5 potty times outside, meals fed to your specifications, and fresh bedding.
  - c. Suites include flat screen tv, web cam access, fresh bedding, and a cage free, home like atmosphere.
2. **Please also indicate exact dates and times of arrival and departure from our resort.** (This is necessary for smooth operation of our resort)
3. **Please also indicate any additional services requested.**
4. **Please call your vet and have vaccine records faxed to us Before Check-In.**

<b>Cat Condo</b> –Angola only 3 levels 2x2 each plus 2 perches. Fish Tank view ,Private litterbox area. \$18_____	<b>Cat single level</b> (2x2 with perch) \$12_____ (Single Occupancy Only)	<b>Cat Suite</b> Lots of space to climb. Webcam and Cat TV \$35_____	<b>Multiple Occupancy?</b> YES NO Add \$16 for each additional pet in the same room Pets name(s) that are this sharing room? _____
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\*\*\*Please Read .....Rates are Daily. You may schedule a check-in / out appointment anytime during lobby hours. Lobby hours are M-F 7am - 7pm , but please note we close for lunch from 12:00-1:30. Sat lobby hours are 9-4. Checkout is **Noon** Mon-Sat; Sunday lobby is open 12-4pm. The daily rate applies to all boarding's after noon and Sundays. Our lobby is not open on major holidays. Deposits are refundable as store credit only. Cancellations are permitted up to 48 hours during a non-holiday and a holiday requires 7 days notice before your booked reservation. You will be billed for all dates booked with Creature Comforts after cancelation window has expired. Please read full agreement for details.

<b>Club Canine Suite</b> Our largest, most luxurious suite, most located in the front lobby. Full sized bed, Dog TV, Web Cam \$83_____ (up to 2 pets) add \$16 for 3 <sup>rd</sup> pet. Room# _____	<b>Premier Pet Suite</b> Twin sized bed, most located in the front lobby. Dog TV, Web Cam \$55_____ Room # _____	<b>Luxury Suite</b> Toddler sized beds, Great for smaller dogs, Web Cam, Dog TV comfy and quiet \$45_____ Room# _____	<b>Multiple Occupancy?</b> Add \$16 for each additional pet in the same room YES NO Pets name(s) that are this sharing room? _____
<b>Deluxe Run Large-</b> Tonawanda Our largest run with three separate spaces and glass front; great for multi dog house holds. \$40_____	<b>Deluxe Run -</b> Tonawanda Glass fronted run with privacy. Great for smaller dogs. \$34_____	<b>Classic Run 3.5x13</b> Completely Indoor chain link with solid wall partitions, skylights, & kuranda beds. \$28_____	<b>Dedicated staff day/overnight</b> The ultimate in luxury. Conditions apply. Ask for details. \$125 1 <sup>st</sup> pet _____ Add \$50 addl. pet
<b>Date of Check-In:</b> Circle Day: M T W R F S Su (00/00/00) ( / / ) Time _____ am/pm	<b>Date of Check-Out:</b> Circle Day: M T W R F S Su (00/00/00) ( / / ) Time _____ am/pm	<b>Total # of days booked:</b>  Staff Initials: _____	

**For pets boarding together:** If my pets have to be separated during their stay, my preference is for them to be moved to separate RUNS or SUITES (availability dependent)

Items brought with pet: (these items are Optional, the resort will provide toys, bedding, dishes etc.)

**\*Please label all belongings.**

- |   |  |                                 |
|---|--|---------------------------------|
| <input type="checkbox"/> Leash /collar/ harness | <input type="checkbox"/> Bowls (no Ceramic or Glass) | <input type="checkbox"/> Bed    |
| <input type="checkbox"/> Toys                   | <input type="checkbox"/> Dry Food                    | <input type="checkbox"/> Snacks |
| <input type="checkbox"/> Blanket                | <input type="checkbox"/> Canned Food                 |                                 |
| <input type="checkbox"/> Other _____            |  |                                 |

**Feeding Instructions:**

Current Diet (brand of food): \_\_\_\_\_

How many cups per meal ? \_\_\_\_\_ Circle one: **Once(AM or PM) Twice Three** x daily?  
 Snacks: How often? \_\_\_\_\_

Are you providing food? **Y or N**

(Please clearly label all food) If food is not provided, your pet will receive our house diet dry \$3 per day/pet charge.

May we add a small amt. of canned food or sprinkle parm cheese to entice your pet to eat? .....**Yes / No**

If you have multiple pets staying together, do we need to SEPARATE PETS to feed them? .....**Yes / No**





**Additional services to customize your pets stay!**

**Pets Name:** \_\_\_\_\_

**Medications and directions:** ≤ 2 tablets daily that are well taken are given free of charge. Injections, eye/ear or multiple meds, special meds a daily fee applies. \$8 Max.

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_ +\$4
- 3. \_\_\_\_\_

**(Please provide all medications in original labeled containers- do not add to meals)**

+ADD **PICTURES OF YOUR PET WHILE AT CAMP** \$3 per picture. Will be emailed to you while you are away.

Qty. \_\_\_\_\_ Details \_\_\_\_\_ Email \_\_\_\_\_

+ADD **TRAINING CAMP** Have us train your pet while they board. Trouble areas, house breaking, jumping, basic obedience, etc. \$20 per session or \$60 for 4 sessions. Minimum 5 days boarding required.

Please add \_\_\_\_\_ sessions to this stay. Area of focus/Notes for trainer \_\_\_\_\_

+ADD **SHUTTLE SERVICE** Save a Trip! We will pick up or drop off your pet. \$25 for up to 10 miles one way + \$ 0.90 per each additional mile. Emergency/after hours/unscheduled service trip \$50 + mileage rate.

Miles \_\_\_\_\_ Dates \_\_\_\_\_ Notes \_\_\_\_\_

+ADD **SNACKTIME or BEDTIME TREAT** (Kong toy stuffed with PB and frozen) to boarding \$3 per pet, per day

- Everyday at Lunch
- \_\_\_\_\_# of days during the stay
- Evenings after daycare or dinner.

+ADD **DAYCARE** (social group setting) to boarding \$9 per pet, per day -normally \$21

- Everyday (9am-4pm)
- Half Days \$7
- Every Other Day
- \_\_\_\_\_# of days during the stay
- None**

+ADD **ONE on ONE TIME** (your pet only w/staff) extra TLC, long walks, play ball, brush etc. \$9 each or \$16 as a family

- Everyday
- Twice Daily
- Every Other Day
- \_\_\_\_\_# of days during the stay
- Evenings after daycare and dinner.
- None**

✓ Please Note: we will replace Daycare with One on One Time if my pet fails the Daycare Evaluation .

+ADD **SPLASH PARK** Daycare **plus** indoor play session (2 hours) in our new water park. Open year round, \$18 per pet.

- Everyday
- Every Other Day
- Request a picture be emailed to you \$3
- \_\_\_\_\_# of days during the stay
- Private party (your pet only) \$21 per pet.

**Grooming Options** –Please

- FREE (wash and fluff) with 7 DAY STAY
- Do not bathe my pet**
- Nail Trim \$13
- Nail Grinding \$18
- Teeth Brushing \$10
- Teeth Scaling \$65
- Undercoat Brush & Blowout (reduces shedding, required for double coats) \$8-30
- BEST DEAL** –bath package for boarding dogs \$22-35 for most breeds, includes bath, and two extras! List: nails, ears, teeth, deep conditioner, tear stain facial.
- Complete Groom (this includes baths, nails, ears, and a haircut & style by one of our professional groomers. Price based on size, coat condition, and breed. \$\_\_\_\_\_)
- Notes For Groomer \_\_\_\_\_

Please do not forget to have your vet fax up to date records on each pet. Dogs: Rabies, Distemper, and Bordatella(Kennel Cough) Cats: Rabies and FVRCP are required. Thank You ☺

**I certify that I have read and understand the Pet Services Agreement and Policies of Creature Comforts Pet Resort set forth in that agreement and I agree to abide by these policies and accept all the terms of this agreement, for all dates reserved, services, and fees associated with Creature Comforts policies.**

**Owners/Representatives' Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## Packing The Overnight Bag.....

Here's a checklist of paperwork, items and instructions to streamline your check-in. We realize this may seem like a lot of paperwork, and we require it for good reason – to ensure our ability to take care of your pet(s) to the highest standards of care. We appreciate your cooperation in providing the required information:

### DOGS/CATS:

#### Pack the Overnight Bag and Paperwork Checklist:

- **New Client Packet** [\\*Application \(link\) - One time only - the 1st time you board your pet.](#)
- **Returning Client Form** [\\*Individual Pet Sheet \(link\)](#) - We ask for this to be updated each time your pet visits. It contains specific information that may have changed from a previous visit. We appreciate your cooperation in giving us this information for each visit.
- **\*Proof of Rabies, Distemper, and Bordatella vaccinations OR Titters** - All pets are required to be up to date every time you board your pet - Please provide updated vaccine certificate when date expires. If you plan to have your dog vaccinated for Bordatella or Canine Cough, we suggest doing it 14 days in advance of your boarding date.
- **Grooming instructions**- If you plan to have us bathe and/or groom your pet, fill out the instructions to the groomer on the "Individual Pet Sheet".
- **Medication, Treatment and Supplements** - updated each time you board. This important information must be updated with each visit. We want to make absolutely certain we have the most current information on any medications or supplements you are giving your dog. **Please leave pills in original prescription bottles please.**
- We have food dishes and sanitize them twice daily, but if you would like to bring your pets dish please **no ceramic or glass.**
- **Food** - Please label food container or bag with pets name and specific instructions. **One bag per meal is highly recommended.** Please do NOT put medications or supplements in the pre-packaged food. If no food is provided our kennel mixture is used.. \$3 fee daily
- **Board and Training application (link)** - if you would like us to train your dog, fill out first time you request training.
- **Other things to bring (Optional)** - Please list specific items and descriptions on "Individual Pet Sheet". We have the staff, time and space here to take care of all your dog's belongings, their favorite bed (some bring along their own armchairs!) and every single toy they own if you want to bring them. We encourage comfort items from home. A T-Shirt that smells like you is great for first timers!  
Toys/Bedding - List specifics - description, color, etc.  
**WRITE YOUR PETS NAME ON EVERYTHING!** Note: Toys, stuffing, bedding, pigs' ears, rawhide chews or hooves risk danger of choking or intestinal blockage.
- **Monthly Flea/Tick Treatment, and Heartworm prevention** are recommended. If parasites are found on your pet, they will be treated at your expense.
- **Note:** If your dog is elderly, please ask out our recommendations for older dogs.

### CAT Specific Requirements:

- **Written proof of current Rabies, Feline distemper vaccination.** Updated as needed.
- **Grooming instructions** - If you plan to have us groom your cat - on "Pet" form.
- We have clumping cat litter for our feline guests, but you can provide other types if necessary
- **Feline Leukemia status- test results** - 1st time you board your cat. If your cat goes outdoors, we require either annual Feline Leukemia inoculations or a Feline Leukemia negative report from your veterinarian.

### Please note:

- ✓ Dogs must be on a leash, and cats confined in a cat carrier coming into and out of the building.
- ✓ **Please do not** use Flexi leads.
- ✓ Please potty your pet before entering our resort 😊