

Pet Information	
Pet Name:	Birth Date:
Breed:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Color:	Neutered or spayed: <input type="checkbox"/> Yes <input type="checkbox"/> No
Owner Information	
Name:	Home Phone:
Address:	Work Phone:
City:	Cell Phone:
State, Zip Code:	E-Mail Address:
How did you find out about Elite Suites?	
<input type="checkbox"/> Drove by <input type="checkbox"/> Advertisement _____ <input type="checkbox"/> Veterinarian _____ <input type="checkbox"/> Website <input type="checkbox"/> Client/Friend _____ <input type="checkbox"/> Pet Professional _____	
Emergency Information	
Veterinarian Name:	Emergency Contact:
Address:	Relationship:
City:	Home Phone:
State, Zip Code:	Work Phone:
Phone:	Cell Phone:
Pet Personality Profile	
Has your dog ever jumped over or dug under a fence?	If so, what type of fence?
Does your dog act afraid of any items or noises? (i.e. thunder...)	
Has your dog ever bitten someone? If so, what were the circumstances?	
Does your dog play well with other dogs?	
Does your dog have any problems with allergies?	
Is your dog on a monthly flea treatment?	What kind?
Has your dog ever attended daycare?	If so, where?
Other comments about your dog, which you feel, may be helpful:	



Owner Agreement (OA1105)

This is an agreement between **Elite Suites, LTD** and the pet owner whose signature appears below (hereinafter called "Owner").

1. Owner agrees to pay the rate for pet care provided in effect on the date pet is checked into Elite Suites.
2. Owner understands and agrees that they are solely responsible for any harm or damages caused by their dog(s) while at Elite Suites and agrees to pay for said harm or damages in full.
3. Owner understands and agrees that in admitting their dog(s), Elite Suites has relied on their representation that their dog(s) are in good health and have not been ill with any communicable condition in the last 60 days. Owner further certifies that their dog(s) have not harmed or shown aggression or threatening behavior towards any person or other dog.
4. Owner understands and agrees that Elite Suites and their staff will not be liable for any problems that develop, provided reasonable care and precautions are followed, and Owner hereby release them of any liability of any kind whatsoever arising from their dog(s) stay at Elite Suites.
5. Owner understands and agrees that any problems which develop with their dog(s) will be treated as deemed best by staff at Elite Suites, at their sole discretion and that Owner assume full financial responsibility for any and all expenses involved.
6. Owner understands and agrees that if their dog(s) become ill or injured, or if the state of the dog(s) health otherwise require professional attention, Elite Suites, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the dog(s), and the expenses thereof shall be paid by the owner.
7. Owner understands and agrees that if their dog(s) are not picked up at by the end of the business day, Elite Suites is authorized to take whatever action is deemed necessary for the continuing care of their dog(s), and Owner agrees to pay for any costs associated with continued care.
8. Elite Suites shall exercise reasonable care for the dog(s) delivered by the Owner. It is expressly agreed by Owner that Elite Suites liability shall in no event exceed the lesser of the current chattel value of the dog(s) or the sum of \$1000.00 per dog.
9. 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.

I certify that I have read and understand the policies of Elite Suites set forth in this agreement and I agree to abide by these policies and accept all the terms of this agreement.

Signature of Owner: _____ Date _____



Elite Insurance Program (EI0106)
(Mandatory)

Elite Suites strives to provide the best care for all our guests, however, sometimes situations arise that are out of our control. In order to provide the best possible customer satisfaction, we have instituted the Elite Insurance Program.

COVERAGE: The Elite Insurance Program covers any unexpected illness or injury during your dogs stay, or within seven days of your departure. The Elite Insurance Program will cover veterinary care up to \$1,000. Pet owners are responsible for any charges exceeding the \$1,000 maximum coverage.

EXCLUSIONS – The program does not cover any pre-existing health or medical conditions, or injury or illness from whelping or pregnancy. Some seniors may not be eligible to participate.

INSURANCE PREMIUM:

\$5 for each hotel stay (not per day. Ex. If your pet stays with us for 5, 10, 20 days or even longer, it's only \$5) – If the stay is shorter than 3 days, then this premium will be \$1 per day

FILING A CLAIM: All original claims for veterinary services must be submitted within two weeks of your dog's departure date for payment or reimbursement. If your dog requires on-going treatment within the seven day limit, we require that your veterinarian forward diagnosis and treatment history to us prior to payment or reimbursement.

TERMS AND CONDITIONS: The Owner agrees to authorize their veterinarian to forward a copy of the diagnosis and treatment history to Elite Suites.

Elite Suites, at its own expense, shall have the right and opportunity to examine any covered dog whose injury or illness is the basis of any claim when and as often as it may be reasonably required while a claim is pending.

Any provisions of this certificate that are in conflict with the statutes of the state in which the Owner reside are hereby amended to conform to the minimum requirements of such statutes.

Any controversy or claim arising out of or relating to this certificate shall be settled by arbitration in accordance with the rules of the American Arbitration Association.

Owners Name:	Pet(s) Name:
Owners Signature:	Date:
Elite Suites Representative:	Date:



Elite Suites 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 dogs must be in good general health.

We reserve the right to deny admittance to any dogs lacking proof of vaccinations, and/or dogs displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. We are not staffed for skilled veterinary care and we may not be able to handle geriatric dogs or dogs needing significant or special care. **Dogs in heat will not be accepted!**

Puppies will be accepted as long as we receive documentation of their first two sets of puppy vaccinations (including bordetella/kennel cough)

For safety, Elite Suites does not allow dogs from different families to be boarded in the same suite.

Prior to participating in any social activity (e.g. Day Camp), dog's must be spayed or neutered, temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive or dominant.

Elite Suites follows a rigorous program of flea and tick elimination. All dogs arriving at Elite Suites with fleas and/or ticks will be treated at the owner's expense.

We reserve the right to charge handling fees for excessively difficult or aggressive dogs requiring additional staff and/or additional time in order that we may deliver proper care for your dog.

VACCINATIONS - All dogs must be current on **all** vaccinations. These include Distemper, Parvo and Rabies (annual or every 3 years as defined by your veterinarian). We also require the Bordetella (or kennel cough) vaccination every 6 months. We will consider accepting an alternate vaccination protocol with written recommendation from your veterinarian. All customers are strongly encouraged to fax or deliver current vaccination records several days prior to their check-in date in order to ensure acceptance.

MEDICATIONS: All medication supplied by Owners must be clearly labeled with the dog's name, name of medication, dosage, and reason for medication.

CHECK-IN / CHECK-OUT – You are welcome to check-in/out anytime during our lobby hours. We do ask that you let us know if the time changes from what was previously scheduled. ***NO CHECKOUTS after 8:30pm will be permitted.***

EMERGENCIES: In case of an emergency we will contact you or your listed emergency contact. We will use your veterinarian, or the local, 24-hour veterinary emergency hospital.

LOBBY HOURS: Elite Suites will be open Monday-Sunday 7:00AM-9:00PM (**Except** on the holidays listed below).

HOLIDAYS: 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 at 3:00pm on Christmas Eve and New Years Eve. ***Absolutely NO CHECK-IN's or CHECK-OUT's will be permitted on these holidays. The hotel will be fully staffed, but the lobby will not be available.***

CANCELLATION POLICY: During holidays and peak season (June -August) we require a two-night deposit with a full refund if cancellations are made no later than 10 days prior to arrival.

FOOD: We serve Canidae lamb & rice kibble. Canidae kibble is an all natural pet food and contains no corn, wheat soy, grain fractions or fillers. It is designed to provide better nutrition, palatability and digestibility for your pet. If you choose to bring your own food, please prepare each meal's serving size in a separate baggie with your name on it for the entire length of you dog's stay.

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

Owners Name:	Pet(s) Name:
Owners Signature:	Date: