



**Middlehope  
Veterinary Hospital**



5349 Route 9W  
Newburgh, NY 12550  
(845) 562-7861  
www.petnplayresort.com

## **RESORT AGREEMENT**

Owner's Name:

Contact Number:

E-Mail Address:

Pet's Name:

Species:

Breed:

Age:

Sex:

This Agreement and the Supplements referred to herein shall apply to all visits by you to Pet N Play Luxury Pet Resort and/or Middlehope Veterinary Hospital.

1. Socialization Assessment. For all dogs who wish to participate in group play, a socialization assessment is a required interview prior to your dog's first play group session and will be repeated anytime it has been 90 days or greater since your dog's last play date with us. Socialization Assessments are made by appointment Monday - Friday or during any overnight stay.

2. Doggy Daycare. Daycare is held Monday-Friday from 7am-7pm. Weekend Daycare is also available by appointment.

- Midday naptime. Your Pet will be placed in the appropriately sized den for a nap between playgroups. All dogs must be crate trained and able to stay comfortable and quiet in a den in order to be accepted into doggy daycare.
- Daily meal. If your Pet requires a daily meal, you are welcome to bring your own food in a disposable container. Any meals in addition to the one daily meal will be happily provided for an additional fee.
- Tuition Program. Payment is made on a monthly basis in accordance with our tuition programs. You simply reserve how many days per week you want your dog to attend daycare and which days of the week you would like them to attend. The days of the week will remain the same week to week.
  - Tuition is based on the number of days your pet attends each week.
    - One day per week: \$120/month + tax
    - Two days per week: \$220/month + tax
    - Three days per week: \$300/month + tax
    - Four days per week: \$365/month + tax
    - Five days per week: \$415/month + tax
  - Tuition is due on the first of each month and will be automatically charged to your credit card.
  - Each client enrolling in the tuition program will fill out a Tuition Program Enrollment Form authorizing monthly credit card payments.



- Cancellation. Please provide 30 days written notice to Marie Mansfield or emailed to [daycare@petnplayresort.com](mailto:daycare@petnplayresort.com) if you wish to change or cancel your tuition program.
- Single Daily Rate. Doggy Daycare at a single weekday rate of just \$35 per day. We're also happy to offer other Daycare programs, including Private Daycare for just \$45 per day; Weekend Daycare for just \$45 per day; Weekend Private Daycare for just \$50 per day; and Daycare with Grooming for just \$20 per day. These days will be available on a limited, first come, first serve basis and they must be reserved at least 24 hours in advance. We regret that no pet will be permitted to attend Doggy Daycare without a reservation.

3. Additional Services. We are happy to provide the following services at an additional charge:

- Early drop off (between 6:30am and 7:00am) or late pick up (between 7pm and 8pm) is available for an additional fee. We are regrettably unable to accommodate drop off prior to 6:30am. Please provide 24 hour advance notice of an early drop-off or late pickup.
- Please notify us if anyone besides you (Owner) or your immediate family will be picking up your Pet. For the safety of your dog, we may ask to see identification and your Pet will not be released to anyone unless we have been notified beforehand.
- Transportation for your pet to and from the resort is available with advanced reservation.
- For your convenience, working walks, private training sessions, grooming appointments and veterinary appointments can also be provided while your pet is with us. Please let us know when scheduling what time you plan to pick up to ensure your Pet will be ready to go.

4. Payment for services. You agree to pay us for the services we provide to your Pet during check-in. Charges begin at the time you leave your Pet. All charges are due at the time services are rendered. Pet N Play resort reserves the right, without notice, to adjust its fees for services. Please inquire at the front desk as to our current fees.

5. Payment Options. We gladly accept cash and all major credit cards.

6. Your Agent. If we cannot reach you, you authorize us to contact the individual designated as your Emergency Contact. You agree that your Emergency Contact shall have full and complete authority to make all decisions, including the expenditure of funds, for or on behalf of you and your Pet.

7. Emergencies. In the event of an emergency evacuation of the Pet-N-Play Luxury Pet Resort, every effort will be made to contact you or your Emergency Contact. You authorize us to make temporary alternative arrangements to house and care for your Pet until such time you or your Emergency Contact can retrieve your Pet.

8. Pet Health and Behavior. We are prepared to care for older Pets and to administer routine medications for chronic conditions, but we are not equipped to care for aggressive or biting Pets. If your pet is determined to be aggressive towards staff during their stay, you or your emergency contact will be required to pick up your pet immediately. No Pet can stay with us unless we have current confirmation from a licensed veterinarian that all of the Pet's required immunizations are current; Pet has been spayed



or neutered if older than 6 months and planning to participate in group play; and the Pet is healthy as set forth by our vaccination protocol:

- All canine guests must be up-to-date on vaccinations; we are also happy to accept yearly vaccination titers. All clients must submit written verification from their veterinarian that their dog(s) have current Rabies, Distemper and Bordetella vaccinations. All dogs are also required to be on monthly flea and tick preventative and heartworm prevention year-round. Results of current fecal exams are necessary to verify that none of our canine guests have intestinal parasites that may be spread to other dogs. We require written proof of a negative fecal exam every 6 months and a negative heartworm test annually. It is your responsibility to provide on-going verification of current vaccinations and preventatives.
- Feline guests must have up to date rabies and feline distemper vaccines, proof of a negative feline leukemia/FIV test, proof of a stool test showing a negative result in the past six months, and must be on flea and tick preventative on a monthly basis.
- If you use a veterinary hospital other than Middlehope Veterinary Hospital, please bring in a current record after your Pet's annual exam. You or your veterinary office are welcome to fax this record to us at (845) 562-4856 or email a copy to [middlehopevet@gmail.com](mailto:middlehopevet@gmail.com).
- If your Pet is found to have fleas, ticks or intestinal parasites, you authorize their treatment at your additional expense.
- We reserve the right to refuse to accept a Pet if at check-in if it appears to us that such Pet is showing signs of illness (including but not limited to vomiting, loose stool, coughing or discharge from the eyes) or that its behavior could jeopardize the health or safety of other Pets or our staff.
- If your Pet becomes sick or injured and requires professional attention, or if your Pet passes away during its stay, we will attempt to notify you or your Emergency Contact at the telephone numbers you provide at Drop Off. If we cannot reach you or your Emergency Contact, Pet-N-Play, at its sole discretion, may engage the services of a veterinarian and/or administer medicine and/or give other requisite attention to your Pet, and the expense thereof shall be paid by you.

9. Pets not picked up at Departure Time. In the event that you or your Emergency Contact does not pick up your Pet by the agreed upon Departure Time, you hereby authorize us to provide overnight lodging accommodations for your Pet at our regular lodging rates.

- Notwithstanding the foregoing, if such Pet becomes abandoned as defined by local or state regulations, we will follow the Abandoned Pet Procedure.

10. Abandoned Pet Procedure.

- All services for such Pet, other than Basic Services and any necessary medical treatment, will be terminated.
- We will send a certified letter (return receipt requested) to you at the address that you have provided on the reverse side, the second day following the scheduled Pick Up date for your Pet, advising you that if your Pet is not picked up within ten (10) days of the Pick Up date your Pet



will be deemed to be abandoned, that we must deliver the Pet to Animal Control or, where permitted by law, a third party adoption partner and shall have no further responsibility for the Pet.

- You shall remain liable to us for all unpaid charges including the court costs and reasonable attorney's fees incurred in the collection of the Charges.

11. Your representations to us. You represent to us that you are the owner of the Pet and that you are fully authorized to enter into this Agreement. All of the information about you and your Pet in this Agreement is true, accurate and complete.

- To the best of your knowledge, your Pet has not been exposed to rabies, distemper or any contagious illness within 30 days prior to beginning its stay with us.
- To the best of your knowledge, your Pet has no illness or behavior problem (including aggressive or biting behavior) that has not been disclosed to us.
- You agree to indemnify and hold us harmless, from and against all loss, damage or expense, including attorney's fees, resulting from misrepresentations by you or your representatives or resulting from your Pet's stay including, without limitation, any person claiming to be the owner of your Pet and any person claiming damage or injury by your Pet.

12. Miscellaneous Provisions. This written Agreement constitutes our entire and only agreement and there are no oral agreements or understandings except as provided for herein.

- This Agreement can only be changed in writing signed by you or your Emergency Contact and by us.
- This Agreement shall bind us and our assigns and you and your heirs and assigns.
- The law that applies to the Agreement is the law of the state and municipality where your Pet is to stay. If there are disputes that result in litigation, the courts of the state and municipality where your Pet is to stay shall have exclusive jurisdiction.

13. Contact with Other Pets. While your Pet is staying with us, he or she may come into contact with other Pets. Although Pet N Play Resort takes all reasonable steps to provide a safe and stimulating environment for dogs in its care, you do recognize that there are inherent risks of illness or injury when dealing with animals in this type of environment. Please be aware that dogs in groups are at a higher risk of incidents and illness. You acknowledge and agree that in the unlikely event your Pet is injured by another Pet, you will not hold us, our clients or staff responsible for the injury.

- If your Pet is injured even if it was not their fault, you will be solely responsible for any injury.
- Communicable diseases: all pets coming into the Pet-N-Play are fully vaccinated. However, it is still possible for a pet to become ill, even if vaccinated. This is not due to any circumstance or condition at the Pet-N-Play Resort and you agree that you will not hold us liable in the event your Pet becomes ill during or after its stay.

14. Pets sharing a room. You understand that at your request two or more of your pets will be staying in the same suite together.



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- To the best of your knowledge, all pets occupying the same suite have no history of aggression towards each other.
- If your pets display inappropriate behavior towards each other they will be separated into individual rooms and you will be responsible for any additional cost.
- If your pets injure each other during their stay, you will not hold us responsible for the injury and will pay any medical expenses associated with the injury

15. Personal items. We regret that we're unable to accept any personal items from home (bedding and blankets). As a luxury pet resort, we provide lush, comfortable bedding, blankets, and toys to keep your pets comfortable throughout their stay.

16. Media Release. On occasion you or your dog's likeness may be captured on video or other media while staying at The Pet N Play Resort. You hereby authorize Middlehope Veterinary Hospital and The Pet N Play Luxury Resort to use, broadcast, and/or reproduce your likeness in video, print, or other media. You understand you will not be compensated for any such use.

You have read this entire Agreement; you have had the opportunity to discuss it with us to your satisfaction, and you agree to its terms.

Patient Name:

Owner's Name:

Owners Signature:

Today's Date:

**Emergency Contact(s)\*** who can act on your behalf for all purposes under this Agreement

Name:

Contact Number:

*\*Be sure to advise the above-named Emergency Contact(s) that you have chosen him or her to act on your behalf in case of an emergency and we are unable to contact you.*

Pet-N-Play Associate: