



HANOVER HILL OF DELAWARE  
KENNELS Boarding and Daycare Agreement

**Owner Contact Information:**

Owner Name(s) \_\_\_\_\_  
Address : \_\_\_\_\_  
City : \_\_\_\_\_ State : \_\_\_\_\_ Zip : \_\_\_\_\_  
Home Phone : \_\_\_\_\_ Work Phone : \_\_\_\_\_  
Cell Phone: \_\_\_\_\_ Cell Phone 2: \_\_\_\_\_  
Email: \_\_\_\_\_  
Email 2: \_\_\_\_\_

**Additional Contact Information (other than Owner(s)):**

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Relationship \_\_\_\_\_

The above-named person is authorized by me to:  
Pick-up my dog(s) from boarding or daycare? Yes \_\_\_\_\_ No \_\_\_\_\_  
Make decisions for my dog(s) on my behalf in an emergency? Yes \_\_\_\_\_ No \_\_\_\_\_  
Make decisions for my dog(s) on my behalf in non-emergency situations? Yes \_\_\_\_\_ No \_\_\_\_\_

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

The above-named person is authorized by me to:  
Pick-up my dog(s) from boarding or daycare? Yes \_\_\_\_\_ No \_\_\_\_\_  
Make decisions for my dog(s) on my behalf in an emergency? Yes \_\_\_\_\_ No \_\_\_\_\_  
Make decisions for my dog(s) on my behalf in non-emergency situations? Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_ By checking here, you may verbally (by telephone) or in writing (facsimile or otherwise) request that Hanover Hill of Delaware release your dog to someone other than the person(s) listed above, and you release Hanover Hill of Delaware of and from any and all responsibility for releasing your dog to any person Hanover Hill of Delaware reasonably believes to be authorized by yourself.

**Your Dog(s) (attach "Additional Dogs" addendum, if necessary):**

Dog 1  
Name : \_\_\_\_\_ Breed: \_\_\_\_\_  
Weight : \_\_\_\_\_ Color : \_\_\_\_\_  
Birth-date : \_\_\_\_\_ Male / Female Spayed / Neutered

Dog 2  
Name : \_\_\_\_\_ Breed: \_\_\_\_\_  
Weight : \_\_\_\_\_ Color : \_\_\_\_\_  
Birth-date : \_\_\_\_\_ Male / Female Spayed / Neutered

Veterinarian: \_\_\_\_\_ Phone: \_\_\_\_\_

\_\_\_\_\_ Group play/Group exercise: By checking here, you acknowledge that the dog(s) listed above is/are permitted to be co-mingled with other dogs during group play and/or group exercise if Hanover Hill of Delaware, in its sole discretion, determines that your dog(s) is/are eligible for such activities.



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\_\_\_\_\_ Leash time/walks: By checking here, you acknowledge that the dog(s) listed above is/are permitted to go on leashed walks on the premises of Hanover Hill of Delaware only, if Hanover Hill of Delaware, in its sole discretion, determines that your dog(s) is/are eligible for such activities.

Please provide the following information for each dog listed above:  
Method of flea control and heartworm prevention:

\_\_\_\_\_ Is your dog housebroken? Yes No

\_\_\_\_\_ Has your dog ever bitten a person or another animal? Yes No Don't Know  
If Yes, please explain: \_\_\_\_\_

\_\_\_\_\_ Has your dog ever exhibited aggressive behavior towards people or other animals? Yes No Don't Know  
If Yes, please explain: \_\_\_\_\_

\_\_\_\_\_ Has your dog ever been bitten or attacked by another dog? Yes No Don't Know  
If Yes, please explain : \_\_\_\_\_

\_\_\_\_\_ Has your dog ever escaped a fenced enclosure? Yes No Don't Know  
If Yes, please explain : \_\_\_\_\_

\_\_\_\_\_ Does your dog walk on a leash? Yes No Don't Know Not Well  
If No or Not Well, please explain: \_\_\_\_\_

\_\_\_\_\_ Does your dog board well? Yes Never Boarded No Don't Know  
If No, please explain: \_\_\_\_\_

Eating Habits: Eats all food at mealtime Nibbles throughout day  
Goes for periods without eating Bolts food  
Sometimes requires more palatable food to be mixed in to eat

In your opinion, is your dog: Underweight Ideal Weight Overweight

Please describe any medical or physical problems, including allergies: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please list any special conditions regarding health, diet, and/or grooming (e.g. cut preferences or skin sensitivities): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



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### **Hanover Hill of Delaware Policies**

Hanover Hill of Delaware reserves the right to change your dog's type of boarding/daycare, and/or to provide or decline additional services, if it is necessary to protect the health and well-being of your dog, other dogs, or our staff. (Additional charges may apply.) Hanover Hill of Delaware will contact your Veterinarian for records regarding vaccinations and flea/heartworm preventions.

- Vaccinations: All dogs must be current on: Vaccinations against rabies and bordatella, and vaccinations against or titers for distemper, parvovirus and leptospirosis. (Note: Boarding-only dogs who are not involved in any group activity or nature walks may be opted-out of the leptospirosis vaccination requirement.)
- Flea and heartworm: All dogs must be current on flea and heartworm prevention programs.
- If your dog is exhibiting any symptoms that may suggest illness such as sneezing, coughing, wheezing, runny eyes or nose, vomiting, lethargy, or diarrhea, please do not bring your dog to daycare or boarding.
- Dogs with flea or tick problems will be treated at your expense.
- Un-spayed females in heat are not accepted. Although we accept un-neutered males and un-spayed females (not in heat) for boarding services only, Hanover Hill of Delaware is not responsible for unplanned breeding. If your dog comes into heat while boarding, we will contact you and you will be expected to pick up your dog immediately. If you are unable to do so, you will be charged an extra \$30.00 per day.

### **Rates and Hours of Operation**

Current rates and hours of operation are posted in the office and online. Hanover Hill of Delaware reserves the right, without notice, to adjust its rates and fees for services. After-hours check-in/check-out is available by appointment only. If your dog is enrolled in daycare and is not checked-out within the time specified, you will be charged boarding rates in addition to applicable daycare rates. If unforeseen circumstances prevent you from picking up your dog within the time specified, please notify Hanover Hill of Delaware as soon as possible so that suitable arrangements for care and feeding can be made.

### **Reservations and Cancellations**

Reservations are required for all stays. Deposits and/or cancellation fees may apply for extended stay and holiday/peak season bookings.

### **Payment**

All charges must be paid in full upon check-out of your dog(s). We accept cash, check, debit, and credit (Visa, Mastercard and Discover). There is a \$35.00 returned check fee.

### **Food and Feeding**

Because changing diet can upset a dog's stomach, we require you to bring your dog's own food in a sealed and labeled container. Please bring more than enough for your dog's entire stay. If the supply you provided is exhausted during your dog's stay, Hanover Hill of Delaware will make every effort to procure the same or similar brand on your behalf, and you will be charged for the quantity purchased as well as a procurement fee.

### **Medications/Supplements**

If your dog is on medication and/or vitamin supplements, please bring more than enough of each for your dog's entire stay. If the supply of medications or supplements you provided is exhausted during your dog's stay, Hanover Hill of Delaware will make every effort to procure



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essential medications only, and you will be charged for the quantity purchased as well as a procurement fee. Charges may apply for the administration of medications and/or supplements; please see our current fee schedule.

**Personal Items**

Do not bring items with your dog(s) that are valuable or irreplaceable. Hanover Hill of Delaware is not responsible for loss or damage to any personal item, including bedding or toys, left with or for your dog(s).

**Abandoned Dog Procedure**

Unless otherwise required by applicable law, if you fail to pick up your dog(s) by the designated time and have failed to make satisfactory alternative arrangements with Hanover Hill of Delaware, Hanover Hill of Delaware will continue to provide basic service to ensure the dog's health and safety, and charges will continue to accrue. Hanover Hill of Delaware will make best efforts to contact you using the information you provided, advising you that if your dog(s) is not picked up within a reasonable time period, your dog(s) will be deemed to be abandoned and that Hanover Hill of Delaware will deliver the dog(s) to a third-party adoption partner or to Delaware County Animal Control. You understand that you may lose ownership of your dog(s) under these circumstances. If you fail to pick up your dog(s) for any reason, you release Hanover Hill of Delaware from all further liability and responsibility for your dog(s). You shall remain liable to Hanover Hill of Delaware for all unpaid charges, including without limitation the court costs and reasonable attorneys' fees incurred in the collection of such charges.

**Representations and WAIVERS OF LIABILITY**

I have read and understood the following:

- a. I agree that I am the owner (or designated agent of the owner) of the dog(s) and am fully authorized to enter this agreement.
- b. I understand and agree that Hanover Hill of Delaware is relying on my representations of my dog's (dogs') health and behavior. I further understand and agree that Hanover Hill of Delaware and its staff will not be liable for any health problems that develop. I agree and understand that Hanover Hill of Delaware reserves the right to deny admittance to my dog(s) at any time for any reason.
- c. I understand and agree that Hanover Hill of Delaware will not be liable for any injuries or illnesses that occur as a result of my dog's(dogs') attendance, provided that reasonable care and precautions are followed.
- d. I understand that group exercise and group play are situations where dogs co-mingle in groups, and if I have given permission to Hanover Hill of Delaware to allow my dog(s) to participate in any group activity, I understand and acknowledge that there are risks inherent when dogs co-mingle, including, but not limited to, bites, scratches and sore muscles.
- e. I understand that Hanover Hill of Delaware is not a veterinary establishment and does not practice veterinary medicine. I understand and agree that if my dog(s) become ill or injured, or if the state of the dog's (dogs') health requires medical attention, Hanover Hill of Delaware, in its sole discretion, may engage the services of a veterinarian or administer medicine or give other requisite attention to the dog. Hanover Hill of Delaware staff will make their best efforts to notify me in the event of a serious illness or injury using the contact information I have provided to Hanover Hill of Delaware. I understand that I am responsible for providing updated contact information. I agree to assume full financial responsibility for any and all expenses incurred, and I release Hanover Hill of Delaware and its staff from any and all responsibility for, or claims, damages, debts, arising out of or related to such medical care, including, but not limited to, transportation to/from the veterinary clinic and choice of veterinarian and animal hospital.



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f. I certify, to the best of my knowledge, my dog (s) has not been exposed to any communicable diseases with the past 30 days. I agree that I will notify Hanover Hill of Delaware of any known exposure of my dog(s) to communicable diseases and will keep my dog(s) out of daycare and will provide a veterinary certification of fitness for daycare to be admitted or readmitted. I also agree that I will maintain current vaccines for my dog(s) and provide certification to that effect upon initial evaluation and periodically as requested.

g. I authorize Hanover Hill of Delaware to obtain medical and vaccination records for my dog(s) from the veterinarian listed above, and I hereby authorize my veterinarian to provide these records to Hanover Hill of Delaware.

h. I understand and agree that I am solely responsible for any and all acts or behavior of my dog(s) while in the care of Hanover Hill of Delaware. I release Hanover Hill of Delaware from any liability arising from my dog's (dogs') attendance at Hanover Hill of Delaware and accept full responsibility for any and all costs for injury to staff or other animals or damage to facilities caused by my dog(s). I hereby release Hanover Hill of Delaware of any liability and I further agree to indemnify and save them harmless against any and all claims arising from my dog's (dogs') attendance at Hanover Hill of Delaware, including but not limited to all costs, damages attorneys fees, expenses and liabilities in connection therewith.

i. I understand that in an emergency event, such as a natural disaster, every effort will be made to contact me to retrieve my dog(s). I agree that Hanover Hill of Delaware, in its sole discretion, is authorized to transport and/or make temporary alternative arrangements to house and care for my dog(s) until I retrieve my dog(s).

j. I understand and agree that my dog(s) may be photographed, videotaped and/or recorded and that Hanover Hill of Delaware retains all rights to use, and proceeds from use of, images.

k. I understand that this agreement covers the current relationship between Hanover Hill of Delaware and me. Each time I bring my dog(s) to Hanover Hill of Delaware, I am affirming the terms of this Agreement and the truthfulness and accuracy of all statements I make in this Agreement. I have read and understand this entire Agreement, I have had an opportunity to discuss it to my satisfaction with a representative of Hanover Hill of Delaware, and I agree to its terms.

Signature of  
Owner: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Owner:  
(Print) \_\_\_\_\_

Signature of Hanover Hill of Delaware representative: \_\_\_\_\_  
Name: \_\_\_\_\_ Date: \_\_\_\_\_