



\_\_\_\_\_ Date

# Resident Contract

Owner: \_\_\_\_\_ Contact phone# \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone #: \_\_\_\_\_

Relation to Owner: \_\_\_\_\_ Alt. Phone #: \_\_\_\_\_

Dogs name: \_\_\_\_\_ Age: \_\_\_\_\_ Breed: \_\_\_\_\_

Vet's Name: \_\_\_\_\_ Vet's Contact #: \_\_\_\_\_

Date of last vet visit: \_\_\_\_\_ Reason: \_\_\_\_\_

Please list most recent vaccinations and/or titer tests: (you may also attach a separate sheet)

Vaccine	Date given	Date expires
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Dog is on premises for:

Day Care  Day Training  Boarding  Board & Train  Grooming  Other \_\_\_\_\_

Special Instructions:

**Eligibility**

\_\_\_\_\_  
Owner's  
Initial

Residency programs are for *active* clients only. To be initially considered active – you must have completed four training sessions in 6 weeks, and you must complete a training/evaluation day at the cost of \$80 to be approved for residency programs. Once the training/eval day is completed you will be informed of what programs your dog is eligible for. To remain active, you must complete at least 1 day / month of training or residency. Any exceptions must be discussed ahead of time. Date of training/evaluation day: \_\_\_\_\_

**Health:**

\_\_\_\_\_  
Owner's  
Initial

All dogs coming on the premises must be in good health and current on all vaccinations. This includes a recent negative fecal sample, and proof of vaccines or titting to show antibody levels. Dogs must also be free of fleas/ticks/mites/worms and on current preventatives. By initialing this paragraph, the owner attests to this statement. Any exceptions must be discussed prior to the dog's stay. In the event the dog is found to be unhealthy, or presents with any communicable issue; the owners will be contacted immediately. If the family or emergency contact is unable to collect the dog, there will be an additional \$50/day quarantine fee.

Please list exceptions here:

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

**Living Arrangements:**

\_\_\_\_\_  
Owner's  
Initials

All dogs will reside inside my home under supervision. In the event I cannot adequately supervise, dogs will be placed in crates. No dog will be crated longer than 4 hours at a time; with the exception of overnight (10p to 6a). Crates used will be substantially large (in most cases 54" crates are used). While crated, dogs will be provided with clean water, appropriate bedding, and safe chew items. You may also provide your own bedding. In the event your dog destroys our bedding, you will be charged an additional \$25 replacement fee. Crates are cleaned, disinfected and sterilized after each dog is finished using. All dogs will be taken outside for both bathroom breaks and play time in the fenced play yards. The actual amount of time outside will be dependent on weather and other conditions. We will allow as much time outside as possible.

In the event a crate is unsuitable confinement; arrangements as specified by the owner will be used. Please state those arrangements here:

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

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**Feeding:**

Owner's  
Initials

Owners are expected to provide their own food. In the event that food runs out, or the feeding schedule is found to be unacceptable (either far too much, or far too little) we will discuss adjustments with the owner. It is against our ethics to starve or overfeed a dog or feed an inappropriate food. If we must provide food – it will be a very high quality. These foods will be free from recalls, will not contain fillers, grains or preservatives, nor will they contain any questionable ingredients. These foods are the same that I trust for my own dogs. Actual brands may vary depending on what is available at time of purchase. Meals are fed twice a day (morning and evening), unless otherwise specified.

Any allergies or special dietary instructions (including allergies and/or adverse reactions) must be written here:

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**Medication:**

Owner's  
Initials

If your dog is on any medication; you are required to let us know! If your dog is due for a heartworm preventative medication and/or a flea & tick medication or treatment, etc... let us know the date(s) to administer the medication, so we can accommodate your dog. If your dog requires medication(s) during our care, you are responsible for providing us with the medication(s) and instructions for use. No medication or supplement will be given without the owner's knowledge and agreement.

Please list any/all medications and provide dates/times to administer, as well as medication instructions:

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**Training:**

Owner's  
Initials

Dogs that are receiving training will be instructed using positive techniques. No aversive equipment will be used unless previously discussed and agreed to with the owner. Training will often include excursions off the property to local businesses and public areas. Progress reports will be provided to owner via text or email and will include both written descriptions and photos. Goals for training will be discussed prior to the dog's stay. Every effort will be made to reach the desired outcome; however, a desired behavior cannot be guaranteed. Any concerns over progress will be discussed as they occur.

Please list special requests or instructions for training here:

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**Play Time:**

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Owner's  
Initials

All dogs will receive ample play time, both inside and outside. The actual amount of time is dependent on many factors; including weather, available playmates, the dog's endurance and temperament, etc.. Dogs will be given as much play time as safely possible. Initial temperament testing will be performed to determine possible playmates. During the first 24 hours, all new dogs will remain on a long line while in the play yard to ensure safety. Once they have proven their disposition, they may be allowed off the line, if it is safe to do so. All dogs will be supervised when in the play yard. In the event that a dog does not get along with the other dogs staying, then that dog will receive individual attention which could include playing fetch, going for a hike, playing on the confidence course, or anything else they enjoy. All dogs will get breaks throughout the day to prevent them from becoming over-tired or overdoing it. These breaks are 30-60 minutes crated in the training room. After their breaks; they return to playing. All dogs will remain within the fenced perimeter for free play. For hikes outside the perimeter, the dog will be fitted with a martingale collar and harness to prevent the dog from slipping out. Leashes are mandatory for all trips outside the fence line or off the property!

**Grooming:**

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Owner's  
Initials

We will only accept one or two grooming clients at a time. All grooming is done by hand and is always supervised. There are no 'dry-boxes' or time when the dog is left in front of a blower or on top of a table unsupervised. All grooming requirements must be specified prior to the appointment. Often, grooming by hand is a time-consuming process that takes several hours. All dogs will be given a break to potty, stretch and relax periodically during the process. Dogs will not be forced, pinned or tied down. For safety, a groomers loop may be fitted, simply to prevent the dog from jumping out of the tub or off the table; but it will not be overly tight, and the dog will never be left unsupervised while tethered in this manner. Treats may be used to help make the grooming a positive experience.

**Cleanliness of the Training Room, Grooming Station, Play yards, etc...**

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Owner's  
Initials

All crates are cleaned and disinfected after use by a dog using BEST SHOT 256 Disinfectant, one of the most current and effective animal care facility disinfectants, cleaners and deodorizers on the market today. BEST SHOT 256 Disinfectant provides area control of staph, salmonella, E. coli, bordetella bronchiseptica, adenovirus, canine distemper, feline picornavirus, HIV-1, infectious bovine rhinotracheitis, rabies, herpes, pseudorabies, respiratory syncytia, streptococcus – even canine parvovirus. This product is known to kill viruses, bacteria, fungi, mold and mildew as it cleans, disinfects, and deodorizes. The training room floor is swept, vacuumed and disinfected with BEST SHOT 256 Disinfectant weekly, at a minimum – but often more frequently. All toys are washed on a regular basis. Counters, table tops, the grooming sink and shower are wiped down after every use. All bowls and kennel pails are sterilized between each dog's use. All bedding is laundered between each dog's use. The play yards are picked up and cleaned daily. Additionally, the training room and kennel area have been fitted with Copper Panels by *CU Environmental* which have been proven to kill viruses on contact.

**Illness & Injury:**

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Owner's  
Initials

Absolutely every effort and precaution will be made to keep your dog safe during his stay; however, he is a living being and illness or injury may happen. Any illness or injury is immediately reported to the owner. REACH K9 and the owner will discuss and agree to a plan for care. In a case of minor illness such as diarrhea or vomiting, the dog is immediately quarantined and observed. If authorized by the owner, an herbal supplement may be administered, and the product name and dosage is recorded in writing to the owner. If the minor issue doesn't resolve within 48 hours, then the owner is asked to take the dog home. Any remaining training time will be rescheduled when the dog recovers from the illness. If the owners are unable to take the dog home at that time, then the dog will remain separate from the other dogs and will receive exercise in a separate play yard to avoid contaminating another dog. In the event of injury or a major illness, the severity of the injury or illness will determine the course of action. Minor cuts and scrapes are reported to the owner, cleaned and bandaged as necessary. Significant injury is immediately reported to the owner with the recommendation of a vet visit, and the owner is asked to take the dog home. Remaining training time will be rescheduled. In the event of a catastrophic injury, such as a broken bone, significant laceration, etc...the owner is immediately contacted via phone and the dog is immediately brought to the owner's vet. If the owner's vet is unavailable, or too far away, then the dog is brought to Claws & Paws in Powhatan, VA or River Run Emergency Vet if the incident occurs after normal business hours. The owner assumes all costs associated with the vet visit.

**Base Cost of Services**

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Owner's  
Initials

- Day Care - \$40/day
  - o Pack of 5 = \$175 (\$35/day) *Expires 10 weeks from purchase*
  - o Pack of 10 = \$300 (\$30/day) *Expires 15 weeks from purchase*
- Day Training - \$80/day
  - o Pack of 5 = \$375 (\$75/day) *Expires 10 weeks from purchase*
  - o Pack of 10 = \$700 (\$70/day) *Expires 15 weeks from purchase*
- Boarding - \$45/day
  - o Day Care passes may be used at face value towards boarding
  - o Multi-dog discount (Same family) \$45 for the first dog, \$40 for the second dog, \$35 for the third, \$30 for the fourth and beyond..
- Grooming – varies; to be determined by groomer based on dog, services and time required
- Board & Train – varies; to be determined by trainer based on services and time required
- Training Packages – varies; to be determined during consult and agreed on ahead of stay

**Payment:**

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Owner's  
Initials

Payment is required up front, unless previously discussed. Payment plans may be available depending on final cost and time and must be agreed to by both owner and REACH K9 ahead of time. For invoicing and company payments, terms must be agreed to ahead of time. REACH K9 accepts cash, check, Cash App and credit cards through Google Pay.

**Drop off & Pick up times:**

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Owner's  
Initials

We try to remain as flexible as possible to accommodate your schedule. We will discuss drop off and pickup times with you as you get close to your departure date. Generally we do not allow drop off prior to 8:30 am, or pickup after 7pm. We understand things happen; traffic, flight delays, etc.. we just ask that you keep us posted if your plans change.

**Questions/Concerns:**

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Owner's  
Initials

Any questions, concerns, or special requests should be discussed prior to the dog's stay. Every effort will be made to accommodate your requests. REACH K9 will stay in touch during your dog's stay, and will provide updates and photos throughout, unless specifically requested not to. If any problem arises after your dog returns home; REACH K9 should be notified immediately. If you feel there is anything not addressed in the preceding paragraphs, please list it here.

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*Physical Activity & Injury/Illness Agreement:*

Whether your dog is coming for training, day care, grooming, and/or boarding – your dog is allowed to be a dog; which means they spend time running, jumping, tumbling, and getting dirty with other dogs and humans. It is possible that your dog is going to get scratched, bumped, and/or bruised. REACH K9 takes every precaution to ensure your dog's safety, but in the event of an injury; Owner agrees to indemnify and hold REACH K9 harmless from and against any and all claims of injury, expense(s), cost(s), loss and/or damages caused by the actions of your Dog.

As your Dog's Owner, you acknowledge and understand that there are certain risks involved in pet training, grooming, boarding, and/or care. You release, indemnify, and agree to hold REACH K9 harmless from any and all manner of damages, claims, loss, liabilities, costs and/or expenses, causes of actions an/or suits, whatsoever in law or equity(including, without limitation, arbitration fees, attorney's fees, court costs, fines, and/or other related costs) arising out of or related to the services provided by REACH K9. REACH K9 will endeavor to create as safe an environment as possible for the training and boarding care of the dog(s) identified above and will offer only sound, safe, and responsible training, care, and post-boarding training instructions. Owner agrees, however, that all animals may exhibit unpredictable behaviors and that REACH K9 is not liable for the actions of the Dog that are outside of the control of the trainer(s).

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Owner's Signature & Date

*Photo/Video Release (All Clients)*

I hereby assign and grant to REACH K9 the right and permission to use, reproduce, distribute, and/or publish the photograph(s), film(s), videotape(s), audio and video recording(s), electronic representation(s) and/or sound recording(s) made of me and/or my dog(s) at any time during the training, grooming, boarding and/or care of my dog(s) by REACH K9, and I hereby release REACH K9 from any and all liability resulting from such use, reproduction, distribution, and/or publication.

I hereby authorize the reproduction, sale, distribution, copyright, exhibit, broadcast, and/or electronic storage of any and all such photograph(s), film(s), videotape(s), audio and video recording(s), electronic representation(s), and/or sound recording(s) without limitation at the discretion of REACH K9, and I specifically waive any right to any compensation I may have for any of the foregoing.

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Owner's Signature & Date