



# Guest Registration Form

Date of Vaccinations Given:		
DAP:		
Rabes:		
Bordetella:		
FVRCP:		
Hospital Appt?	Y	N
Initials:		

Room Assignment: \_\_\_\_\_

Check In Date: \_\_\_\_\_

Check Out Date: \_\_\_\_\_

Approximate Check Out Time: \_\_\_\_\_

## Client Information

Owner's Name: \_\_\_\_\_

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

Home telephone number: \_\_\_\_\_ Cell Phone Number: \_\_\_\_\_

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

Would you prefer to be contacted during your pet's stay: Y N  
If yes, please circle one: 1. Emergency Only 2. Routine Updates (Done every 2-3 days)

Preferred method of contact during your pet's stay: Email\_\_\_\_ Phone\_\_\_\_

Would you like a \*free video postcard of your pet while boarding? Y N

Emergency Contact Name: \_\_\_\_\_

Emergency Contact Number: \_\_\_\_\_

## Guest Information

Guest name: \_\_\_\_\_

Age: \_\_\_\_\_

Canine or a feline: \_\_\_\_\_

Color: \_\_\_\_\_

Breed: \_\_\_\_\_

Sex: \_\_\_\_\_

Aggressive towards other guests? Y N

Afraid of thunderstorms or loud noise? Y N

\*Free video postcard if in a suite, large suite, or window suite. If scheduled in petite suite there is an additional fee.

Suite Guests Only \*For your pet(s) safety, he/she may be placed in a petite suite if they become destructive or if we are concerned that remaining in the suite would be a health risk.



# Guest Information

Name of regular veterinarian's office: \_\_\_\_\_

Any current health problems?      Y      N      if yes, what? \_\_\_\_\_

Any sore or tender areas?      Y      N      if yes, where? \_\_\_\_\_

Any special needs?      Y      N      if yes, explain: \_\_\_\_\_

Are you bringing his/her own food?      Y      N

Any special feeding instructions?      Y      N      if yes, explain: \_\_\_\_\_

(Unless you specify otherwise, we feed ½ cup per 20 pounds body weight twice daily for dogs, and ½ cup once daily for cats).

Any allergies to medications, vaccines, or foods?      Y      N

Will your pet be on any medications during his/her stay?      Y      N

If so, please list the medications and when the last dose was given: \_\_\_\_\_

Does your pet have an appointment with one of our veterinarians during his/her stay?      Y      N

\*\* If so, what is the appointment date, time, and purpose?

## If your pet were to become ill during his/her stay, what would you prefer? Initial One

1. Have a staff veterinarian diagnose and treat the problem, even if you cannot be reached. Charges for the exam, diagnostics and treatment would be due at pickup.

2. Have a staff veterinarian diagnose and treat the problem as long as the total additional charges don't exceed \$\_\_\_\_\_. Charges for the exam, diagnostics and treatment would be due at pickup.

3. Do not diagnose or treat without calling me and/or my emergency contact for authorization.

Is your emergency contact able to authorize medical treatment and charges?  
Y      N

Note: Any guest whose health or life is thought to be at serious risk will be examined and treated by one of our veterinarians, even if we cannot get in touch with you or the emergency contact. Any charges for the exam and treatment will be your responsibility and must be paid for at the time of pickup.



Luxury Spa Package (30 minute massage, bottled water, daily TLC session, bath, and daily treat)

(K-9 Only)      Y      N      \$ Call for pricing

Pampered Pet Package (30 minute massage, bottled water, bath, and daily treat)      \$ Call for pricing

(K-9 Only)      Y      N

Companion Comfort Package (2 TLC Sessions, bottled water, and daily treat)      \$ Call for pricing

Y      N

A La Cart Services: (Please call for pricing)

Extra 20 minute 1 On 1 TLC session(s):      Number requested: \_\_\_\_\_

Bike trail hike (weather permitting)      Number requested: \_\_\_\_\_

Feline fun in the sun session      Number requested: \_\_\_\_\_

Special Treats:

Enzadent chews (tartar control)      Number requested: \_\_\_\_\_

Peanut Butter Kong toy      Number requested: \_\_\_\_\_

Pupcorn      Number requested: \_\_\_\_\_

Feline tuna cocktail      Number requested: \_\_\_\_\_

Feline catnip toys      Number requested: \_\_\_\_\_

Bottled Water      Y      N

Would you like to pamper your pet with a massage by licensed massage therapist?      Y      N  
(Call for pricing)

Would you like to have your pet professionally groomed during his/her stay?      Y      N

\*\*\* HAVE A GROOMER SPEAK WITH OWNER BEFORE LEAVING!!! \*\*\*

\*\*Optional items such as nail trims, brush outs, and hair cuts are professionally done by one of our groomers. (VIP Clients receive a 10% discount off professional grooming while boarding. \* If grooming schedule permits\*)

\*When your pet(s) stay 6 or more nights, or are in the VIP Program, we offer a complimentary bath to dog's only. Pets are air dried.

Are you interested in this service?      Y      N



# Boarding Policies and Consent

At Horseshoe Lake Pet Resort, we value your patronage and are appreciative of the opportunity to care for your canine or feline family member while you are away. It is our promise to you that we will take care of them as if they were our own. Our goal is to minimize the stress of separation for you and our guests, and to make sure that our guests' physical, emotional, and medical needs are being met during their stay. We want you to know that we are thrilled to have you and your pet(s) as part of the Horseshoe Lake family.

Policies:

1. Charges are based on the number of nights spent at the resort. Checkout time is noon. Guests being picked up after noon will be charged an additional night's stay.
2. Your pet may check in or be picked up anytime during business hours. While we are closed on Sundays, we do offer Sunday pickup at the hospital between 12pm - 2pm.
3. Every 2-3 days, we will try to contact you, if you choose, at your preferred contact number or email address to update you on your pet's stay. You are welcome to call anytime during our business hours for additional update. All international calls will be placed collect.
4. There is an additional fee per day if your pet needs to receive medication during their stay. This fee is waived if your pet is staying in a suite or qualifies for the VIP program. All prescription medication must be in bottles with the instruction label from your veterinarian. If your pet requires insulin injections, there will also be an extra fee.
5. Any first time guests, any guests being picked up outside of normal business hours, or guests with prolonged stays must pre-pay at the time of check-in.
6. We do require written proof that our canine guests are up to date on distemper, parvovirus, bordetella, and rabies vaccinations to stay at the resort. Feline guests must be up to date on distemper and rabies vaccinations. For pets arriving without proof of current vaccinations, an appointment can be made to have the vaccinations updated at Horseshoe Lake Animal Hospital at the beginning of the stay.

## Boarding Consent

I hereby consent and authorize you, the staff of Horseshoe Lake Pet Resort to board my pet(s): \_\_\_\_\_

You are to use all reasonable precautions against injury, escape, or destruction of the pet(s), but you will not be liable or responsible in any manner whatsoever, or in any circumstances on account of the care, treatment, or safekeeping of the pet(s) above described, or otherwise therewith, as it is thoroughly understood that I assume all risks that can be associated with boarding. If I am unable to pick up the pet(s) on the agreed date, I will notify you by telephone on or before said date to set a new pickup date. If I fail to notify you under such circumstances, written notice will be mailed to the address on the boarding paperwork to pick up the pet(s). Five days after such written notice, the pet(s) will be disposed of, or destroyed, as you deem best, and it is understood that your doing so does not relieve me from paying all costs of keeping, as the pet(s) is/are considered abandoned. I also understand that this resort has a "NO BILLING ALLOWED" policy, that the total amount of the bill is due at the time services are rendered, and that all transactions will be CASH, CHECK, MASTERCARD, VISA, DISCOVER, or CARE CREDIT.

I have read and understand this agreement.

Signature and Date: \_\_\_\_\_

Do we have your permission to post photos of you or your pet on social media sites?      Yes      No