



# Pittsburg Pet Resort *Boarding, Spa & Salon*

## **POLICIES / PROCEDURES / FEES**

A day at the Pittsburg Pet Resort includes full day of fun! Pets play and cuddle with an “aunt or uncle” qualified animal handler and they are always supervised. Your pet will be pampered with tender loving care while in the comfort and safety of a resort created just for them.

### **A PET’S STAY**

This means that you, the Client, are away for a short or long period of time and need short-term or long-term care for your pet(s). A Pet’s stay means that you are uncomfortable with leaving your pet(s) anywhere else but in the comfort of our resort. A regular day here at the Pittsburg Pet Resort includes: daily feeding based on your pet’s needs, walking, cuddling, medications if needed and romping around with other playful pets. Hours will depend on customers need and Pittsburg Pet Resort’s availability.

### **Dog Rates**

1st dog: \$38 per day regardless of size  
Additional Dog: \$30.40 per day (If kenneled together with the 1st)  
Private suites: \$45 per day regardless of size

### **Cat Rates**

1st cat: \$20 per day  
Additional Cat: \$16 per day (If housed together with the 1st)

### **Dog Shots Required**

***Distemper:*** (aka: DHLPP, DHPP, or DA2PP) Req. Annually (1 yr) If 7yrs or older – Req. every 3 yrs

### **Cat Shots Required**

***FVRCP:*** (feline distemper) Req. Annually (1 yr) If 5yrs or older – Req. every 3 yrs

***Rabies:*** 1st shot as a puppy is good for 1 yr  
After, every 3 years is required.

***Rabies:*** Req. Annually (1 yr)

***Bordetella*** (Kennel Cough): Req. every 6 months; good for up to 1yr

For those with more than one pet: the second pet is 20% off only if boarded within the same suite.

Includes: walks, playtime, feeding, cuddling and medication administering (if needed.)

Puppies are welcome providing they have had 2 out of 3 of their vaccinations series.

We do supply food and bedding but you are free to bring your pet’s own specific food or bedding. We only ask that the bedding is machine washable.



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## **POLICIES / PROCEDURES / FEES** **(Continued)**

### **DAY CARE RATES AND TIMES**

Sometimes we just need a break from our rambunctious pup or need them out of the house for a few hours while we clean the carpet or have a guest over. Pittsburg Pet Resort offers day care for dogs Monday through Saturday 7:00AM to 6:00PM. Later check outs are by appointment only with no surcharge, but if late without an appointment, there is an extra fee. We offer hourly, a one-time day rate or even packages.

#### **Rates:**

\$15.00 for 1 to 4 hour  
\$28.00 for 1 entire day

#### **Packages:**

\$260 for 10 day package  
\$425 for 20 day package  
\$600 for 30 day package

### **PET TAXI**

A minimum of one week notice is recommended for Pet Taxi services. We provide Pet Taxi from your home to our facility for your convenience but only during our business hours. Payments in the form of checks are encouraged for delivery at your home by taxi and be made out to "Pittsburg Pet Resort."

Taxi charges are in the following:

Pittsburg/Bay Point residents: \$5.00 each way  
Antioch, Clayton, Concord residents: \$7.50 each way

### **FEES**

Balance is due in full upon check out. If you are leaving your pet long-term, we require half of the balance due, if not in full, upon check in. No refunds will be returned to Client's that do not give at least 48 hours notice of cancellation and only credit is given.

We accept Master Card, Visa, and Discover. We do not accept American Express. We also accept checks and cash.

### **RETURN CHECK CHARGE**

Clients agree to pay a \$30 fee for each check returned by the client's bank regardless of the reason. The Client is responsible for all costs of collection.

### **SUPPLIES**

There will be a \$15 delivery fee, in addition to reimbursement, if Pittsburg Pet Resort needs to pick up more supplies for your pet(s). Please remember to have an adequate supply of food (if on special diet), medication, etc. on hand for all costs of collection.

**[www.PittsburgPetResort.com](http://www.PittsburgPetResort.com)**

671 Willow Pass Road. Ste. #6. Pittsburg, CA 94565 • Telephone (925) 432-7387



# **Pittsburg Pet Resort**

## ***Boarding, Spa & Salon***

### **GROOMING RATES**

**Bath Only:** The condition of hair and attitude/behavior of the dog affects the price

•Includes nail trim or grind, shampoo, ear cleaning, teeth brushing, anal gland extraction and comb out.

\$25.00 and up for Small Dogs

\$30.00 and up for Medium Dogs

\$45.00 and up for Large Dogs

\$60.00 and up for Giant Dogs

**Full Grooming:** The condition of hair and attitude/behavior of the dog affects the price.

•Includes nail trim or grind, shampoo, ear cleaning, teeth brushing, anal gland extraction, comb out and haircut.

•Shih Tzu, Miniature Poodle, Bichon, Cocker Spaniel, Springer Spaniel, Miniature Schnauzer, Westie and Yorkies Types: \$50.00 and up

•Standard Poodle and Giant Schnauzer Types: \$70.00 and up

•De-matting or Special Handling: first 15 min free, then \$5.00 for each additional 15 min.

**Nails Only** for cats, small, medium or large dogs: \$10.00 and up

Please keep in mind that prices may change without notice and depends on condition of the coat, their temperament/willingness to cooperate and attitude.



# **Pittsburg Pet Resort** ***Boarding, Spa & Salon***

## **CHARGES, HOURS** **and MAJOR HOLIDAYS**

**Please read carefully.**

Pittsburg Pet Resort is open **Monday** through **Saturday 9:00 AM to 12:00 PM** (noon) and **2:00 PM to 6:00 PM**. Also, **Sunday 10:00 AM to 5:00 PM**. *Check-in* can occur during these business hours. *Check-out* time is at noon (12:00 PM). *Pittsburg Pet Resort charges by the calendar day, the same as motels.*

In addition we are closed on ALL Major Holidays such as Easter, Labor Day, Thanksgiving, Christmas and New Year's Day. There are no exceptions.

**Pittsburg Pet Resort reserves the right to change policies, hours, and prices without notice.**

Note: If your pet's stay exceeds the prepaid amount there may be added Boarding charges upon check out. If you have prepaid for Grooming and the grooming charge exceeds the amount prepaid there may be added charges upon check out.

\_\_\_\_\_  
Client's Signature

\_\_\_\_\_  
Date



# Pittsburg Pet Resort *Boarding, Spa & Salon*

## CLIENT PROFILE

**NAME OF OWNER:**

\_\_\_\_\_

**ADDRESS:**

\_\_\_\_\_

**CITY:**

\_\_\_\_\_

**ZIP CODE:**

**HOME PHONE:**

\_\_\_\_\_

**WORK PHONE:**

**MOBILE PHONE:**

\_\_\_\_\_

**EMAIL:**

\_\_\_\_\_

**OCCUPATION:**

\_\_\_\_\_

**DO YOU TRAVEL FREQUENTLY?:**

\_\_\_\_\_

**WHERE DID YOU HEAR ABOUT US?:**

\_\_\_\_\_

**EMERGENCY CONTACT'S NAME:**

\_\_\_\_\_

**ADDRESS:**

\_\_\_\_\_

**CITY:**

\_\_\_\_\_

**ZIP CODE:**

**EMERGENCY CONTACT'S HOME #:**

\_\_\_\_\_

**EMERGENCY CONTACT'S MOBILE #:**

\_\_\_\_\_



# Pittsburg Pet Resort *Boarding, Spa & Salon*

## CLIENT AGREEMENT

**CLIENT NAME:** \_\_\_\_\_

**CLIENT ADDRESS:** \_\_\_\_\_

**CLIENT PHONE:** \_\_\_\_\_

**SPECIAL INSTRUCTIONS INVOLVING YOUR PET:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ***AUTHORIZATION AND CONTRACT***

This is a service agreement between Pittsburg Pet Resort (PPR) and the above named client (hereinafter referred to “client”) for services rendered as specified above. Services begin on \_\_\_\_\_, and thereafter on an as-needed basis.

1. The initial term of this contract shall be ongoing until Client cancels service. Client also warrants and represents that all information provided to PPR in its client’s record is accurate and agrees to notify Pittsburg Pet Resort of any changes/updates.
2. Client authorizes Pittsburg Pet Resort to perform pet care services as outlined in the Client Profile, Doggie/Cat Profile, Veterinarian Release, and the Policies/Procedures/Dues, which shall become part of this contract.
3. Pittsburg Pet Resort is authorized to perform care as outlined by Client. PPR is also authorized to seek emergency veterinary care with release from all liabilities related to transportation, treatment and expense, and against any and all claims by any third parties. PPR is authorized to approve medical and/or emergency treatment as recommended by a veterinarian. PPR shall make reasonable efforts to utilize Client’s preferred veterinarian facility and to provide prior verbal notice to Client. Client understands that such use of facility and/or notice is not required. Client agrees to reimburse PPR promptly for expenses incurred, plus any additional fees for attending to this need or any expense incurred for any other home/food/supplies needed.

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### **CLIENT AGREEMENT**

#### **(Continued)**

4. In the event of inclement weather, natural disaster, or national emergency, Pittsburg Pet Resort is entrusted to use our best judgments in caring for pet(s). Client agrees to hold harmless PPR for damages or liabilities related to any such decisions. Client agrees to pay PPR for services even if PPR deems it necessary not to perform certain services due to inclement weather, natural disaster or national emergency.
5. Client agrees to pay Pittsburg Pet Resort at the rates agreed upon, which are also posted in their most current form on the company's web site ([www.pittsburgpetresort.com](http://www.pittsburgpetresort.com)). PPR may unilaterally update its price list at any time without prior notice. Client agrees to pay additional fees as defined in the price list posted on the company website. These additional fees shall be in addition to the standard fees. Client agrees to pay PPR one hundred percent (100%) of the total value of the contracted services prior to the rendering of such services. Accounts considered to be past due are subject to a finance charge of 2% per month. A handling fee of Twenty-Five Dollars (\$25.00) will be charged for all returned checks.
6. Pittsburg Pet Resort reserves the right to refuse service to anyone due to aggressive behavior of client's animal. Client is to pick up their pet by end of day and will be charged a fee for daycare and for any possible damages the animal caused.
7. Pittsburg Pet Resort reserves the right to terminate any agreement for long term boarders at any given time. If Client fails to pay for service upon the set dates of the agreement, PPR will notify the Client with request of the removal of the animal. Client must pay in full upon pick up of their pet. Client has 30 days upon notice to pay in full and pick up their pet. If 30 days passes without response, PPR has the right to take possession of the animal to do with what we decide. Client's account will go to collections.
8. Clients may cancel any or all portion of unused or future contracted visits for a full refund by notice of said cancellation to Pittsburg Pet Resort. Client agrees that they shall be responsible for a fee equal to the lesser of (1) visit or \$25.00 if cancelled less than 48 hours notice to the PPR office.



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### **CLIENT AGREEMENT**

#### **(Continued)**

9. Pittsburg Pet Resort agrees to provide the services stated in this agreement in a timely, reliable, caring and trustworthy manner. In consideration of these services, and as an express condition thereof, the Client expressly waives, relinquishes and holds harmless any and all claims against PPR, its employees or assigns, provided reasonable care and precautions are followed. Client hereby releases PPR of any liability of any kind arising from Client's pet(s). Client agrees to notify PPR with any complaints within 24 hours of end of services.
10. In the event of personal emergency, illness, or unavailability, Client authorizes Pittsburg Pet Resort to arrange for another qualified animal caregiver to fulfill responsibilities as set forth in the Client record.
11. Client will provide proof that the pet(s) is/are current on all legally required vaccinations. Pittsburg Pet Resort does not hold responsibility to remind Client their pet(s) vaccination records are due or expired. PPR may let returning Client's know they're in need of an update when calling to make a new reservation.
12. Client expressly waives, relinquishes, and holds harmless any and all claims against Pittsburg Pet Resort except those arising from negligence or willful misconduct on the part of PPR. Client agrees to indemnify PPR liability, including attorney's fees, arising from any injury or damage to PPR's employees, third parties or real or personal property of third parties as a result of actions of pet(s). Client agrees to disclose to PPR any known pet aggressive behavior.
13. Pittsburg Pet Resort reserves the right to terminate this Master Agreement and/or any service order at any time before or during its term if Pittsburg Pet Resort, in its sole discretion, determines that Client's pet(s) poses a danger to the health or safety of PPR or third parties. If PPR terminates because of such danger while caring for pet; PPR is authorized to place pet(s) in another qualified animal facility, including but not limited to CCC Animal Control. If Animal Control is the necessary safety precaution at sole discretion of PPR then Animal Control shall handle the danger in any way they deem necessary. Client will promptly reimburse PPR for any fees that PPR must pay to secure such placement of said pet(s).





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## **CLIENT AGREEMENT** **(Continued)**

14. Client authorizes this signed agreement to be valid approval for future services of any purpose on this agreement permitting Pittsburg Pet Resort to accept telephone, facsimile, and/or electronic (e-mail/web) requests for services without additional signed agreements or written authorization.

I have reviewed this Client Agreement, and I understand and agree to its terms. I hereby declare under penalty of perjury that I have agreed to and accept this agreement as required and held by Pittsburg Pet Resort.

\_\_\_\_\_  
Client/Owner

\_\_\_\_\_  
Date



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## VETERINARIAN RELEASE

**CLIENT NAME:** \_\_\_\_\_

**CLIENT ADDRESS:** \_\_\_\_\_

**CLIENT PHONE NUMBER:** \_\_\_\_\_

**PREFERRED VETERINARIAN NAME:** \_\_\_\_\_

**VETERINARIAN ADDRESS:** \_\_\_\_\_

**VETERINARIAN PHONE NUMBER:** \_\_\_\_\_

### TO THE HOSPITAL:

During my absence, a representative of Pittsburg Pet Resort will be caring for my pet(s) and has my permission to transport them to your office for treatment for emergency care or routine. I authorize you to treat my pet(s) and will be responsible for payment to you upon my return. I also give permission for routine care including but not limited to: fecal test, urinalysis, vaccinations.

**Please file a copy of this form with my records.**

Pet(s) Name(s):  
\_\_\_\_\_

I, \_\_\_\_\_, pet owner, hereby give Pittsburg Pet Resort my express permission to transport my pet(s) for care to the above mentioned veterinarian (or to the closet facility in the event of emergency.) I give my permission for the hospital/clinic/doctor to administer whatever care/medications/services necessary to care for the health of my pet(s), with the exclusion of the following:

\_\_\_\_\_  
\_\_\_\_\_

Brief Description of Pet(s) Medical History:

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Owner's Signature

\_\_\_\_\_  
Date



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## DOGGIE PROFILE

1.) DOG'S NAME: \_\_\_\_\_

BREED: \_\_\_\_\_

COLOUR: \_\_\_\_\_ SEX: M / F

SPAYED/NEUTERED: Y / N OBTAINED FROM: \_\_\_\_\_

AGE WHEN OBTAINED: \_\_\_\_\_ APPROX. BIRTHDATE: \_\_\_\_\_

NAME OF VET CLINIC: \_\_\_\_\_

HAVE YOU PREVIOUSLY ATTENDED OBEDIENCE CLASSES? \_\_\_\_\_

LEVEL COMPLETED: \_\_\_\_\_

2.) DOG'S NAME: \_\_\_\_\_

BREED: \_\_\_\_\_

COLOUR: \_\_\_\_\_ SEX: M / F

SPAYED/NEUTERED: Y / N OBTAINED FROM: \_\_\_\_\_

AGE WHEN OBTAINED: \_\_\_\_\_ APPROX. BIRTHDATE: \_\_\_\_\_

NAME OF VET CLINIC: \_\_\_\_\_

HAVE YOU PREVIOUSLY ATTENDED OBEDIENCE CLASSES? \_\_\_\_\_

LEVEL COMPLETED: \_\_\_\_\_

3.) DOG'S NAME: \_\_\_\_\_

BREED: \_\_\_\_\_

COLOUR: \_\_\_\_\_ SEX: M / F

SPAYED/NEUTERED: Y / N OBTAINED FROM: \_\_\_\_\_

AGE WHEN OBTAINED: \_\_\_\_\_ APPROX. BIRTHDATE: \_\_\_\_\_

NAME OF VET CLINIC: \_\_\_\_\_

HAVE YOU PREVIOUSLY ATTENDED OBEDIENCE CLASSES? \_\_\_\_\_

LEVEL COMPLETED: \_\_\_\_\_



# Pittsburg Pet Resort *Boarding, Spa & Salon*

## CAT PROFILE

1.) CAT'S NAME: \_\_\_\_\_

BREED: \_\_\_\_\_

COLOUR: \_\_\_\_\_ SEX: M / F

SPAYED/NEUTERED: Y / N OBTAINED FROM: \_\_\_\_\_

AGE WHEN OBTAINED: \_\_\_\_\_ APPROX. BIRTHDATE: \_\_\_\_\_

NAME OF VET CLINIC: \_\_\_\_\_

2.) CAT'S NAME: \_\_\_\_\_

BREED: \_\_\_\_\_

COLOUR: \_\_\_\_\_ SEX: M / F

SPAYED/NEUTERED: Y / N OBTAINED FROM: \_\_\_\_\_

AGE WHEN OBTAINED: \_\_\_\_\_ APPROX. BIRTHDATE: \_\_\_\_\_

NAME OF VET CLINIC: \_\_\_\_\_

3.) CAT'S NAME: \_\_\_\_\_

BREED: \_\_\_\_\_

COLOUR: \_\_\_\_\_ SEX: M / F

SPAYED/NEUTERED: Y / N OBTAINED FROM: \_\_\_\_\_

AGE WHEN OBTAINED: \_\_\_\_\_ APPROX. BIRTHDATE: \_\_\_\_\_

NAME OF VET CLINIC: \_\_\_\_\_