

# **MacIntyre Veterinary Group PLLC Owners Agreement**

This owners agreement serves to provide a general understanding of the policies of MacIntyre Veterinary Group PLLC and what is expected of you as an owner. MacIntyre Veterinary Group PLLC currently does business as Boat Club Road Animal Hospital and The Resort for Pets at Eagle Mountain Lake. In the future we may provide services at additional locations or under other names, this agreement may be extended to include those locations or names at the time you request services from them. MacIntyre Veterinary Group PLLC is referred to as MVG for the remainder of this document.

## **General Policies**

I understand that certain activities that my pet may participate in while in the care MVG including daycare, boarding, one-on-one playtime, and transportation to, within and outside the facility involve risks of possible injury including but not limited to:

- Exposure to parasites, viruses, and other medical conditions
- Sprains, strains, bites and broken bones
- Altercations with other patients or Resort guests
- Adverse reaction to medications or treatments

MVG will take all reasonable steps to prevent injury to my pet and I voluntarily agree to release, hold harmless and indemnify MVG, its employees and agents for any incidents that should occur which are beyond MVG's reasonable control. I am solely responsible for any injury or property damage caused by my pet(s) while my pet(s) is/are present at MVG and I further agree that I am responsible for any and all acts or behavior of my pet(s) while in the care of MVG.

I agree that at the time of discharge, all charges will be discussed with me, and unless agreed IN ADVANCE, payment will be processed at that time. Past due balances will be passed to a third party collections agency after they become 30 days delinquent. A \$25 fee will be assessed to my account for this process. NSF checks will incur a \$25 charge to my account and if left unpaid will be forwarded to the Tarrant County District Attorney's office.

By signing this document I agree to policies for all areas of MVG described herein, even though I may not choose to use those services at this time or in the future.

## **Health, Vaccination & Intestinal Parasite Policies**

To ensure the protection of all pets in our care, the following vaccinations and parasite testing must be up-to-date:

- **Dogs** - Rabies, DA2P-PV, and a Bordetella given every 6 months
- **Cats** – Rabies and FVRCP. Cats with outdoor exposure must be current on FeLV.
- A negative fecal test within the last year is also required to use the resort or stay and play.

If my pet is not up-to-date or I am unable to provide proof of vaccination and/or required lab work at the time of drop off, MVG will let me know that updates are required. In order to receive service from the Resort for Pets (grooming, boarding and Stay & Play), my pet must be brought up to date on these items unless this requirement is waived by a MVG veterinarian for medical reasons.

## **Flea & Tick Policy**

To assure the protection of all pets under our care, every animal will be checked for fleas and ticks upon arrival. I give permission for my pet(s) to be treated for fleas and/or ticks if found.

## **Behavior**

I understand and agree that as the pet's owner it is my responsibility to make the staff of Boat Club Road Animal Hospital and Resort for Pets aware of any and all medical/health and behavioral issues such as aggressive or threatening behavior towards any person or any other animals.

## **Hospital**

I hereby authorize MVG and its veterinarians to examine, prescribe for and/or treat my pets. I understand there are inherent risks involved in some medical treatments that may be prescribed and agree to hold MVG harmless for any unforeseen complications or problems that may arise while my pet is in their care. I agree that my consent for any procedure should be informed and will discuss any concerns with the treating veterinarian.

## **Grooming**

I understand that heavily matted pets will incur an extra charge for combing and clipping the mats. These pets are at a higher risk of injury due to the condition of their coat. I agree to hold harmless MVG, from any damage, loss or claims arising from any pre-existing conditions including matting, poor coat condition or other medical or physiological condition which may make my pet more susceptible to injury. MVG will attempt to contact me before any treatments are given however in the event of an emergency, I authorize MVG to provide necessary treatment for my pet(s).

## **Boarding**

I understand that if my pet becomes ill or is injured while boarding, you will call the emergency numbers listed on the Boarding Agreement regarding my pet's symptoms, treatment options and an estimate of additional costs. If no one can be reached, and my pet requires treatment to relieve immediate discomfort or to resolve an important medical condition:

*(Delete as appropriate)* Please perform whatever services the doctor deems necessary for the best care of my pet(s) until someone can be reached. I agree that I will assume responsibility for additional expense.

OR

*(Delete as appropriate)* Do not administer any medical treatment until specific authorization is given and I agree that my verbal authorization will serve to approve the additional expense.

I agree that if my pet becomes ill while staying with you, they will be removed from the general population and they will be cared for in the hospital. Veterinarian instructions will be given to staff members for the care of pets placed in the hospital.

I understand I am responsible for picking my animal(s) up on the date given at the time of reservation. If circumstances change, I will notify MVG of a new pick-up-date. When pick-ups are allowed outside of normal hospital operating hours, payment will be arranged in advance based on a good faith estimate of services provided. I agree to either pay ahead or have the payment run on the business day following my pick-up. If I fail to pick up my pet or make other arrangements I agree that MVG will take ownership of my pet 14 days from the agreed pickup date. I will be liable for all charges incurred until this date and an additional charge of \$500 to cover costs relating to ongoing care and finding a new home.

## **Signature**

**I certify that I have read and understand the policies set forth on the preceding pages and that I have read and understand this agreement. I also understand that my pet's medical records will be stored electronically and can be shared with other clinics at my request, with third parties if that is required to provide treatment or if we are legally compelled to do so. I agree to abide by the rules and regulations and accept all terms, conditions, and statements of this agreement. I agree that my signature may be collected and stored electronically and intend that my electronic signature be binding as though it were made on paper.**

Owners Name \_\_\_\_\_ Date \_\_\_\_\_

Signature \_\_\_\_\_