



Peak Canine Care Boarding Policy Agreement

Boarding Rates

Overnight boarding is charged by calendar night. Nightly Rates (same household only): • First dog: \$55 per night • Second dog: \$45 per night • Each additional dog: \$45 per night Rates are subject to change. Reservations made prior to any price adjustments will be honored at the confirmed rate.

Daily Care, Play Groups & Enrichment

All dogs are evaluated for group-play eligibility to ensure safety and compatibility. Dogs that are suitable for play groups will participate in supervised group play and typically receive three or more play sessions daily, when weather and scheduling allow. Dogs that are not appropriate or comfortable in a group setting will receive structured one-on-one enrichment such as walks, training games, interactive play, confidence-building activities, or scent work. No dog is deprived of attention, exercise, or enrichment due to play group compatibility.

Kenneling & Safety

Kenneling is used as a safety and management tool — not as punishment. • Dogs are not kenneled for more than four consecutive hours during daytime operations, except for structured rest periods or weather-related restrictions. • All dogs are kenneled overnight for safety, security, and appropriate rest. • All dogs are kenneled during meals to prevent food-related conflict, accidental ingestion, or stress.

Pick-Up & Drop-Off Hours

Normal operating hours for pick-ups and drop-offs are 8:00 AM to 6:00 PM. After-hours appointments: • Before 8:00 AM – \$20 early service fee • After 6:00 PM – \$35 per dog late service fee Requests outside standard business hours are not guaranteed and may be declined based on availability.

Holiday Service Fee

A Holiday Service Fee of \$20 applies to BOTH pick-ups and drop-offs conducted on the following major holidays: New Year's Day, Easter, Memorial Day, Independence Day (July 4th), Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day, and New Year's Eve. This fee is charged per visit, per household (not per dog) and is in addition to any nightly boarding charges or applicable after-hours fees. Example: Drop-off on Christmas Eve and pick-up on Christmas Day will incur two separate \$20 holiday service fees. Holiday scheduling is limited. Appointments must be made in advance and are subject to availability.

Travel Fee Policy

Pick-ups and drop-offs within 30 miles of ZIP code 78023 are included at no additional charge. Locations beyond 30 miles are billed at \$0.70 per mile, based on round-trip mileage calculated using GPS mapping software.

Payment Policy

Fifty percent (50%) of the total boarding cost is due at drop-off. The remaining balance is due at pick-up. Late payments incur a \$20 per day late fee until paid in full. Dogs will not be released until the balance is paid in full.

Cancellation Policy

Cancellations made within 14 days of the scheduled start date, or clients with repeated short-notice cancellations, will be required to pay a non-refundable \$50 booking fee for all future reservations.

Home Visits

For privacy, safety, and insurance reasons, in-person tours of the trainer's personal home are not permitted. Virtual tours via FaceTime or similar platforms may be requested as an alternative, when scheduling allows.

Liability Waiver

Peak Canine Care is not responsible for injury, illness, theft, lost items, escape, property damage, or death unless directly caused by gross negligence. Dogs interact with people, animals, and environments that involve inherent risk, even with reasonable care and supervision. The owner agrees to hold Peak Canine Care harmless for normal, unforeseen incidents associated with animal care.

Emergency Veterinary Authorization

The owner authorizes Peak Canine Care to seek emergency veterinary care at the nearest appropriate facility if the dog becomes injured or ill and the owner cannot be reached in a timely manner. Care decisions will be made in good faith and in the dog's best interest when immediate medical attention is required. All veterinary and medical expenses are the sole responsibility of the owner, including transportation fees and after-hours emergency charges.

Behavior Disclosure

The owner certifies that all known behavioral, training, and medical history has been fully disclosed, including but not limited to: bite history, anxiety, human- or dog-directed aggression, escape behavior, and any medical conditions or prescribed medications. The owner agrees to update Peak Canine Care of any changes prior to each stay. Failure to disclose significant concerns may result in immediate termination of services without refund and refusal of future service.

Payment Enforcement / Kennel Lien

Dogs will not be released with outstanding balances. Peak Canine Care may retain possession of the dog, as permitted by law, until payment is received. The owner remains responsible for all care charges accrued during any period of delayed payment. Peak Canine Care reserves the right to pursue recovery of unpaid fees through appropriate legal or collection processes.

Photo & Media Release

Unless the owner provides written notice prior to boarding, Peak Canine Care may use photographs or videos of the dog for business marketing purposes on websites, social media, or promotional materials. Media used will not include last names or personal identifying information. Consent may be withdrawn in writing for future use at any time.

Agreement

By signing below, the client affirms that they have read, understand, and agree to all policies, pricing, and conditions outlined in this Boarding Policy Agreement. This agreement represents the entire understanding between the parties concerning boarding services.

Client Name: _____

Dog(s) Name(s): _____

Emergency Contact: _____

Veterinary Clinic: _____

Signature: _____

Date: _____