

DIAMOND CREEK LLC
PET SERVICE AGREEMENT - CANINE 2024 Amended June 1st, 2024
Hours of Operation for Drop-off/Pick-up
Mon-Fri: 8:00 A.M. – 10:00 A.M. & 4:30 P.M. - 6:30 P.M. & Sat/Sun: 8:00 A.M. – 10:00 A.M.

(Limited drop-off/pick-up/tour hours allow us to provide more restful, quiet times for our guests)

Holiday Closures: Animal Caregivers are on hand for normal operations every day of the year even days when our facility is closed. We are closed for drop-offs and pick-ups on the following holidays: New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day, and we close at 11:00 A.M. on New Year's Eve, Easter Eve, Thanksgiving Eve and Christmas Eve.

Fees: Off-leash potty breaks in our fenced yards (2-3 mins), dispensing of owner-supplied medication/supplements, (excluding injections), food, bedding, well checks, and lots of TLC from the staff are all included. \$52.00 per dog per night excluding Serenity & Zen Suites which is \$59. Day Stay Rate (M-F): \$42.00 Serenity & Zen \$49.00 per dog. Many additional services such as free choice activities, nature walks, brushing, additional potty breaks and care packages are available upon request.

For pets with special needs or behavioral concerns (i.e. medical conditions, injections, aggressive behavior, expired vaccinations, mobility issues etc.) please advise Diamond Creek prior to booking as a special accommodation fee will apply should your pet's needs exceed standard care procedures. The standard accommodation fee will be \$54 per pet per night (in Country Suite section).

The full over-night charge (\$52.00) will apply for the date of check-in regardless of check-in time. If pick-up is prior to 10:00 A.M., there is no charge for that day. If pick-up is after 10:00 A.M. on a weekday a 75% rate will apply. A charge of two night's standard accommodation per dog may apply for no-shows or cancellations without 24 hours notice. Visa, MasterCard and Discover cards are accepted. Payment in full is required before any dog is released unless previous arrangements have been made. No dog will be released to a person who is not the owner without prior written authorization.

SPECIAL PICKUP/DROP OFF REQUESTS: Our office is closed Saturday and Sunday evenings as well as major holidays (see listing above). For pickups outside designated hours please contact management.

Vaccinations: CT state law requires a copy of the rabies certificate AND a copy of the town license be on file for all dogs. For the safety of all our guests, Diamond Creek also requires current vaccinations for DHPP (Lepto optional) and Canine Cough (Bordatella). Proof of current passing titer level is acceptable for the DHPP vaccination (Lepto optional). No homeopathic Nosodes are allowed for dogs less than one year old. A health certificate from a licensed veterinarian dated within one month prior to checking in is required for dogs of owners using the Nosodes method or self-vaccinating. Please fax, drop off or mail proof of vaccinations to us prior to arrival. Our fax number is: (860) 491-3906. Each dog checking in will have a brief wellness exam the day of arrival, not to replace or substitute an exam by a licensed veterinarian. If external parasites are present upon arrival or found during routine daily wellness checks, the dog will be treated immediately at owner's expense.

Food: There is no charge for our facility's maintenance dry dog food, there is a \$3.00 charge for the vet recommended Royal Canin dry dog food; however, we recommend that you maintain your dog's normal diet by bringing your dog's regular food. We can accommodate raw and home prepared diets. We feed our guests between the hours of 7:00-8:00 A.M. & 5:00-6:00 P.M. and at midday for any dog requiring a meal at this time. Please take this into consideration when dropping off your dog. If food is provided, and we run out we will attempt to locate and replenish your pet's supply for the remainder of their stay at your expense. If we are unable to locate your food, we will switch your pet to our retreat food.

Toys, Bedding and Personal Belongings: We prefer to provide all bedding and safe toys for your pet. Toys with batteries and squeakers are not permitted. Those who bring blankets or a dog bed may do so with the understanding that these items may be chewed or soiled. Therefore, *all bedding must be fully machine washable.* Any personal belongings such as leashes and collars may be left with us for your convenience; however, on rare occasions, items can be lost or destroyed. **Diamond Creek will not replace any lost or destroyed items.**

Grooming: Overnight guests who are scheduled for grooming on the day of pick up will be a call when ready and will not be charged an accommodation fee for that day. For guests scheduled for pick-up between the hours of 4:30 – 6:30 P.M. (M-F) there will be an accommodation charge for that day as the dogs will be returned to their suites for continual care. Dogs departing on Saturday with grooming, must be a call when the dog is ready. *Dogs that become overly dirty during their stay will be given a sanitation bath before release at the staff's discretion. Owners will be contacted prior this decision.* This bath is for sanitation purposes only and is not a substitute to our regular grooming. Most dogs do not require a sanitation bath before release; however, for dogs staying over three days, we encourage having them groomed on or about the day of pickup.

Condo Accommodations: When the Retreat is full, we also provide condo accommodations for a few dogs. This service is provided only for dogs acclimated to regular crating at home while house is active. Dogs booked in condos will have first right to any suite which becomes available, unless condo accommodations were requested by the owner. During condo stays, dogs are supplied with additional potty breaks in an outside yard, *and we strongly recommend additional activity services.* At no time, will a dog be crated without the owner's permission.

Emergencies: By signing below, if your dog becomes ill or needs medical attention, you are authorizing Diamond Creek LLC to do whatever is necessary to provide care for your pet, including seeking veterinarian services and medicines. You are agreeing to be responsible for payment of services and medications rendered, including any Diamond Creek LLC expenses involved. The fees for emergency vet visits (in addition to the vet fees) are based on the time required and trip expenses. Charges from Diamond Creek can range from about \$25.00 to \$50.00 for staff time and trip expenses.

Owner's or Representative's* Signature: _____ Date: _____

*If signed by a Representative, please indicate relation to Owner: _____