DANTE’S BOARDING AGREEMENT.

**Please read through carefully before agreeing, if you have any questions, please let us know.**

**1.RESERVATION CHANGES**

Changes to your reservation dates or services are subject to availability and must be made in advance within 24 hours for boarding and daycare. If it's less than 24 hours, there will not be a refund.
We will make every effort to accommodate changes, but cannot guarantee availability, especially during peak seasons.

**2.CANCELLATIONS**

I acknowledge and agree to Dante's Boarding cancellation policies for both non-holiday/non-peak days and holiday/peak days. For non-holiday/non-peak days, I understand that any confirmed reservations must be canceled at least seven 7 days prior to my pet's reserved arrival date. Failure to do so or a no-show will result in charges equivalent to a two-night stay.

While cancellations are permitted, please note that refunds are not provided. Instead, any funds paid for the canceled reservation will remain credited to the owner's account and can be utilized for future services.
Regarding holiday/peak days, I understand that all confirmed reservations must be canceled at least 15 days prior to my pet's reserved arrival date. I further understand that cancellation made within 15 days of my pet's reserved arrival date, or a no-show, will result in no refund being issued. By agreeing to these terms, I acknowledge my understanding of and compliance with Dante's Boarding cancellation policies for both non-holiday/non-peak days and holiday/peak days.

**3.CHARGES**

Please note that holiday surcharges apply to both overnight boarding stays and daycare appointments that coincide with statutory holidays or long weekends. These surcharges are added to the standard fees to accommodate increased demand and operational costs during holiday periods. Holiday fees may vary depending on dates.

**4. NO SHOWS**

I acknowledge that failure to show up for a scheduled reservation without prior notice may result in forfeiture of fees paid and may incur additional charges. There will be no refund or store credit for no shows.

**5.DROP-OFF OR PICK-UP**

In the event that you are unable to pick up your pet during our regular store hours, a late pick-up fee will be applied. This fee is charged at a rate of $10 per 15 minutes, up to the cost of an overnight boarding stay. We kindly ask for your prompt adherence to our pick-up times to avoid any inconvenience or additional charges.
For Half-Day Daycare sessions, we allow a 15-minute grace period for late arrivals. If you arrive later than this, you'll be charged for a Full Day of Daycare unless you prefer to pay the late pick-up fee.

***Our boarding and daycare hours are as follows:***

Monday - Saturday 7:00am-7:00pm, Sunday Daycare is closed - boarding open

**6.EXCEPTIONS**
In cases of emergency or extenuating circumstances (e.g., medical emergencies, natural disasters), we may waive cancellation fees or offer alternative solutions.
For situations warranting consideration, we may provide credit for future use towards another day of daycare or boarding. Please provide proof of emergency.

**7. PACKAGES & FEE'S**
I acknowledge the following packages and fees applied:

Day pass packages expire:

* 5 Day package expires in 1 month from purchase date.
* 10 Day package expires in 2 months from purchase date.
* 20 Day package expires in 3 months from purchase date.
* 2 dogs or more per family receive a 20% off discount.
* Late pick up fee $10 per 15 minutes.
* Puppy fee, additional to service $10 extra.
* Medication fee $5
* Holiday fee including high peak season $15 extra.
* Group Walks $15 for 20 minutes.
* Ear Cleaning $5

**IMPORTANT**

If a cancellation or no-show occurs on the same day as the appointment, you will be billed for one full day or lose one credit. Cancellation requests made after our business hours will be treated as received the following day, and fees will be applied in accordance with this policy.

Packages cannot be used as credit toward other services or transferable to another client.

**OTHER IMPORTANT INFORMATION: Please read thoroughly.**

**1.SPAYED OR NEUTERED**

All dogs older than 7 months must be spayed or neutered to participate in group play.
Dogs showing signs of marking, humping, or aggression is not permitted and may result in removal from the premises. We will first address the situation for the dog to change this behaviour.

**2.FOOD AND SNACKS**

All food and snacks must be supplied or specified by the pet’s owner, no bowls, dishes or scoops. We have lots here and they are washed with disinfectant between uses.
Ensure you bring enough food and snacks to cover your pet’s entire stay, including extra supplies for an additional day or two in case of emergencies. We are not responsible for how your dog may react to the food or snacks that it will eat. If it's a new snack/ food we advise to first try it at home to avoid incidents.
*Utilize labelled plastic bags and/or pre-measured zip-lock bags as they conveniently fit within our storage areas and make sure to add your dogs name on every item.*

**3.LEASHES AND COLLARS**

To maintain the safety of all dogs, our staff, and your pet, the use of shock collars is strictly prohibited.
I acknowledge that Dante's Closet is not responsible or any damaged, ripped or torn collars and leashes.

**4.BEDS AND BLANKETS**

I'm responsible for providing a bed and blankets for my dog's stay. I acknowledge that if in any case of incidents such as vomiting, discharge or diarrhea, my dogs’ belongings will be washed and dried. I understand that incidents may happen and the bed or blanket may get torn due to dogs’ behaviour, Washing and drying machine.

If the bed is an XL please let us know if advance to accommodate your dog. We do not accept any toys, as they may cause issues with territorial behaviours.

**5.PET HEALTH AND BEHAVIOUR**

At our facility, we prioritize the health and safety of all pets under our care. We reserve the right to decline service if a pet appears unwell, injured, or exhibits behavior that could endanger others. We record pets’ behaviour's, body language and injuries in our files at all times.
Before coming to our facility, dogs must be healthy and show no signs of coughing, sneezing, vomiting, or diarrhea for at least 48 hours. If a pet has been treated for a contagious illness, they must wait at least 2 weeks before returning. While we can accommodate pets with chronic conditions and administer routine medications, we cannot care for acutely sick animals or those with aggressive behavior or a history of biting. I affirm that my pet has not experienced any contagious illnesses within the 30 days preceding check-in. I understand that the staff at Dante's Boarding are not veterinarians and lack backgrounds in animal medicine, thus they cannot diagnose or detect illnesses in the pets under their care. I accept full responsibility for any risks associated with the administration of medication by Dante's Boarding during my pet's stay. Furthermore, I acknowledge that vaccines do not offer comprehensive protection against all contagious illnesses that may affect my pet. By agreeing to these terms, I indemnify Dante's Boarding, its owners, directors, officers, employees, and agents against any claims arising from my failure to disclose any pre-existing medical conditions my pet may have to Dante's Boarding.

I acknowledge and accept full financial responsibility for any actions or behavior displayed by my pet while under the care of Dante's Boarding. This responsibility encompasses the payment of damages resulting from any injury caused by my pet to other animals, humans, or property belonging to Dante's Boarding. Furthermore, I understand that if my pet sustains an injury due to the actions of another pet, I hereby release Dante's Boarding along with its owners, employees, and agents, from any liability and financial obligation pertaining to such injuries. Moreover, I am aware that if my pet bites a human or another pet, Dante's Boarding reserves the right to contact the appropriate authorities in accordance with relevant regulations and laws.

**6. MEDICATIONS**

Dogs will only be given medications that are prescribed by a vet, provide a proof record from your veterinarian that shows medication name, instructions and veterinary. Medications are extremely important for us and instructions must be giving prior to accepting the booking, we charge an additional fee for dogs who need medications daily as they require more attention and care after the medication has been given.
I understand and acknowledge that Dante's boarding will only follow instruction from a veterinary writing letter.

**8. FLEA AND TICKS**
I consent to the provision that in the event of any discovery of fleas or ticks on my pet during the check-in process or at any other point during the provision of services by Dante's Boarding, Dante's Boarding is authorized to conduct a flea bath and administer flea spot treatment to my pet, with the associated expenses to be covered by me.

**9.VETERINARY CARE**

I consent to Dante's Boarding having the authority to arrange veterinarian medical treatment for my pet under circumstances where, in its exclusive judgment, my pet exhibits signs of illness, injury, or any other behavior indicating a potential need for medical attention. Such medical treatment may involve the transportation of my pet to a veterinary facility, and I hereby authorize such transportation. I confer full discretion to Dante's Boarding in making decisions regarding the medical treatment of my pet during its stay at the facility. I acknowledge that I am solely responsible for covering the costs associated with any medical treatment and transportation required for my pet. By agreeing to these terms, I acknowledge that I assume all risks related to illness, disease, injury, or any other potential harm to my pet arising from its participation in services at Dante's Boarding. Additionally, I accept full responsibility for the outcomes of any decisions made by Dante's Boarding concerning the medical care and transportation of my pet.

**10. DAYCARE STAYS:**

I acknowledge that Dante's Boarding operates as a cage-free facility where dogs engage in playgroups, allowing for interaction among multiple animals. I am aware that during these interactions, dogs may use their mouths and paws, potentially resulting in minor nicks and scratches on my pet. While Dante's Boarding endeavors to provide reasonable care and supervision within the playgroups, I understand and accept that its employees may not always observe these minor injuries before my pet's departure, and therefore, I may not receive notification of such incidents.

**11.AGGRESSIVE BEHAVIOURS**

I confirm that my dog does not display aggressive behavior, and I acknowledge that aggressive dogs are not permitted to engage in services provided by Dante's Boarding. In the event that my dog demonstrates aggression or engages in behavior deemed unacceptable, measures may be taken to ensure the safety of other dogs and humans present.

I grant Dante's Boarding authorization to utilize squirt bottles and, in severe instances, muzzles, as means of controlling my pet to safeguard both other pet guests and humans. These measures may be employed to manage situations where my pet exhibits behavior that could potentially endanger others or disrupt the peaceful environment of the facility.

**12.ABANDONMENT**

I understand and agree that if I fail to retrieve my pet within 5 calendar days after the scheduled departure date, my pet will be considered abandoned. In such a scenario, Dante's Boarding reserves the right to attempt to find a new home for my pet or transfer them to a legal shelter selected by Dante's Boarding. I acknowledge that if I abandon my pet at Dante's boarding, located at 3320 Lakeshore blvd west, etobicoke ON M8W 1M9, I may forfeit the opportunity to reclaim my pet, and I will have no legal recourse against Dante's Boarding. Additionally, I am aware that I will remain liable for any outstanding charges incurred during my pet's stay, regardless of the circumstances surrounding their abandonment. Furthermore, I understand that a *police*report will be filed under my name for investigation and record-keeping purposes.

**13. ID'S**
I acknowledge that Dante's Boarding may retain a copy of my identification for security measures. I understand that this information may be used for verification purposes and to maintain the safety and security of the facility. Furthermore, I accept full responsibility for any issues that may arise during my pet's stay, including but not limited to abandonment, outstanding balances, and failure to pay associated fees.

**14. PERSONAL BELONGINGS**
I acknowledge and consent to Dante's Boarding policy that disclaims any responsibility or liability for any lost, stolen, or damaged personal property belonging either to my dog or myself while on the premises. Additionally, I understand and agree that as a precautionary measure to prevent injury, my dog's collar may be removed while in the play area. By agreeing to these terms, I accept that Dante's Boarding will not be held accountable for any such incidents involving personal property or the removal of my dog's collar during their stay at the facility.

**15. DISCLOSING INFORMATION**

I certify that I have provided and will continue to provide full disclosure regarding any medical conditions or behavioral concerns that could affect, limit, or impede my pet's engagement in the services provided by Dante's Boarding. This includes, but is not limited to, any personality traits or behaviors that may pose challenges during their stay. I acknowledge that Dante's Boarding relies on this information to create and maintain a safe environment for all animals and staff members. By providing transparent and comprehensive details about my pet's needs and characteristics, I contribute to ensuring their well-being and the overall harmony within the facility.

**16.SOLE AGREEMENT**

This statement serves as the exclusive agreement between Dante's Boarding and the Owner/Guardian, encompassing all terms, conditions, and understandings regarding the services provided. It emphasizes the importance of clarity and specificity in delineating the rights, obligations, and expectations of both parties. By explicitly stating that this document constitutes the sole agreement, it helps to prevent misunderstandings or disputes arising from verbal agreements or previous discussions. This professional approach ensures that all parties involved are aware of their respective roles and responsibilities, fostering transparency and accountability throughout the duration of the engagement.

**17. LIABILITY**

The owner understands and agrees that Dante's boarding will not be liable to the owner nor any other party for any liability or consequential losses, any damages, whether in contract, tort or otherwise or any other expenses and claims that may be connected with the services provided by Dante's boarding included but not limited to : loss or damage from disease, death, absconding, theft, and fire or injury to persons, other animals or property.

**18. AFFIRMING**

With each occasion that I entrust my beloved pet to the care of Dante's Boarding, I reaffirm the commitments outlined in this agreement, confirming the accuracy and integrity of all statements provided herein. By affixing my signature, I acknowledge that I have thoroughly reviewed and understood the terms set forth in this document. I recognize that by signing, I am relinquishing substantial rights as delineated within. This signature is proffered freely and voluntarily, devoid of any form of coercion, inducement, or guarantee, with the intention of constituting a comprehensive and unconditional release of all liabilities held by Dante's Boarding, situated at 3320 Lakeshore Blvd west, Etobicoke Ontario M8W 1M9, along with its officers, employees, and agents, to the fullest extent permissible by law.

Additionally, I understand that any portion of this agreement deemed invalid or unenforceable does not diminish the validity or enforceability of the remaining provisions, which shall retain their full force and effect.

It is imperative to underscore that any transgression of the terms delineated herein will be construed as a breach of contract. This agreement, presented in its entirety above, embodies the exhaustive understanding and mutual consent between Dante's Boarding and myself, the Owner/Guardian.

Dog owner’s full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dog’s name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_