



# Welcome to

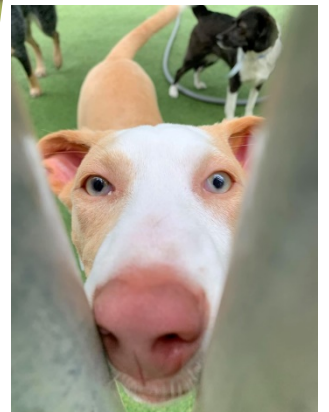


## Rolesville Pet Resort

**We are so happy to have you and your pup be a part of our family!**

**\*Please keep this form for your records\***

Hi, pup parent and welcome! We are the kennel techs at Rolesville Pet Resort and Spa, the place of professional dog lovers! This little packet will have all of our information and pricing along with some discount codes you can use! At the end of the packet will be a universal contract that will have out policies for all of our services including boarding, grooming, and daycare. Please initial and sign that paper and send it back to us or bring it in with you to your appt. If you have any questions please give us a call at 919-562-1003. Other than that, thank you for choosing us to take care of your pup and once again, Welcome!





# ROLESVILLE PET RESORT & SPA

## Hours of Operation

Monday-Friday: 7:00am-7:00pm

Saturday: 8:00am-5:00pm

Sunday (no drop offs, pick-ups only!): 10:00am-12:00pm & 4:00pm-6:00pm

Drop Off for Grooming M-F: 7am-9am; Baths on Sat: 8am-9am

\*\*Check out time is at 12pm. If you are picking up after 12pm, an additional nights charge will incur; UNLESS a departure service is requested (does not apply on Sundays).

### Overnight Boarding: includes 3 potty breaks

\$42 per night

\$22 per each additional pet

CAGES (max of 35lbs.) \$27 per pet

### Day Boarding

\$14 per pet (each additional pet is half off)

1 on 1 ball toss and potty breaks included

### Additional services for boarding guest:

- \$12 per day for **Personal Playtime**
  - an additional 20min playtime to the 3 walks with a kennel tech. (great for dogs who do not get along with other dogs)
- \$12 per day for **HALF** day of **Doggie Daycare**
  - \$10 per each additional pet half day of daycare
- \$15 per day for **WHOLE** day of **Doggie Daycare**
  - \$10 per each additional pet for a whole day

### **Medication Administration**

\$5 per day

All medication must be in their original bottle, Medications cannot be pre mixed with meals.

### Daycare:

\$25 for a full day | \$15 for a half day

### Daycare packages: each additional pet is half price

5day pass: \$100 | 10day pass: \$200 | 20 day pass: \$380 | 30day pass: \$570

Saves you \$25!	Saves you \$50!	Saves you \$120!	Saves you 180\$!
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**Grooming And Bathing: includes a bath, nail trim, ear cleaning and anal glands expression.**

Grooming	Bathing	A-La Carte Services
0-25lbs: \$44 and up	Small (less than 25lbs): \$27	Nail Trim: \$11
26-50lbs: \$55 and up	Medium(26lbs-50lbs): \$32	Nail Dremel: \$13
51-60lbs: \$62 and up	Large (51lbs-70lbs) \$37	Extra Brushing: \$7
61 +lbs.: \$67 and up	XL (71lbs and over) \$42	Sanitary Clip: \$20
<b>**Prices vary depending on matting and other special circumstances</b>		Teeth Brushing: \$5
		De-shedding treatment: \$15extra

### Vaccine requirements:

**ALL DOGS RECEIVING ANY SERVICE FROM ROLESVILLE PET RESORT & SPA MUST BE UP TO DATE ON *RABIES*, *BORDETELLA* AND *DISTEMPER (DHPP)* VACCINE. ALL PETS MUST HAVE A *NEGITIVE FECAL* WITHIN THEIR VETERNARIANS STANDARDS.**

ROLESVILLE  
Pet Resort & Spa

BOARDING  
GROOMING  
DAYCARE

919-562-1003

312 S MAIN STREET  
ROLESVILLE, NC 27571  
ROLESVILLEPETRESORT.COM

NEW CLIENT *choose*  
SPECIALS *one!*

FIRST DAY OF DAYCARE FREE

OR

\$20 OFF FIRST BOARDING VISIT

OR

\$15 OFF FIRST GROOMING

Valid with this coupon. Excludes holidays.  
New clients only. One offer per coupon.

Come  
Play!

919-562-1003

HOURS

MONDAY - FRIDAY  
7:00 AM - 7:00 PM

SATURDAY

8:00 AM - 5:00 PM

SUNDAY

SCHEDULED PICK UPS ONLY

10:00 AM - 12:00 PM  
& 4:00 PM - 6:00 PM

ROLESVILLE  
Pet Resort & Spa

### Contact Information

**Address:** 312 S. Main St Rolesville, NC 27571

**Fax:** 919-554-4412

**Phone:** 919-562-1003

**\*\*Please Sign and Return Form Below\*\***



**Rolesville  
Pet Resort**

## **Rolesville Pet Resort and Spa Client Contract**

### **GENERAL**

- Rolesville Pet Resort and Spa reserves the right to immediately change your pet/s boarding/daycare/grooming services if we believe it is necessary to protect the health and wellbeing of your pet, other pets or employees.
- All pets, regardless of service, must be current on all required vaccinations and medical examinations required by Rolesville Pet Resort at the time of services rendered. Veterinary documentation of said vaccines and procedures is required prior to the pet entering the facility.
- If your pet is exhibiting any symptoms that may suggest illness, such as sneezing, coughing, wheezing, runny eyes/nose, vomiting, lethargy or diarrhea, please do not bring your pet to our facility. Rolesville Pet Resort and Spa reserves the right to decline services to your pet/s if they show symptoms of sickness during check-in.
- You acknowledge that there are certain risks involved in daycare and boarding, including but not limited to dog fights, dog bites to other dogs or humans, and the transition of disease. Any medical fees associated with your pet will be solely your responsibility and you absolve Rolesville Pet Resort of any responsibility and/or charges.
- Any belongings, including but not limited to food, containers, clothing, toys, and beddings are left at the owner's discretion. We do not guarantee they will be returned or be in the same condition as they were left.
- No choke chains, corrective collars, harnesses or collars will be worn during your pet's stay. They will be removed and stored to prevent choking hazards. Your pet will be given an easily removable temporary labeled collar.
- Pets left at our facility beyond our regular open hours (7:00AM – 7:00PM Monday – Friday, 8:00AM – 5:00PM Saturday, 10:00am – 12:00pm, 4:00PM – 6:00pm Sunday (scheduled pickup only)) will be boarded and charged a day's boarding.
- All charges must be paid in full upon pick-up of your pet. Pets left in our care 10 days beyond the agreed pick-up date without any contact from the parents will become property of Rolesville Pet Resort and Spa and will be released at the facility's discretion to the appropriate authority.
- We accept Visa, MasterCard, Discover, Amex, cash or checks as payment (*please note that there is a \$25 returned check fee*).
- Rolesville Pet Resort reserves the right to, without notice, adjust the cost/fees for services. Please inquire at our reception desk or our website for current service rates.

### **EMERGENCY POLICY**

Emergency Medical Care: If, in our judgment, your dog requires immediate medical care and we are unable to reach you, we will take your dog to an affiliated veterinarian or animal hospital. If your pet should become sick/injured during their stay with us we will make every effort to reach you or your emergency contact. In the event either of you are unreachable after 2 hours, may we seek veterinary assistance from our near-by vet, Rolesville Animal Hospital, or if after-hours, Wake Vet Urgent Care?

Yes / No

\*\*\*If the situation is life threatening, we will IMMEDIATELY seek veterinary assistance in order to have your pet stabilized while trying to contact you.

**EMERGENCY CONTACT:** \_\_\_\_\_

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

By signing this contract, you agree to be solely responsible for the payment of all medical bills for your pet and you release Creature Comforts Inn, its officers, directors, agents, volunteers and employees of and from any and all responsibility for, or claims, damages and/or debts arising from or related to emergency medical care. This includes fees/bills regarding transportation to and from the veterinary clinic and/or choice of facility.

### **BOARDING**

- Owners are encouraged to bring food for their pet/s during their stay. Sudden dietary changes can cause discomfort, vomiting and/or diarrhea. All food is required to be brought in a sealed container or bag. Refrigerated food is accepted. Alternatively, Rolesville Pet Resort can supply a dry kibble or wet canned food upon request. Our brand of dog food is Purina EN Gastroenteric.
- Rolesville Pet Resort reserves the right to remove bedding or other items from your pets boarding space if they are destructive to any property.
- In the event that your pet is out of food and we are unable to reach you, Rolesville Pet Resort reserves the right to feed your pet in a manner that we deem appropriate, mirroring the pet's food type and amounts as closely as possible.
- Checkout time is by 12:00PM. If your pup is checked out after 12pm an additional night's charge will incur. If you have asked to receive a departure service that 12pm fee is waived Monday-Saturday; however, this does not pertain to Sunday Pick-ups.
- Medications can be given to pets during their stay. An additional Medication Administration fee of \$5.00 will be added to each day's boarding.
- All medication is required by law to be stored in its original container, and with its original documentation and instructions. We are required by law to not administer any medication that comes loose or pre-packaged into your pet's food. This includes supplements.
- We are unable to administer any medication via injection or any medication which is considered a 'Controlled Substance'.

- If it becomes apparent that during your pets stay that they are overdue on any required vaccinations, that they may have fleas or ticks or are deemed a danger to themselves and/or others, Rolesville Pet Resort reserves the right to isolate your pet to not risk the health of other pets.
- If it is apparent that your pet has fleas or ticks we are required to give them a capstar tablet at a charge of \$9.
- If it is apparent that your pet has worms during their stay there is a \$25 fee per day they are here.
- If a pup goes into heat during their stay there is a \$25 fee per day they are here.
- Dogs who are in the same family, but are not spayed and/or neutered WILL NOT be able to stay in the same room or cage during their stay
- Dogs who are in the same family but with to be in separate rooms will be charged at a single pet rate.
- Holiday Policy: During Holidays we require to hold a credit card number on file. If you fail to cancel within 72 hours prior to the drop off date, you will be required to pay half the stay.

**DAYCARE**

- We do not administer medication to Daycare pets during their stay. If your pet takes daily medication, please ensure that it is administered prior to coming to Daycare.
- We can provide treats or lunches to pets during their stay. All food is required to be brought in a sealed container or bag. Refrigerated food is accepted.
- Dogs in playgroup together must process suitable social skills. It is at each Kennel technician’s digression on whether your pet/s behavior is appropriate, and your pet may be pulled from playgroup if their behavior is deemed unsafe.
- All dogs must pass a general behavior assessment in order to attend Daycare. No dog may be admitted that shows any signs of any type of aggression. Owner further understands and agrees that in admitting Owner’s dog(s) to Daycare, Owner is representing to Daycare that Owners’ dog(s) is/are in good health and have not harmed, shown aggression, or exhibited any threatening behavior towards any person or other dog. If Owner is enrolling their dog(s) in traditional boarding only, Owner is representing that their dog has not shown aggression toward any person. Any dog demonstrating aggression or other behavior deemed unacceptable by Daycare staff may be required to leave Daycare. There is a \$25 fee for failing the general behavior assessment.
- Owner further understands and agrees that any behavioral or physical health problems that develop with the Owner’s dog(s) while at Daycare will be handled and treated as deemed best by the employees, staff and volunteers of Daycare, in their sole discretion, and Owner expressly agrees to assume full financial responsibility for any and all expenses arising or relating thereto. This includes aggressive or destructive behavior.
- Your pet may get dirty or damp during their stay. We will provide rinses and/or drying for those pets if possible, however we do not guarantee that your pet will be returned to you as clean/dry as they arrived.

**GROOMING**

- Grooming services are provided only to animals that are fit and healthy. Any grooming which takes place on an elderly pet or pet with pre-existing health issues is at the owners own risk.
- Grooming may expose pre-existing health/skin problems for which Rolesville Pet Resort and Spa cannot be held liable for.
- De-matting/thinning out of matted fur may cause skin irritation/ patchiness and/or loss of fur. In some cases, this can also be an uncomfortable, painful process for the pet. By requesting a de-matting service, you acknowledge and agree to pay any additional de-matting fees.
- Shaving/stripping of a pets coat will cause a dramatic change in appearance and the hair may be very close to the skin. In addition, we cannot guarantee that your grooming request will exactly match that of the service provided, due to unforeseen issues at the time of check-in. You agree to absolve Rolesville Pet Resort of any liability connected to the appearance of your pet post groom.
- All pets must be free of fleas and/or ticks. However, you agree that if any are found during the grooming process, your pet will be treated for them as appropriate at your expense.

**CONFIRMATION**

By signing this contract, you indicate your agreement to all the terms listed above.

You release, indemnify, and agree to hold Rolesville Pet Resort and Spa harmless from any and all manner of damages, claims, loss, liabilities, costs or expenses, causes of actions or suits, whatsoever in law or equity, (including, without limitation, attorney’s fees and related costs) arising out of or related to the services provided by Rolesville Pet Resort and Spa, except which may arise from the sole gross negligence or intentional and willful misconduct of Rolesville Pet Resort and Spa, including, without limitation, (i) any inaccuracy in any statement made by yourself or information provided by you to Rolesville Pet Resort and Spa, (ii) your pet/s, including but not limited to destruction of property, bites, injury, and transmission of disease, and (iii) any action by yourself which is in breach of the terms and conditions of this agreement.

This agreement covers the current relationship between Rolesville Pet Resort and Spa and yourself. Each time you bring your dog to Rolesville Pet Resort and Spa you affirm the terms of this Agreement, and the truthfulness and accuracy of all statements you make in this Agreement.

If any information in this document about your pet's care or needs changes it is your responsibility to notify Rolesville Pet Resort and Spa.

**OWNER/AGENT:**

**Pets’ Name:** \_\_\_\_\_

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**KENNEL REPRESENTATIVE:**

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

**\*\*Verify Your Information and Please Return with above Contract\*\***

Pup Parent's First/Last Name: \_\_\_\_\_

Billing Address:

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

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

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Pup's Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Sex: \_\_\_\_\_

Spayed/Neutered: Y / N Birthdate: \_\_\_\_\_ Age: \_\_\_\_\_

Vet: \_\_\_\_\_

# Boarding Check In Form

**\*\*You will need to fill out a new check-in form for every stay unless the stays are less than 2 weeks apart\*\***

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

Pet's Name(s) \_\_\_\_\_ Emergency Contact: \_\_\_\_\_

Boarding Dates: \_\_\_\_\_ to \_\_\_\_\_ Pick Up Time: \_\_\_\_\_

Please list any Allergies, Injuries or Hot Spots your pet(s) have:

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## Feeding Instructions

- Does your pet(s) have any food allergies? **YES NO**
  - **If yes**, please list them \_\_\_\_\_
  - *If no, may we give your pup treats that we provide at no additional cost?* **YES NO**
- How much does your pet(s) eat per meal? \_\_\_\_\_ cups. **MORNING EVENING BOTH**
- Has your pet eaten today? **YES NO** if yes- **MORNING EVENING BOTH**
- If your pet is NOT eating, can we add Purina Wet Food to their food? **YES NO** (no additional charge)
- **\*For Multiple Dogs Only\*** Do we need to separate them during meals? **YES NO**

## Medication Instructions

### \$5 per day fee

\*All medications must be in the labeled prescription bottle\*

Med Name: \_\_\_\_\_ Med Name: \_\_\_\_\_ Med Name: \_\_\_\_\_

Amount Given: \_\_\_\_\_ Amount Given: \_\_\_\_\_ Amount Given: \_\_\_\_\_

Time: **MORNING EVENING** Time: **MORNING EVENING** Time: **MORNING EVENING**

Given today? **YES NO** Given today? **YES NO** Given today? **YES NO**

If Yes: **AM PM** If Yes: **AM PM** If Yes: **AM PM**

## Doggie Daycare

\*Group play w/ other dogs\*

**Half Day:** 9am-12pm *OR* 2pm-5pm: \$12 per pet/\$10 for additional pet → **M TU W TH F SA**

**Full Day:** 9am-12pm *AND* 2pm-5pm: \$15 for first pet/\$10 for additional pet → **M TU W TH F SA**

## Personal Playtime

\*Playtime outside w/ a staff member for 20 minutes\*

\$10 per day

**M TU W TH F SA**

## Grooming

\*Grooming and Bathing includes: Bath, Nail Trim, Ear Cleaning and Anal lands Expression\*

Pricing is done by pet's weight

Bath       Groom       Nail trim (\$10.25)       Nail Grind (\$12.25)       Teeth Brushing (\$5)

Instructions for Groomer: \_\_\_\_\_

Best Contact phone # for Groomer: \_\_\_\_\_

\*Groomer will contact you when your pet is ready to be picked up\*

## Belongings

\*\* \_\_\_\_\_      \*\* \_\_\_\_\_      \*\* \_\_\_\_\_  
\*\* \_\_\_\_\_      \*\* \_\_\_\_\_      \*\* \_\_\_\_\_

- Would you like to be sent Daily Report Cards regarding how your pet is doing during their stay with us?

**YES NO**

- If yes, please provide your email: \_\_\_\_\_

**Owner's Signature:** \_\_\_\_\_

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