



Enrollment Form

118 South Main Street
Delevan, NY 14042
(716) 264-9217

www.littlerascalspetspaandresort.com
ann@littlerascalspetspaandresort.com

Date: _____

Owners Name: _____ Co-Owner: _____

Address: _____ City: _____

Address: _____ State: _____ Zip Code: _____

Primary Phone: _____ Secondary Phone: _____

E-mail: _____

Email or Text Messaging will be used for updates, boarding confirmations and electronic receipts.

Emergency Contact Information

Please provide the name and address of someone over the age of 18, other than yourself, that we can contact on your behalf. We will always attempt to contact you first.

Name: _____

Phone #: _____

Name: _____

Phone #: _____

Current Veterinarian Information

Name: _____

Address: _____

City: _____

Phone #: _____

I authorize Little Rascals Pet Spa & Resort, LLC to request veterinary records and vaccination history from the veterinarian listed above if needed.

Authorized persons to pick up my pet: Emergency Contact(s) ☐

Name: _____

Phone #: _____

Name: _____

Phone #: _____

**I authorize _____ to also make medical decisions regarding my pet should I not be able to be contacted. In the event no one can be contacted we will treat your pet as if he/she are our own, but you will be responsible for any and all veterinary charges that occur.

Guest Information

Name: _____

Breed: _____

Birthday: _____

Sex: Male Female Microchip: Yes # _____ No

Color: _____ Age: _____

Spayed/Neutered: Yes No

Required Vaccination Expirations:

Rabies: _____

Clear Fecal Test within last 6 months: _____

Bordetella: _____

Distemper/Parvo: _____

We look forward to taking care of your pet! Thank you for trusting us to ensure their safety and well being!!



Policies

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Date: _____

Owners Name: _____

Pet Name: _____

ADMISSION:

All pets must be in generally good health. We reserve the right to deny admittance to any pets lacking proof of vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions and/or aggressive behavior. Although we have skilled staff members, our boarding caretakers may not be able to handle geriatric pets needing significant medical care. Prior to participating in any social activity (e.g. Group Play), dogs must be temperament tested and approved. Approved dogs may have social privileges revoked if their behavior changes and they become aggressive, have not attended in more than 6 months, or become ill/injured. Females in heat may not participate in group play but can board. Little Rascals follows a rigorous program of flea and tick elimination. All pets arriving at Little Rascals with fleas and/or ticks will be treated at the owner's expense. Little Rascals reserves the right to charge daily handling fees for illness, excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care for your pet.

VACCINATIONS:

All dogs and cats must be current on all vaccinations.

DOGS: We require DHPP (Distemper/Parvo) vaccination, rabies, and a yearly Bordetella (or canine cough). Please understand your dog will ALWAYS HAVE SOME LEVEL OF RISK of picking up an upper respiratory infection in this environment even without direct contact. We do not reimburse pet owners for any expenses related to canine cough, as the vaccine does not offer 100% protection and we have explained the risk. All customers are strongly encouraged to email or deliver current vaccination records several days prior to their check-in date.

CATS: are required to be up to date on Rabies and FVRCP (Feline Distemper) and have a negative leukemia status. Yearly testing if your cat is indoor/outdoor. We will consider accepting an alternate vaccination protocol and/or tiers with review from one of our owners and our veterinarian.

PUPPIES/KITTENS: over 8 weeks will be accepted as long as we receive documentation of their first two sets of vaccinations. We require Rabies by 16 weeks of age. Pets that are not fully vaccinated for health/age restrictions will only be allowed to board in a separate area and extra fees will apply. Please discuss with our management staff prior to booking.

MEDICATIONS:

All medication/supplements supplied by Owners and must be clearly labeled in original containers with the pet's name, name of medication, dosage, and reason for medication. We will only accept the exact dosages required for administration during your pets stay. There is a fee for injectable (\$3 per injection), detailed times, eye, ear, liquid, (3+ pills) or large/multiple combos (daily fee) also if your pet is difficult to administer/special medication (varies). Ask for details about our pricing table for medications. Clients who add medications to meals will be charged the maximum fee.

BELONGINGS:

The Resort will make every effort to return items left with each pet, however, these items may not be returned if lost or may be returned in poor condition. The resort is not responsible for said items. No glass or ceramic please.

VISITING:

Visiting is allowed for pre-paid guests at the sole discretion of Little Rascals. Please be advised that visiting with your pet while it is in our care, may cause anxiety and confusion. Owners and authorized people may visit during lobby hours only. We reserve the right to limit visiting time lengths and area used for visits. No pets are to leave the grounds.



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Pet Name: _____

EMERGENCIES:

In case of an emergency, we will attempt to contact you or your listed emergency contact. We will use your veterinarian, or the local 24-hour veterinary emergency hospital at our sole discretion. We may suggest you attach a signed note that details your wishes/limits in case we need to seek veterinary care, otherwise we will do everything possible to preserve the life of your pet. (i.e. bloat, bleeding, seizures) You will be responsible for all costs involved.

ROOMS/RUNS:

Rooms may be reserved up to 1 year in advance. Initial payment deposits are required. Although we do our best to honor room requests, we do not guarantee rooms/runs. Occasionally variables may require us to move your pet to a different room. Only pets from the same household can share rooms. We reserve the right to limit number of pets staying together.

CHECK IN/CHECK OUT:

Fees are set daily for each separate service offered. Daycare, boarding and grooming are treated as separate services. Discounts are offered for combining services. A complete list of services and fees can be found on our website or call for details. Check-in/out can be scheduled anytime during our lobby hours. Reservations are required. Our boarding rate is charged daily and any afternoon drop offs or morning pickups will only be charged a half day. We understand flights get delayed/weather restrictions/personal events happen that may alter your plans, but Little Rascals cannot be held responsible for anything other than our agreement to provide care for your pet(s). We do ask that you let us know in advance if the reservation time (i.e. 10 am / not date) for pick-up or drop-off time cannot be kept, we will do our best to set up a new time that will work for both parties. The standard cancellation policy and fee rate applies. Because we know how much you missed your companion while you were away, after hours early/late check-in/check-out outside our regular lobby hours may be set up in advance with an extra fee and is at the sole discretion of Little Rascals. If your pet's stay needs to be extended past the date (i.e. 10/26/2024) that was previously booked, we cannot guarantee your pet's original room will be available, but we will certainly make sure your pet has comfy accommodations for their extended stay. If you need to shorten (i.e. early departure) or cancel your stay please read our cancellation policy. You will be held responsible for all dates booked at the resort if the cancellation window has expired.

HOLIDAYS:

Holiday boarding periods are defined as the 7 days before and after each date listed. We will be closed to the public on the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Day, and New Year's Day. We will close the lobby at 3pm on the following days: Christmas Eve and New Year's Eve. Absolutely no check-ins or check-outs will be permitted on holidays. The facility will be fully staffed, but the lobby will not be available, as we will be focused on caring for our guests.

PACKAGES & DISCOUNTS:

All packages are non-refundable and non-transferrable. All packages expire 1 year from purchase. Monthly packages expire 30 days from purchase. Discounts/coupons/offers are provided under the sole discretion of Little Rascals and may be revoked at any time.



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Owners Name: _____

Pet Name: _____

RESERVATIONS:

Boarding: Reservations are required; this includes pick up and drop off times. This ensures that we are able to give our customers time to go over their pets needs with our staff. We do ask that you let us know 24 hours in advance if the reservation time (not date) for pick-up or drop-off cannot be kept, we will do our best to set up a new time that will work for both parties.

Grooming: Appointments are required, please let us know 48 hours in advance if your appointment is not able to be kept.

Daycare: At this time, reservations are not required but encouraged so that our staff can plan accordingly.

Other: Changes of pet(s) booked, change of room type, add-ons during a boarding stay, must be provided 48 hours prior to check-in date during non-holiday periods and 7 days prior to check-in date during holidays mentioned in the Holiday Section. We will do our best to accommodate your needs, but it is not guaranteed.

We will update your reservation over the phone, however, we recommend that all cancellations and/or changes be in writing via email. Reservations not cancelled by the aforementioned times will be billed to you for all items reserved and will need to be paid before your next reservation is booked. This means you are responsible for all services booked after the cancellation period has expired.

CANCELLATION:

Boarding: We require a notice of cancellation no less than 48 hours before the reservation. If cancellation happens after lobby hours it will be considered the following day. Appointments cancelled with less than 24 hours' notice will require a 25% deposit to re-book. This deposit is non refundable and non transferable.

Grooming: Appointments are run on a strict schedule. We require a notice of cancellation no less than 48 hours before the appointment. If your appointment is cancelled within the 48 hour time period, you may be required to pay a late cancellation fee of \$50. If you have arrived after 15 minutes to a scheduled appointment, it will be considered a missed appointment. Missed appointments will require a 25% deposit to re-book. This deposit is non refundable and non transferable.

Daycare: Although reservations are not required, please let us know if your pet will not be able to make it to daycare as we do plan activities based on the pets that are supposed

PAYMENT RATES & SERVICES:

All rates and services are subject to availability and change at any time, estimates can be provided if requested.

Payment is due at the time of service; we do not offer payment plans.

I agree to pay any and all charges for procedures/services/fees rendered at time of service. Should my pet need veterinarian care during or after the service, I agree to pay any and all veterinarian fees for my pet's care. I understand and agree that my card(s) will be kept on file at all times and that a request for removal of any card will be done in writing. We accept cash check and all major credit cards. Please note that there is a 4% discount for using cash or check!