



# Grand Pet Hotel

## **Cat Personality Profile**

We want your pet to have a wonderful time at Grand Pet Hotel. Please help us get to know your pet by sharing with us his or her history and personality traits so that we may give your pet the best experience possible. Bring the completed forms before your stay or fax to (623)972-0343.

Thank you for giving us the privilege of caring for your special pet!

### Owner Information

Owner Name: \_\_\_\_\_ Phone: \_\_\_\_\_

### Pet Profile

Name: \_\_\_\_\_ Breed: \_\_\_\_\_ Age: \_\_\_\_\_ Color: \_\_\_\_\_

Gender: \_\_\_\_\_ Spayed or Neutered: \_\_\_\_\_ Years Owned: \_\_\_\_\_

If owned less than one year, cats history: \_\_\_\_\_

### Handling/ Interaction (Check all that Apply)

\_\_\_\_\_ Nervous in crate \_\_\_\_\_ OK in crate \_\_\_\_\_ Aloof/Independent \_\_\_\_\_ Not OK being picked up

\_\_\_\_\_ OK being picked up \_\_\_\_\_ Difficult to handle \_\_\_\_\_ Loves Everyone \_\_\_\_\_ Dislikes Men

\_\_\_\_\_ Dislikes Women \_\_\_\_\_ Declawed \_\_\_\_\_ Likes being cuddled

Uncomfortable being handled or touched in any way: \_\_\_\_\_

Ever bitten/tried to bite a person? (Explain): \_\_\_\_\_

### Other Personality Traits, Preferences and Habits (Check all that apply)

\_\_\_\_\_ Easy Going \_\_\_\_\_ Talkative \_\_\_\_\_ Pushy/Demanding \_\_\_\_\_ Lots of Energy

\_\_\_\_\_ Affectionate \_\_\_\_\_ Confident \_\_\_\_\_ Sometimes Crabby

\_\_\_\_\_ Scared of Loud Noises \_\_\_\_\_ Use to lots of exercise \_\_\_\_\_ Likes going to new places

\_\_\_\_\_ "Marks" territory \_\_\_\_\_ Tries to escape \_\_\_\_\_ Eats fabric or similar items

\_\_\_\_\_ Playful \_\_\_\_\_ Shy \_\_\_\_\_ Hides \_\_\_\_\_ Clingy \_\_\_\_\_ Nervous

How does your cat react when afraid? \_\_\_\_\_

### Potty Habits (Check all that apply)

Litter box use: \_\_\_\_\_ Always \_\_\_\_\_ Most of the time \_\_\_\_\_ Sometimes

**Eating Habits (Check all that Apply)**

\_\_\_\_\_ Finicky Eater      \_\_\_\_\_ Fast eater

We find that cats do best during their stay with us if they eat the same food they are accustomed to eating at home. If you are bringing special food for your cat, please provide the following details of the name and type.

Food: \_\_\_\_\_ Qty AM: \_\_\_\_\_ Qty PM: \_\_\_\_\_

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Special feeding notes: \_\_\_\_\_

\*We automatically feed a morning and evening meal.

**Medical Conditions:**

**(Check all that apply, describe and bring related vet records or other information for your pets care)**

Chronic medical condition: \_\_\_\_\_

Recent surgery or procedure: \_\_\_\_\_

Recent vet visit for illness: \_\_\_\_\_

Takes medication: \_\_\_\_\_

Experiences seizures: \_\_\_\_\_

Chronic pain or difficulty: \_\_\_\_\_

Anything else that would be helpful about your cat? \_\_\_\_\_

**Grand Pet Hotel**

12801 W. Bell Road, #153  
Surprise, AZ, 85378  
(623) 972-8000  
Fax: (623) 972-0343  
www.grandpethotel.com  
Thegrandpethotel.surprise@gmail.com

**Emergency Contact Information**

**Owner Information:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

**Pet Information:**

Name: \_\_\_\_\_ Birth date: \_\_\_\_\_  
Breed: \_\_\_\_\_ Sex: \_\_\_\_\_ Weight: \_\_\_\_\_

**Emergency Contact Information:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

**Veterinarian:**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_

## Grand Pet Hotel General Information

The purpose of the Grand Pet Hotel, referred to as GPH, is to provide a safe, fun, and stimulating social environment for pets during their stay. To ensure the safety and health of your pet and other guests, we require all guests to comply with the following:

**Payment for Services:** You agree to pay GPH at the time of the departure for the services we provide to your pet. You understand that you will remain liable for all charges incurred during your pets stay. Any payments for services paid after 5:00 pm, normal lobby closing time, shall be by check or credit card only. GPH reserves the right to pursue collection of any unpaid balance due. GPH extended stay service is based on a twenty-four hour (24) cycle. The cycle starting at check in time. Check-outs exceeding the twenty-four hour cycle may be subject to an additional twenty (\$20.00) late fee. Normal check-ins and check-outs are during regular lobby hours of 7:00 am- 4:00 pm daily, 24/7. Check-ins and check-outs other than during regular lobby hours of 7:00 am- 4:00 pm are available by appointment, but may be subject to an additional fee of twenty (\$20.00).

**Vaccinations and Medical Information:** No pet can stay with us unless we have confirmation from a licensed veterinarian that all of the pet's required immunizations meet GPH requirements and the pet is otherwise in good health. Distemper, Parvo (DHLPP), Rabies, and Bordetella (kennel cough) are required for dogs. Feline Leukemia, feline distemper, and rabies are required for cats. **Home-administered vaccinations will not be accepted.**

**Ticks and Fleas:** Frontline or other types of tick and flea parasite prevention product should be, or have been applied to your pet at least twenty-four hours (24) prior to the pets arrival at GPH. Frontline upon arrival, is available for a fee of fifteen dollars (\$15.00). If we discover after arrival that your pet has fleas or ticks, you consent to our use of topical anti-parasite treatments including, but not limited to, immediately bathing the pet to remove parasites and administration of flea and tick treatment. This may need to be done until the parasites are no longer present. Following such treatment, all bedding and suite enclosure must be washed and disinfected daily. The pet cannot enjoy group contact until GPH is satisfied that the parasites are no longer present. The expense of these procedures shall be the pet owner's sole responsibility.

### **Health and Behavior:**

- **Human Aggressive or Feral Animals:** Pets that are aggressive, feral (wild), or have had little socialization and may react with aggression to our staff or other guests (pets) will not be accepted for extended stay or daycare.
- **Females Who are Pregnant or in Season:** Females who are pregnant or in season will not be accepted due to the additional stress this condition may create on your pet and the other pets.
- **Pets Recuperating from Recent Invasive Medical Procedures:** Your veterinarian is the best place for your pet to stay following any invasive medical procedure that has taken place.

**\*In the event that the stay must be extended for an uncertain amount of time, payment for the following month will be required for your pet at the beginning of the stay.** If the deposit is not fully used on stay, it will be credited to the account for future services.

**Days and Hours:** Available twenty-four hours a day, 24/7, including holidays. Regular lobby hours are 7:00 am to 5:00 pm.

### Extended Stay Service

#### **"Dogs"**

7' X 7' Suites- \$55.00 for the first pet. \$50.00 for each additional pet (in same suite)  
(After 10 night stay, \$50.00 for first pet and \$45.00 for each additional pet, retroactive)

7' X 3' Suites- \$50.00 for first pet. \$45.00 for each additional pet (in same suite)  
(After a 10 night stay, \$45.00 for first pet and \$40.00 for each additional pet, retroactive)

**\*There is a \$25 fee for no-shows or cancellations twenty-four (24) hours on extended stay reservation.**

#### **"Kitty Condos"**

\$35.00 for one cat - \$45 for two cats - \$55 for three cats (in same condo)

#### **Day Camp/ Day Care**

Full day: 7:00 am – 4:00 pm, \$45.00

Half day: Any four hours between 7:00 am – 4:00 pm, \$35.00

**Daycare is not available on Holiday weekends**

## Grand Pet Hotel Agreement

This agreement applies to all current and future visits to Grand Pet Hotel (hereinafter referred to as "GPH") concerning pet(s) owned or checked in by you. Please note, that you may be asked to sign a revised copy of this agreement, as a condition of boarding any pet, due to any change in policy that may occur regarding the terms or conditions of this agreement.

**Services:** We agree to provide specific services ("Services") you have requested for your pet for each separate lodging visit, and/or for specific day care or grooming visits

**Payment for Services:** You agree to pay GPH at the time of departure for the services we provide to your pet and you understand that you will remain liable for all charges incurred during your pet's stay. Any payments for service paid after 5:00 pm, normal lobby closing time, shall be by check or credit card only. GPH reserves the right to pursue collection of any unpaid balance due. GPH extended stay services is based on a twenty-four hour (24) cycle. The cycle starting at check in time. Check-outs exceeding the twenty-four hour cycle may be subject to an additional fifteen dollar (\$15.00) fee. Normal check-ins and check-outs are during regular lobby hours of 7:00 am- 5:00 pm daily, 24/7. Check-ins and check-outs other than during regular lobby hours of 7:00 am- 5:00 pm are available by appointment, but may be subject to an additional fee of fifteen dollars (\$15.00).

**Reservation Policies:** Reservations for lodging or other services at GPH are not guaranteed until confirmation is received by you from a member of our staff and until all pre-arrival requirements, including but not limited to receipt of acceptable vaccination and health information, and applicable deposits, are met.

**Cancellations:** If you need to cancel your reservation, we appreciate the courtesy of notice at least three (3) days prior to your arrival date so that we may open up availability for other guests. A five day stay is required for selected holidays, in addition to a non-refundable one hundred dollar (\$100.00) deposit (this deposit will be part of the final payment and NOT in addition to). An early pick up during these selected holiday period is **still subject to the five day minimum boarding fee.**

**Vaccinations and Medical Information:** No pet can stay with us unless we have confirmation from a licensed veterinarian that all of the pet's required immunizations meet GPH requirements and the pet is otherwise in good health. Distemper, Parvo (DHLPP), Rabies, and Bordetella (kennel cough) are required for dogs. Feline Leukemia, feline distemper, and rabies are required for cats. **Home-administered vaccinations will not be accepted.**

**Ticks and Fleas:** Frontline or other types of tick and flea parasite prevention product should be, or have been applied to your pet at least twenty-four hours (24) prior to the pet's arrival at GPH. Frontline upon arrival, is available for a fee of fifteen dollars (\$15.00). If we discover after arrival that your pet has fleas or ticks, you consent to our use of topical anti-parasite treatments including, but not limited to, immediately bathing the pet to remove parasites and administration of flea and tick treatment. This may need to be done until the parasites are no longer present. Following such treatment, all bedding and suite enclosure must be washed and disinfected daily. The pet cannot enjoy group contact until GPH is satisfied that the parasites are no longer present. The expense of these procedures shall be the pet owner's sole responsibility.

**Emergency Contact/ Agent:** In order to assure the well being of your pet during your absence, you will be required to leave us with the name of a responsible adult as your agent/designated emergency contact. This individual must be present in the greater West Valley area during the period when your pet is receiving services from GPH. If a medical incident or emergency occurs as outlined in the next paragraph and after reasonable attempts we are unable to reach you, you authorize us to contact the individual designated as your agent. You represent that you have informed the individual of his or her authority to act on your behalf, and said agent has agreed to fulfill this responsibility in your absence. You agree that your agent shall have full and complete authority to make all decisions, including medical decisions, decisions involving the deposition of your pet, or the expenditure of funds, for or on your behalf of you and your pet.

**Medical Incidents or Emergencies:** If your pet becomes sick or injured and requires medical care by a veterinarian, or if your pet passes away during his or her stay, we will attempt to notify you first, or, in the event we are unable to reach you after reasonable attempts, your agent, at the telephone numbers you have provided at the time of check-in. If we cannot reach you or your agent, or, if the matter requires immediate attention and delaying treatment would not be in the best interest of your pet, GPH at its sole discretion may engage the services of a veterinarian and/or administer medicine or give other requisite attention to your pet, and the expense thereof shall be paid by you.

In all cases you agree that GPH at its sole discretion, may engage the service of a veterinarian and/or administer medicine to provide reasonable care or make your pet as comfortable as possible until picked up by you or your agent, and the

Initial: \_\_\_\_\_

expense thereof shall be paid by you. In the event of an emergency, every effort will be made to contact you or your agent to inform you of the situation and provide you with the option of picking up your pet. You agree that GPH, at its sole discretion, is authorized to transport, provide emergency veterinarian care for, and/or to make temporary alternative arrangements to house and care for your pet until such time you or your agent can retrieve the pet. By your signature herein, you authorize your regular veterinarian to release any and all information to us relating to your pet's medical history, including but not limited to past visits, medications, conditions, or diagnoses, behavior, and vaccination history.

**Check-Out Identification:** At the time of check-out, you or your agent may be asked for photo identification, in order to make certain we release your pet only to you, your agent or such other individual(s) designated by you in writing as authorized to pick up your pet.

**Contact with Other Pets:** While your pet is staying with us, he or she may come into contact with other pets depending on the services you have requested and purchased. In addition, we will allow dogs who appear to be compatible, are spay or neutered, and who have no known history of negative interactions with other dogs, to interact off-leash in order to enrich their experience. If you do not wish your dog to interact with other dogs off-leash, or you feel for any reason that your dog could pose a danger to other dogs, you are obligated to inform us of such at the time you drop off your dog for services at GPH.

- You acknowledge and agree that in the unlikely event your pet is injured by another pet, you will not hold us responsible for the injury.
- If your pet injures another pet, you will be solely responsible for any injury to either or both pets.
- All pets receiving services at GPH are required to be vaccinated. However, it is still possible for a pet to become ill, even if vaccinated. Such illness is not due to any circumstance or condition caused by GPH and you agree that GPH cannot be held liable for any illness suffered by your pet during or after his or her stay, including but not limited to Tracheobronchitis (Canine Cough).

**Inherent Risks:** Certain risks are inherent in any environment and, while GPH will exercise reasonable care in provision of services to your pet, injuries may occur from routine activities such as running, jumping, and playing. Owner recognizes and accepts the potential risks involved in these activities and agrees to hold GPH harmless as outlined in this agreement.

**Personal Items:** While you are welcome to bring toys or other comfort items for your pet, do not bring items with your pet that are valuable or irreplaceable. GPH is not responsible for loss or damage to any personal item left with your pet. Further, GPH reserves the right to refuse to accept certain items that may pose a choking hazard or other dangers to your pet.

**Refusal of Service:** We are not equipped to care for certain animals as follows:

- **Human-Aggressive or Feral:** Pets that are aggressive, feral (wild), or have had little socialization and may react with aggression when frightened. The safety of our staff, your pet, and our other guests is our first priority. If upon check-in we determine that we are unable to safely handle and care for your pet, we will let you know so that you can make alternative boarding arrangements. If you are unsure of your pet's temperament and feel he or she might be aggressive, we recommend contacting us in advanced to schedule a time to bring your pet in for a brief day care.
- **Females Who Are Pregnant or in Season:** Females who are pregnant should be boarded at a veterinary clinic in the event that they go into labor and need medical intervention or care during delivery. Females who are in season are not accepted due to the additional stress this condition may create in other boarding guests.
- **Pets Recuperating From Recent Invasive Medical Procedures:** Your veterinarian is the best place for your pet to stay following any invasive medical procedure that took place within the last 10 days.
- **Pets with serious medical conditions or pets that Require Frequent Veterinary Attention:** Such conditions include pets with frequent, uncontrolled seizures; pets suffering from debilitating paralysis; or pets with serious cardiac, kidney, or liver disorders. Pets with these conditions are best boarded with your veterinarian.
- **Pets Who Are Exhibiting Signs, or Who Have Recently Been Diagnosed with, Contagious Conditions:** Including dogs who have been diagnosed with Parvovirus or cats who have been diagnosed with Panleukopenia within the past 6 months, or pets who have exhibited signs of upper respiratory infection (URI) or canine cough within the past 2 weeks.
- **Pets With Sever Separation Anxiety or Destructive Behaviors:** Animals who experience the equivalent of "panic attacks", highly destructive behavior, etc. when left alone do not do well in a boarding situation. You agree to accept financial responsibility for any damage caused to the facility and its grounds (including but not limited to damage to walls, doors, gates, irrigation systems) which exceeds use deemed to be reasonable and typical for the average pet.

- **Pets Who Appear Ill at Check-in:** We reserve the right to refuse to accept a pet if at check-in appears to us that such pet is sick or could jeopardize the health or safety of other pets or our staff.

**Late Pick-ups:** In the event that you or your agent do not pick up your pet on the agreed-upon date and time, you hereby authorize us to continue to provide the daily services you have requested for your pet. If the pet is deemed abandoned under local, state, or federal laws, or regulations, or in GPH discretion as permitted by law, we will follow the Abandoned Pet Procedures set fourth in this agreement.

**Abandoned Pet Procedure:** Unless otherwise required by applicable law:

- All services for such pet, other than basic lodging and essential services, will be terminated.
- We will attempt to contact you in writing at the address that you have provided on this agreement, the second day following the scheduled check-out date for your pet, advising you that if your pet is not picked up within a reasonable time period your pet will be deemed to be abandoned and that we may deliver the pet to a third party animal shelter, animal control agency, or other similar non-profit or government agency. In no event shall GPH have any responsibility for the pet.
- You shall remain liable to us for all unpaid charges including the court costs and reasonable attorney's fees incurred in the collection of the charges.

**Representation:** You represent to us that you are the lawful owner of the pet and that you are fully authorized to enter this agreement. All of the information about you and your pet in this agreement and in all supplementary documents, including Pet Personality Profile forms relating to this pet is true, accurate, and complete.

- To the best of your knowledge, your pet has not been exposed to rabies, distemper, parvo, or any contagious illness within 30 days prior to beginning any current or future stay with us.
- To the best of your knowledge, your pet has no illness or behavior problem (including aggressive or biting behavior) that has not been disclosed.
- You agree to indemnify and hold us harmless, from and against all loss, damage, or expenses, including veterinary expenses and attorney's fees, resulting from misrepresentations by you or your representative or resulting from your pets stay including, without limitations, any person claiming to be the owner of your pet and any person claiming damage or injury by your pet.

**Use of Images in Marketing:** You grant GPH the irrevocable and unrestricted right to utilize or publish photographic or video images of your pet for marketing and promotional purposes, without expectation of compensation. All such images remain sole property of GPH.

**Miscellaneous Provisions:** This written Agreement constitutes our sole and entire agreement and there are no oral agreements or understanding except as provided herein.

- This Agreement shall bind us and our assigns and you and your heirs and assigns.
- The law that applies to the agreement is the law of the State of Arizona. If there are disputes that result in litigation, the courts of the state and municipality where your pet has received services from GPH have exclusive jurisdiction.

**Definitions:** The terms used throughout this Agreement, whether capitalized or not, and in either the singular or plural form,, shall mean as follows: "We, Us" and "GPH" shall mean GPH service. "You: Your," and "owner" shall mean the owner signing this agreement. "Pet" shall mean the dog(s) and cat(s) staying at GPH and "your pet" shall refer to the pet(s) designated by the owner in this agreement.

**\*In the event that the stay must be extended for an uncertain amount of time, payment for the following month will be required for your pet at the beginning of the stay.** If the deposit is not fully used on stay, it will be credited to the account for future services.

\*There is a \$25 fee for cancellations within twenty-four (24) hours of extended stay reservation.

**You have read this entire Agreement, had the opportunity to discuss it with us to your satisfaction, and agree to its terms.**

**Signature**

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

Printed Name: \_\_\_\_\_

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

Accepted By: \_\_\_\_\_ (For Office Use Only)