



Green Acres Pet Ranch
100 Taylor Ranch Rd. Austin, TX 78717
(512) 848-4774

Client Boarding Information

Boarding Dates _____

Owner's Name(s)

Pet's Name(s)

Address

Telephone

Email

Vet Name

Vet Telephone

Emergency Contact

Relation to you?

**Vaccination Records MUST be sent to Green Acres Pet Ranch

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PHYSICAL EXAM

Neutered/Spayed? Yes No Are Your Pets Microchipped?

Are there any medical issues, physical issues, restrictions, anxiety or allergies that we should be aware of during your pet's stay?

Has your pet ever shown any aggression toward or bitten another person or animal?

Yes No If yes, please explain.

Feeding Instructions

Shampoo at the end of stay? Yes No

MEDICATIONS: Does your pet have any medication that we need to give? Yes No

(If yes, fill out a separate medication form)

Does your pet still need to be medicated today? Yes No If yes, what time? _____

Coat: Short Hair / Long Hair Color: _____ Weight _____

Skin: Sores / Lesions / Scratches / Scars / Skin

Other Defects:

Teeth: Clean / Tartar _____

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Infected Ears:

Left Eye: Clear & Bright / Infected / Cataract / Discharge

Right Eye: Clear & Bright / Infected / Cataract / Discharge

Body: Bumps / Lumps / Missing Hair / Other

Mobility: Walking- Normal / Abnormal Run- Normal / Abnormal

Pads: _____

Nails: Short / Long / Deformities

Fleas: Yes No Ticks: Yes No

Mats in the coat: Yes No If yes, where?

What was the pet's temperament at check-in?

Anxiety Fearful Snapping Playful Relaxed Energetic Aggressive

BY SIGNING BELOW, YOU AGREE THAT THE INFORMATION ABOVE IS TRUE AND CORRECT TO THE BEST OF YOUR KNOWLEDGE.

OWNER'S SIGNATURE and DATE

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Policies and Procedures

Thank you for choosing Green Acres Pet Ranch. Our pet ranch is a unique pet boarding facility specializing in providing quality housing and care for your cherished four-legged family member(s). Our team works together to provide a caring, safe and fun atmosphere for your pet(s) to enjoy while their owner(s) are away. You will take comfort in knowing that your pet is having as much fun on vacation as you are! In exchange, we ask for your cooperation with our policies and procedures so that together we may provide a safe, healthy and fun home away from home for your pet. Please read the following carefully and request further explanation if needed.

Lodging is charged per night. Day care is charged per day. Payment is due in full at drop off. Green Acres Pet Ranch accepts payments of: cash, check, Venmo or silver. (cash preferred).

Hours:

Monday - Saturday: 7:00 am - 7:00 pm

Sundays: 4:00 pm - 6:00 pm pick up only

Pets must check in and out during business hours. Any pet not picked up on the check-out date specified in the reservation may be moved to less spacious accommodations to make room for arriving pets. Green Acres Pet Ranch is happy to make changes over the phone prior to the check-out date to avoid moving the pet if space is available.

Reservations

All reservations must be secured by Venmo. If your pet's stay unexpectedly becomes an extended stay, you are required to adhere to the procedures set forth in our Extended Stay Payment Agreement and will be asked to provide payments via Venmo regularly.

For pet safety reasons, Green Acres Pet Ranch does not allow pets from different families to be lodged in the same kennel. If requested, pets from the SAME family may lodge together. However, Green Acres Pet Ranch reserves the right to separate the pets if a problem arises, which may incur additional expense.

Cancellation Policy

Cancellations for all accommodations must be made two days prior to your scheduled arrival date or a one-night cancellation fee will be charged. We appreciate your cooperation so we can accommodate as many guests as possible. We also ask that you provide a 24 hour notice for all early pick-ups so that we can accommodate guests on our waiting list.

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Need to stay longer? Adding unscheduled days to your pet's stay will be accommodated as long as space is available.

No Shows

A no-show is defined as a guest who does not show up on their scheduled arrival date and does not call and cancel their reservation. All no-shows will be charged for one night's board via Venmo according to the cancellation policy. Your kennel will be released and your reservation canceled at the close of business on your scheduled arrival date. Clients who repeatedly cancel reservations without appropriate notice or no show may be required to provide a non-refundable deposit equal to 50% of their scheduled reservation.

Abandoned Pets

Please notify us if there is a change in your scheduled pick-up date. If you fail to check out your pet on the scheduled pick-up date without making prior arrangements, Green Acres Pet Ranch will send a Notice of Intent to Consider the Pet Abandoned. If we do not hear from you or are unable to contact you for a period of fourteen (14) days following mailing of such notice, Green Acres Pet Ranch will consider your pet abandoned. You agree that you have relinquished ownership rights to your pet(s) to Green Acres Pet Ranch and we may dispose of the pet(s) as feasible. You agree and acknowledge that there are no guarantees made by Green Acres Pet Ranch that abandoned pets will be rehomed. Green Acres Pet Ranch will no longer be responsible for the care of your pet.

You will be charged for the full remaining balance by Venmo. If the full balance cannot be collected, recurring payments will be set up until the balance is collected in full. Any balance left unpaid will be owed to Green Acres Pet Ranch and will be collected through legal means, if necessary. If the suit has to be filed by Green Acres Pet Ranch for nonpayment of boarding fees, you acknowledge and agree that this will be considered a breach of contract and you will reimburse Green Acres Pet Ranch for attorney fees, costs of court, case expenses, pre-judgment, post-judgment, and interest at the maximum legal rate. Green Acres Pet Ranch will comply with all relevant Texas state laws with regard to abandoned pets.

Vaccinations

Vaccination Records must be emailed to greenacrespetranch@gmail.com Subject line- Vaccination Records

- Rabies (Required) – must be current based on state law
- DAPP (Required) – current per your veterinarian's protocol
- Bordetella (Required) – every 6 months or as directed by your veterinarian
- Canine Influenza (Required) – current per your veterinarian's protocol
- Leptospirosis (Recommended) – every 6 months or as directed by your veterinarian
- Heartworm
- Fecal Exam
- Flea Prevention

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General Health

All pets must be in good general health to stay. Green Acres Pet Resort is not licensed to provide veterinary care. Pets exhibiting signs of illness, contagious viruses, etc., will not be accepted. Prior approval must be received from management for animals with diabetes who require insulin injections. Pets needing significant or special medical care should be boarded at a veterinary clinic.

Parasites

We strive for safety and the utmost in cleanliness at Green Acres Pet Resort. In order to maintain our high standards, a staff member will examine each pet for fleas, ticks and other parasites. If any are found, the pet will be treated immediately, at owner's expense, before being allowed to enter guest quarters.

Behavioral Problems

No pets will be accepted if they demonstrate signs of or have a history of significant aggression or separation anxiety. Any pet exhibiting dangerous aggressive behavior towards a person or another pet will not be allowed out of its enclosure (with no reduction in fees), may be muzzled for the duration of its stay, and/or may not be accepted for lodging in the future. A daily handling fee may be charged for pets that are difficult to manage.

Pet Provisions

Each pet may bring bedding, a blanket or towel and up to three toys. All items must be **CLEARLY MARKED** with your pet's name. **All pet provisions MUST be marked with the name of the pet!**

Other items that can be brought and stored:

- **Leashes and collars**
- **Preferred dog food**
- **Bedding, and Small wire crate**

Items that cannot be brought:

- Food bowls
- Crates that obstruct the view of the pet
- Large furniture items
- Extra toys (3 allowed)

Other items are at the sole discretion of management. We appreciate your cooperation as we do not have room to store extra belongings.

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Although Green Acres Pet Ranch will do our best to return items to you, we cannot be responsible for any items left with your pet and cannot guarantee they will be returned in the same condition as brought in, due to sanitation procedures. Items may get wet or dirty, or be damaged or destroyed during your pet's stay.

Food

Green Acres Pet Ranch uses only premium food. Owners **MUST** bring their own food for their pets in an appropriate container labeled with the pet's name, date of the feeding and feeding instructions. **Please bring at least 50% more food than your pet normally eats because of heavy play and exercise.** Green Acres Pet Ranch provides stainless steel food and water bowls for your pet. **Personal bowls are not accepted.** We are happy to give your pet healthy treats or treats labeled specifically for pets, but we reserve the right not to give treats that are unhealthy for your pet.

Medications

Green Acres Pet Ranch will administer oral or topical medications for no additional fee. Prescription medications should be provided in prescription containers which include the pet's name, the name of the medication, the name of the dispensing doctor and/or veterinary hospital, and clear, written instructions for administering the medication. If medications are not properly labeled, a medication bag and label will be provided to you. Green Acres Pet Ranch gives medications in accordance with the instructions provided. It is the owner's responsibility to provide enough medication for the duration of your pet's stay. We are not responsible if your pet runs out of medication.

Emergency Vet Care

Green Acres Pet Ranch makes every effort to provide a safe, secure stress-free experience for your pet. However, some pets react differently to new environments and separation from owners, and there is even some risk that pets in the same family may engage in rough play and injure one another when lodging together. In **non-emergency situations** (e.g. continued diarrhea, loss of appetite, mild sprains, abrasions, and superficial cuts), Green Acres Pet Ranch will contact the owner or owner's designee to discuss recommended protocol.

For emergencies in which urgent care or evaluation appears needed, we will transport your pet to an Animal Emergency Clinic immediately and contact the owners. Any costs arising from medical care will be billed to the owner upon check-out.

Ranch Safety

For the safety of all, pets are required to be on a leash and under control (or in a carrier) at all times when in the custody of their owners and while in the lobby or check-in area.

To encourage a safe and low stress environment for the dogs, guests and staff, Green Acres Pet Ranch may limit client access to the lodging area. Tours are welcome, but clients may not be allowed to

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Group Play Liability Waiver

I hereby certify that my pet is in good health and has not been ill with any communicable condition in the last 10 days. I further certify that my pet has not harmed or shown aggressive or threatening behavior towards any person or any other dog.

I have read and understand the following:

- I recognize that there is an inherent risk of injury, illness or death in any environment associated with numerous pets. I also recognize that such risks include, without limitation:
 - Injuries such as broken nails, sore paw pads, puncture wounds, lacerations, abrasions, muscle strain, and cuts, etc.
 - Transfer of communicable illness (i.e., kennel cough or influenza, oral papillomas)
 - Illness or death resulting from stress, altercations, rough play, or contagious illness.
- I am solely responsible for harm or injury caused by my pet while they are participating in group play at Green Acres Pet Ranch, including injury to humans or animals, and I expressly agree to be held responsible and pay for medical costs and damages due to injuries or damage caused by my pet.
- I understand and agree that in admitting my pet to group play at Green Acres Pet Ranch, the staff has relied on my representation that my pet is in good health and has not harmed or shown aggressive or threatening behavior toward any person or any other dog.
- For safety reasons, I understand that if my dog displays aggressive behaviors that they will be confined to an enclosure for the remainder of their stay and will not be allowed to return for future sessions.
- I further understand that Green Acres Pet Ranch and their staff will use reasonable precautions against injury, illness, escape, or death of pets while in our care. Green Acres Pet Ranch will not be held liable for any problems that develop, provided reasonable care and precautions were followed, while your pet is in Green Acres Pet Ranch's care. I hereby release Green Acres Ranch, of any liability of any kind whatsoever arising from my pet's attendance and participation.
- I understand that pets can sometimes receive minor cuts, scrapes, and scratches during play and any problems that develop with my pet will be treated as Green Acres Pet Ranch staff sees fit based on their professional experience. I assume full financial responsibility for any and all expenses involved.
- I understand that if my pet is under 7 months old and not spayed or neutered that it is at my discretion to let them participate in group play at Green Acres Pet Ranch. I further release Green Acres Pet Ranch and its staff from any responsibility regarding pregnancies or breeding that may occur while at our facility.
- I hereby waive and release Green Acres Pet Ranch and its staff from all liability for any injury to myself resulting from the action of any dog (including my own) and I expressly assume the risk of any such damage or injury while my pet is attending Green Acres Pet Ranch.

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- Green Acres Pet Ranch may use pictures of my pet for social media or promotional purposes without liability or obligation of any kind to me; however, no information or pictures can be sold or shared with a third party without additional consent.

EACH BULLET POINT MUST BE INITIALED ABOVE.

By signing below, I certify that I have read and understand the policies of Green Acres Pet Ranch as set forth in the policies and procedures above and that I have read and understand the conditions and statements of this agreement. I also accept the risks associated with play and affirm the terms of this agreement each time my pet(s) enter Green Acres Pet Ranch.

Owner's Printed Name(s) and Signature(s)

Pet's Name(s)

Date

Initial Here _____