

REBA'S Boarding & Daycare

2413 London Bridge Road
Virginia Beach, VA 23456

BOARDING, DAYCARE & GROUP PLAY AGREEMENT

Terms, Conditions and Release

Please read before signing. These are the terms of service for boarding, daycare, and group play at Reba's Boarding & Daycare, LLC. This Part 2 must be signed and returned together with the completed **Part 1 Client & Pet Intake Form**. The two parts together form one agreement.

TERMS, CONDITIONS & DISCLOSURES

Sections 1 – 10

Please read every section. By signing the final page you confirm that you have read, understood, and agreed to all of the terms below.

1. Health, Admission, and Preventive Care

I certify that my pet is in good general health at check-in and that I have disclosed all known illnesses, injuries, symptoms, parasite concerns, medications, dietary needs, behavioral concerns, and recent exposure to contagious disease. I will not bring my pet to Reba's Boarding & Daycare if the pet is showing signs of contagious illness, including coughing, sneezing, nasal or eye discharge, vomiting, diarrhea, fever, unusual lethargy, or other concerning symptoms.

I agree to provide the current records and documentation required by Reba's Boarding & Daycare for admission, which may include proof of vaccinations including rabies, distemper/parvo, bordetella, canine influenza, fecal testing and other health information. Reba's Boarding & Daycare may refuse, postpone, or discontinue services when staff reasonably determines that a pet may pose a health, safety, or welfare concern.

Reba's Boarding & Daycare does not require heartworm testing or flea, tick, or heartworm preventive products as a condition of admission at this time. However, Reba's Boarding & Daycare strongly encourages owners to maintain veterinarian-recommended parasite prevention and routine health care. Owners are responsible for promptly disclosing known or suspected parasite exposure or infestation.

I understand that vaccines and sanitation practices reduce but do not eliminate the risk of disease or parasites. My pet may be exposed to, contract, or carry contagious conditions, including respiratory illness such as kennel cough, canine influenza, gastrointestinal illness, fleas, ticks, intestinal parasites, or other communicable conditions, despite reasonable care.

Reba's Boarding & Daycare uses RESCUE™ disinfectant in accordance with product directions and disinfects boarding spaces between boarders. I understand that no cleaning or disinfection program can guarantee that all disease, parasite, or environmental risks will be eliminated.

2. Daytime Pack, Group Play, and Individual Care

Daycare and boarding-with-daycare may include supervised group interaction, indoor and outdoor activity, rest periods, handling by staff, movement through shared areas, and individual enrichment. Dogs may play roughly, communicate through normal canine behavior, and experience stress, scratches, minor injuries, conflicts, or illness even when reasonable supervision and care are provided.

Eligibility for group play is determined solely by Reba's Boarding & Daycare staff and may change at any time. Acceptance for services does not guarantee group-play participation on every visit. Reba's Boarding & Daycare may modify play groups; provide individual enrichment, rest, or potty breaks; separate a pet; or suspend or discontinue group play or services whenever staff believes it is appropriate for the pet's or others' health, safety, comfort, or welfare.

To participate in group play, a dog must be spayed or neutered by seven (7) months of age. Dogs under seven months may participate only if approved by Reba's Boarding & Daycare staff. Dogs age seven months or older that are not sterilized may be eligible for boarding or individual enrichment only, subject to Reba's Boarding & Daycare approval, but are not eligible for group play.

3. Shared Family Suites

If I request shared housing, I certify that all dogs sharing a suite are from the same household and that I have disclosed all known feeding, handling, medical, and behavioral concerns that may affect their ability to share space safely. I understand that dogs may behave differently in a boarding setting than at home and that shared housing may involve risks including stress, resource guarding, aggression, injury, or illness.

I authorize Reba's Boarding & Daycare to separate dogs immediately and without prior notice when staff determines separation is needed for safety, feeding, health, sanitation, comfort, or appropriate management. Reba's will make reasonable efforts to notify me as soon as practical. Shared-suite pricing applies only while dogs can safely share accommodations. If separation is required, I agree to pay the applicable additional accommodation rate beginning on the date separation is required.

Unless otherwise documented and approved by staff, dogs sharing accommodations will be fed separately. The dogs requested to share a suite and the applicable feeding choice are recorded in Section D of this Agreement.

4. Behavior, Handling, and Owner Responsibility

I certify that I have disclosed known aggression, biting, dog reactivity, resource guarding, handling sensitivity, fear behavior, separation anxiety, escape attempts, property destruction, or any other behavior that could affect my pet's care or the safety of people or animals. Reba's Boarding & Daycare may refuse admission or discontinue services for a pet that is unsafe, medically unwell, excessively stressed, or otherwise unsuitable for the selected services.

To the extent permitted by applicable law, I am responsible for losses, injuries, damage, veterinary expenses, or other costs caused by my pet to another animal, person, property, or equipment.

5. Emergency Care and Approved Veterinary Partners

I understand that Reba's Boarding & Daycare does not have a veterinarian or veterinary staff on premises. If staff reasonably believes my pet needs veterinary attention, I authorize Reba's Boarding & Daycare to contact my regular veterinary clinic and/or transport or arrange transport for my pet to an approved veterinary partner, emergency veterinary clinic, or other appropriate licensed veterinary provider when my regular clinic is unavailable or prompt care is reasonably necessary.

When circumstances allow, Reba's Boarding & Daycare will make reasonable efforts to contact me and my emergency contact before authorizing non-emergency care. If I cannot be reached and staff reasonably believes prompt care is necessary to protect my pet's health or welfare, I authorize emergency evaluation and treatment. I agree to pay or reimburse reasonable and necessary veterinary, transportation, medication, and related costs, subject to applicable law.

6. Feeding, Medication, and Personal Belongings

I have supplied complete written feeding, medication, supplement, allergy, and special-care instructions, as recorded in Sections E and F of this Agreement. Medications must be provided in their original labeled container with clear directions. Reba's Boarding & Daycare may decline to administer medication that is unlabeled, expired, unclear, or not accompanied by adequate instructions. Reba's Boarding & Daycare will use reasonable care to follow instructions, but I understand that a pet may refuse food, experience digestive upset, or have an unexpected reaction or change in behavior in a new environment.

Reba's Boarding & Daycare administers medication at the times recorded in Section F and logs each dose. Staff will make reasonable efforts to administer within a thirty (30) minute window of the scheduled time; exact timing cannot be guaranteed except where a shorter window is specified for a time-critical medication and has been accepted by staff in writing. Reba's Boarding & Daycare is not a veterinary provider and does not diagnose conditions, adjust doses, or prescribe.

Personal items — including beds, blankets, toys, collars, leashes, bowls, and clothing — may become soiled, damaged, lost, or destroyed during normal care. To the extent permitted by law, Reba's Boarding & Daycare is not responsible for ordinary loss or damage to personal property. Reba's Boarding & Daycare may remove any item that presents a choking, ingestion, entanglement, guarding, sanitation, or other safety concern.

7. Assumption of Risk and Release of Liability

I understand and voluntarily accept the ordinary and inherent risks of boarding, daycare, group play, handling, transportation for emergency care, and care in a facility environment. These risks include, without limitation, stress-related conditions; minor injuries or injuries from normal dog-to-dog interaction; bites or scratches; exposure to parasites; respiratory illness such as kennel cough; canine influenza; gastrointestinal or other communicable illness; accidental escape; and loss or damage to personal property.

To the fullest extent permitted by Virginia law, I release and agree not to hold Reba's Boarding & Daycare, LLC, its owners, employees, contractors, volunteers, agents, and approved veterinary partners liable for loss, illness, injury, damage, or expense arising from those ordinary and inherent risks or from services provided under this Agreement. This release does not apply to gross negligence, willful misconduct, or any liability that cannot legally be waived. Nothing in this Agreement is intended to limit Reba's Boarding & Daycare legal duties or any rights that cannot be waived under applicable law.

8. Fees, Late Pickup, and Unclaimed Pets

I agree to pay all applicable fees, including boarding, daycare, late-pickup, medication, cleaning, damage, emergency-care, transportation, and additional-accommodation charges. Reservation deposits, cancellations, no-shows, holidays, early departures, and late pickup are subject to Reba's Boarding & Daycare current written policies.

If my pet is not picked up as scheduled, I authorize Reba's Boarding & Daycare to continue caring for the pet at my expense while reasonable efforts are made to reach me and my emergency contact. Any action concerning an unclaimed animal will be taken only as permitted by applicable Virginia law, including contacting Animal Control or other appropriate authorities.

9. Photo and Video Permission

Please select one:

☐ I authorize Reba's Boarding & Daycare to photograph or record my pet and use the images or video for social media, website, marketing, educational, and promotional purposes.
☐ I do not authorize Reba's to use photos or video of my pet for these purposes.

ACKNOWLEDGMENT & SIGNATURE

Section 10

10. Acknowledgment and Signature

I confirm that I am the legal owner or authorized guardian of the pet(s) listed above. I have read this Agreement, understand its terms, had the opportunity to ask questions, and certify that the information I supplied is accurate and complete. I agree to the services selected and to the terms of this Agreement.

Please initial each line:

_____ I have disclosed all known health and behavior concerns (Part 1, Sections B, F, G).

_____ My feeding and medication instructions are complete and accurate (Part 1, Sections E, F).

_____ I understand the assumption of risk and release of liability in Section 7.

_____ I authorize emergency veterinary care up to the limit I selected in Section 5.

_____ I agree to the fees, late-pickup, and cancellation policies in Section 8.

Owner / Authorized Guardian Signature **Date**

_____ (SEAL) _____

Printed Name

FOR STAFF USE ONLY

Check-in verification: ☐ Vaccination records current ☐ Agreement complete & signed ☐ Feeding plan reviewed with owner ☐ Medication plan reviewed

☐ Medications counted & logged ☐ Belongings recorded ☐ Emergency limit noted ☐ Photo release recorded ☐ Payment / deposit on file

CHECKED IN BY	DATE & TIME	SUITE / RUN ASSIGNED	GROUP PLAY APPROVED?
CHECKED OUT BY	**DATE & TIME**	**MEDS RETURNED TO OWNER**	**BELONGINGS RETURNED**

Notes / incidents during stay: _____

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