

Angel's Haven Boarding & Rescue

Box 418 Oak Bluff, MB R0G 1N0

204 793-5939 www.angelshaven.ca



SERVICE AGREEMENT

Thank you for choosing Angel's Haven to be your pet's "home away from home" when you can't be there. We strive to ensure everyone here feels loved, safe and has a wonderful time throughout their stay. Please read the following information and sign below to acknowledge having read our policies.

Vaccinations and Health

All pets must be vaccinated for rabies, distemper and Bordetella vaccinations a minimum of 10 days prior to attending any boarding or daycare services. Vaccinations are required to be updated as needed but should not be done within the day 10 period of attending any services. Distemper and Bordetella vaccinations should be done yearly while rabies may be done every other year depending on which kind of vaccination your veterinarian uses. Guests are also required to receive Revolution® treatment or something similar recommended by your veterinarian to prevent both internal and external parasites. A Vaccination and Health Certificate signed by your veterinarian is required to prove your pet is healthy and free of any communicable disease. You are responsible to provide us with a copy of these records.

Personal Effects

Angel's Haven provides all the necessary items that will keep your pet feeling like they are at home while you are away. We provide bowls for feeding, a large assortment of toys, bedding and blankets for nighttime, and also have plenty of leashes etc. on hand. It is strongly recommended that you do not send anything aside from your pet and his/her food for the duration of the stay. Anything new that does come into the house is a complete novelty because of the novelty of new items. Guests will always want to play with the newest toys or steal the newest beds and we cannot guarantee the return of any personal items sent along with your pet. Food should be sent in a sealed container with your pet's name clearly marked.

Angel's Haven Property

Angel's Haven guests are kept in our home and guests are expected to respect our home. It is expected that any toys, bedding etc will often have to be replaced and this is not uncommon. Replacement of such items would never be your responsibility. We do not keep many personal possessions out in the open for safety reasons. Guests are free to sleep in our room/bed with us at night and obviously supervision is minimal during sleeping times. Any personal clothing and other items are kept in this room. If your pet damages any personal effects during this time, you are responsible for the replacement costs. You are responsible to let us know if your pet may get into trouble overnight and if you are not willing to cover the costs of replacing such items, your pet would not be allowed in our room at night.

Hours of Operation

Monday to Friday 7:00 am–5:00 pm
Saturday 9:00 am–6:00 pm
Sunday CLOSED

We do understand situations may arise that you require emergency care for your pets, for instance, death or illness in the family or unexpected work trips. Since we provide the home away from home for your kids, we will do everything in our power to accommodate you during these times. The situation may be stressful enough and we truly love the kids so want them to be happy in your absence. We only ask that you contact us after hours for true emergencies only please!

Our Prices

Boarding	\$35.00/day
Boarding additional pets	\$25.00/day
Daycare	\$35.00/day
Daycare additional pets	\$25.00/day
After hours or late appointment fee	\$50.00
Transport for boarding	\$25.00 per trip (may be waived for long stays)

Boarding will be charged for each night that your pet stays in our home. If your pet is returned or picked up before 10:00 am following your vacation, no additional charges will apply. If your pet is picked up after this, a daycare charge will be applied.

I have read and fully understand the policies set forth by Angel's Haven as provided to me. I will adhere to the policies and will not hold Angel's Haven responsible for any personal effects which I have decided to send with my pet(s). I also understand I am responsible for any damages to Angel's Haven property resulting from actions of my pet(s). I understand the fees associated with the services and promise to pay any charges incurred throughout the duration of my pet(s) stay.

Client name (print)

Pet(s) name

Client signature

Date