



This Boarding Agreement is the guiding document for your dog's stay at Glencadia. Please take a moment to read and understand our policies. If you would like clarification on any items in this non-negotiable document please feel contact [support@glencadia.com](mailto:support@glencadia.com).

Glencadia Corp. • 3 Rybka Road, PO Box 40, Stuyvesant Falls, NY 12174 • (866) 508-5704

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## DEFINITIONS

For the purposes of this agreement, Glencadia Corporation, operating under the trade names Glencadia Dog Camp and Glencadia Gourmet, shall be referred to collectively as "Glencadia" throughout this document. The individual or entity making a reservation and agreeing to these terms shall be referred to as "you," "your," "the customer," or "the dog owner" interchangeably within this document.

## LIMITED LIABILITY

Glencadia Dog Camp strives to provide a safe and enjoyable experience for all dogs in our care. However, by making a reservation and utilizing our services, you acknowledge and agree that Glencadia and its staff shall not be held liable for any injury, illness, or damage that may occur to your dog while in our care or during transportation to and from our facility unless such harm is the direct result of gross negligence on the part of Glencadia Dog Camp or its employees. By agreeing to these terms, you waive the right to pursue legal action against Glencadia Dog Camp, except in cases of gross negligence.

## GOVERNING LAW AND JURISDICTION

Any disputes arising from the agreement between the customer and Glencadia shall be governed by the laws of the State of New York. The venue for any legal proceedings shall be Columbia County, New York. In the event that legal action is necessary to enforce or interpret the terms of this agreement, the prevailing party shall be entitled to reasonable attorney fees, costs, and reimbursement in addition to any other relief to which such party may be entitled.

## REQUIRED VACCINATIONS

For the health and safety of dogs in our care, we require current rabies and bordetella (kennel cough) vaccinations. We strongly recommend that dogs also be vaccinated against Distemper and Canine Influenza.

## FOOD AND SUPPLIES

We kindly request that you do not send your own dog food unless there is a confirmed and serious medical reason, as we provide high-quality calorie-rich food for our campers included with every stay. You can also opt to upgrade mealtime for your dog to our Premium Farm-to-Bowl Food for Dogs (Glencadia Gourmet) for an additional daily fee. Please visit [glencadia.com/dogfood](http://glencadia.com/dogfood) for more information. We also ask that you refrain from sending harnesses, choke or metal collars, bowls, or any other dog gear you expect to be returned, as we are fully equipped with all necessary supplies.

## RESERVATION MODIFICATIONS

If you need to extend your dog's stay while they are already at camp, the additional days will be billed at the current rate as if they were a new reservation, without an additional reservation service fee. If you need to shorten your dog's stay while they are at camp, please understand that no refunds will be issued, and the original reservation amount will remain due.

## VETERINARY EXPENSES

Unless you have opted for Glencadia Boarding Insurance, you, as the dog owner, are responsible for any veterinary expenses incurred due to an emergency or other medical issue that may arise while your dog is in our care. If we are unable to reach you and your dog requires immediate emergency medical attention, by signing this document, you authorize a Glencadia employee or representative to approve the necessary treatment on your behalf. Should Glencadia pay for any emergency veterinary services, you hereby authorize Glencadia to charge your original payment method for the amount paid to the veterinary provider.

## CANCELATION AND REFUND POLICY

If you need to cancel your reservation, please notify us as soon as possible. A cancellation made more than 48 hours prior to the start date of the reservation is eligible for either a 100% refund of all charges (minus the \$50 non-refundable reservation fee) to the original payment method, or a 100% account credit (including the reservation fee) which can be applied to future reservations, products or services at Glencadia and never expires. For a cancellation made within 48 hours of the start date, you will receive an account credit for the full cost of the reservation, minus the \$50 reservation fee. During our peak times, which include May 20th through September 5th, November 15th through November 30th, and December 15th through January 5th, refunds to the original payment method will not be available for a cancellation made within 48 hours of the start date. Outside of peak times, if you prefer a refund to your original payment method for a cancellation made within 48 hours of the start date, you will receive a refund of 90% of the total amount billed, minus the \$50 reservation fee. Please allow 5 to 7 business days for the refund to be processed, and note that additional delays may occur due to the processing times of your financial institution. Please note that refunds can only be processed to the original payment method used for the reservation.

## MEDICATIONS

If your dog requires medication during their stay, please provide only the necessary amount for the duration of the reservation. There is a per-night fee for administering medication. Please clearly label the medication container with your dog's name, the name of the medication, and dosing instructions. This information should also be included in the comments section when making your reservation. Please be aware that, as needed and in accordance with manufacturer instructions, dogs at Glencadia Dog Camp may be treated with Ivermectin (Heartgard), Permethrin (Frontline/Advantage), Fenbendazole (Panacur), Metronidazole (Flagyl), Amoxicillin, and Benadryl or its equivalent at the discretion of our Dog Care Team, while these products are rarely used at camp we do reserve the right to treat any or all campers at our discretion to prevent an outbreak.

## EMERGENCY MEDICAL AUTHORIZATION

By making a reservation and agreeing to these terms and conditions, you authorize Glencadia Dog Camp staff to make decisions regarding your dog's medical care in the event of an emergency, including the administration of a light sedative or full anesthetic if deemed necessary by a Glencadia representative and a licensed veterinarian.

## PRIVACY & DATA POLICY

At Glencadia Dog Camp, we respect your privacy and will not sell or otherwise monetize your personal information or any data collected during the reservation process. For more information about the way that we collect and handle your personal information please refer to our Privacy Policy on our website at [glencadia.com/privacy-policy](http://glencadia.com/privacy-policy).

## SOCIAL BOARDING ENVIRONMENT

At Glencadia Dog Camp, we believe in the benefits of socialization, open spaces, and the freedom to roam for our canine guests. We do not accept dogs with a history of aggression, as this can pose a risk to other dogs and our staff. If your dog has any known behavioral issues, you must disclose this information to us prior to making a reservation. We reserve the right to refuse service to any dog that is found to be aggressive or dangerous and may prohibit their return to our facility to ensure the safety of our staff and other campers. Please be aware that social boarding may increase the risk of dog fights and potential injuries.

## PAYMENT TERMS

All payments made to Glencadia Dog Camp, whether by credit card, electronic means, check, or cash, are considered final. By making a payment, you acknowledge and agree that you are authorized to use the chosen payment method and that you have received, or will receive, the agreed-upon services from Glencadia. You agree not to initiate any chargebacks or payment disputes through your financial institution or credit card company. In the event of a dispute, you agree to first contact Glencadia Dog Camp directly to seek a resolution. Any disputes that cannot be resolved directly with Glencadia must be settled in accordance with the laws of the State of New York, as determined by a court of law in Columbia County. In the case of chargeback or payment dispute initiated in violation of these terms and conditions, you will be responsible for any fees, costs, or expenses incurred by Glencadia in defending against such actions, including but not limited to attorney fees and court costs.

## VOICE RECALL REQUIREMENT

For the safety of all dogs and staff, we require that all dogs boarding at Glencadia Dog Camp be reasonably responsive to voice commands from their owners and, preferably our staff as well. Dogs with a history of escape attempts or poor recall may not be accepted for boarding.

## DOG PHOTOGRAPHY RELEASE

Glencadia Dog Camp regularly takes photos and videos of our canine guests to share on our online platforms. By agreeing to these terms and conditions, you grant Glencadia Dog Camp permission to capture and share images and videos of your dog during their stay with us. Glencadia Dog Camp retains the copyright to all photographs and videos taken by our staff.

## SCHEDULED VAN SERVICE TERMS

If you choose to utilize our complimentary or low-cost scheduled dog transportation service, which typically operates on Monday and Thursday evenings, please be aware of the following terms and conditions. You must confirm receipt of your estimated time of arrival (ETA) and the pickup/drop-off address via text message on the morning of the scheduled service. Any changes to the pickup/drop-off address must be communicated to Glencadia at least 24 hours prior to the scheduled service. The provided ETA is an estimate, and a responsible party who understands the arrangement must be available within 5 minutes of the designated address, one hour before and after the ETA, with a monitored text-enabled phone. The responsible party must be prepared to meet the van at the curb or sidewalk within a few minutes of its arrival. Our driver will stop at the closest location where they can safely pull over, which may not be directly in front of your address. For safety reasons, our drivers do not leave the van unattended and will not enter your building to retrieve or drop off your dog. Please note that opting out of receiving SMS messages from Glencadia will render you ineligible to use our van service. For more information about our van service, please visit [glencadia.com/thefreevan](https://glencadia.com/thefreevan).

## COMMUNICATION

Agreeing to these Terms and Conditions does not, by itself, opt you in to text/SMS/RCS messages from Glencadia Dog Camp. Messaging consent is collected separately in the Glencadia customer portal. Glencadia offers two separate text/SMS/RCS message categories: Service Messages and Promotional Messages.

Service Messages are the messages we use to care for your dog and coordinate your reservation. They may include account updates, reservation details, Camp stay updates, health and care updates, schedule changes, customer support, urgent service issues, van timing, pickup coordination, route changes, arrival notices, and drop-off coordination.

Because these messages are directly tied to Glencadia's reservation, pet-care, support, schedule, and transportation workflow, Service Messages are required for reservations and van service. They are sent only in connection with an active reservation, active stay at Camp, transportation service, or related service issue. They are not marketing, promotional, or discount messages.

Message frequency varies during active reservations and stays. Message and data rates may apply. Reply HELP for help. Reply STOP to cancel. Reply START to subscribe or resubscribe.

If you decline or opt out of Service Messages, Glencadia Dog Camp may be unable to accept, maintain, or complete a reservation, active stay, support request, or van transportation service because we cannot reliably communicate essential service information.

Promotional Messages are separate from Service Messages and require a separate optional opt-in. Promotional Messages may include member offers, seasonal promotions, discount codes, and Glencadia Dog Camp news. Promotional Messages are not required to create an account, make a reservation, use Camp services, or use van service.

Promotional Messages are sent no more than once per month and no more than 10 times per calendar year. Message and data rates may apply. Reply HELP for help. Reply STOP to unsubscribe. Reply START to subscribe or resubscribe.

For help, contact Glencadia Dog Camp at [support@glencadia.com](mailto:support@glencadia.com) or +1 (866) 508-5704.

## TERMS AND CONDITIONS:

<https://glencadia.com/terms-and-conditions/>

## PRIVACY POLICY:

<https://glencadia.com/privacy-policy/>

## ELECTRONIC SIGNATURE CONSENT

By providing your electronic signature below, you acknowledge that you have read, understood, and agree to be bound by the terms and conditions outlined in this document. Your electronic signature carries the same legal weight as a traditional handwritten signature.

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Client Name

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Client Email Address

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Client Signature

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Date

Glencadia Corporation reserves the right to update these terms and conditions as necessary. Any changes will be communicated to you via the email address provided, and your continued use of our services after such notice constitutes your acceptance of the modified terms.