



930 E Riggs Road, Chandler, AZ 85249

(480) 895-4683

[www.heartstringspetresort.com](http://www.heartstringspetresort.com)

## SERVICE REQUIREMENTS

### Boarding/Daycare

Reservations will be confirmed once all HeartStrings paperwork has been completed and received including receipt of current vaccinations documents from your veterinarian. The confirmation should come in the form of a receipt you provide from your veterinarian or directly from your veterinarian. The form should show either dates of administration and/or dates of expiration and be received at least 72 hours prior to arrival. The paperwork can be emailed to [HSResort@HeartStringsPetResort.com](mailto:HSResort@HeartStringsPetResort.com).

### Vaccinations

Vaccines must be administered at least 7 days prior to arrival

#### Required Vaccines:

Bordetella (prevents Canine Cough)

Rabies

Distemper/Parvo

\*Flea and Tick preventives are preferred, but not required

\*HeartWorm preventative is preferred, but not required

\*Please be aware that your pet is at risk if not on a preventative

### Cancellations

Cancellation not received at least 72 hours before the day of your pet's arrival may result in a forfeiture of the deposit.

### Contagious Diseases/Infestations/Geriatric Pets

If your pet has been diagnosed with any contagious disease within 1 month of reservation, HeartStrings Pet Resort will require clearance from your veterinarian before they may stay. If a contagious disease is suspected during their stay, HeartStrings is not equipped to quarantine pets and will require the pet to be removed immediately. We will contact owner first for direction for removal. If they cannot be reached we will contact emergency contact. If they cannot be reached HeartStrings will transport the pet to a veterinarian's facility.

#### Examples of contagious diseases:

Parasites, Ringworm, Tape Worm, Conjunctivitis, Valley Fever

Geriatric pets in good health are welcome. Please keep in mind your pet's anxiety level when deciding to board.

## Group Play

\*Pets must be at least 4 months old and have received the complete series of its puppy vaccines. Bordetella must be included.

\*Pets must pass the temperament test proving them suitable for group play.

\*Pets must be spayed or neutered to enjoy group play. Any pet exhibiting mounting behavior or any female in heat will be removed from the playgroup

## Temperament Test

A temperament test is performed on the first day of your pet's stay. It is recommended you make a daycare reservation prior to your first boarding stay if unsure of how your pet will perform. The test consists of: • Touching pet all over to determine any sensitive areas that may provoke a warning or aggressive response. • Test for food or toy aggression • We will use the information provided by owner in conjunction with a slow introduction to different playgroup types that include size, age and energy level to ensure a safe and comfortable play experience. The Temperament test must show pet is suitable for group play.

**You acknowledge that you have read this entire Agreement and you have had the opportunity to discuss it with any of HeartStrings staff to your satisfaction, and you agree to its terms.**

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Signature of Pet Owner

Date

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Printed Name of Pet Owner

Date

### BILLING INFORMATION

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Credit Card Number

Expiration Date

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Printed Name as it appears on credit card

Cell Phone Number

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Home Address, City, State, Zip

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Alternative Phone Number

Email Address

### Emergency Contacts (not traveling with you)

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Emergency Contact

Best Contact Number

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Emergency Contact

Best Contact Number