

Client Intake Form

Thank you for trusting emBARK with your pet's journey. This form helps us understand your move, your pet's needs, and the right level of support. Please complete one form per pet whenever possible.

1. Client / Primary Contact

Full name	Company / organization (optional)
Email address	Primary phone
WhatsApp (if different)	Preferred contact method

2. Move Overview

Domestic within Canada Canada <-> USA International

ORIGIN Address / City / Country / Postal or Zip Code

Destination Address / city / country / Postal or ZIP code

Target departure date (if known) Preferred Payment Method How did you hear about emBARK?

3. Services You May Need

Basics Only-As per Estimate items	Shuttle Seivces (within 50 kms)	Long Distance Road Transport
IATA-compliant Crate(s)	Final Export Veterinary Services (incl. CFIA)	Import permits / Quarantine Booking
Boarding	Residential Pick-up	Other

Residential Pick-up Address (if applicable)

If pick-up location differs from Origin address, please enter address here:

Address / City / Country / Postal or Zip Code

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com

Destination Agent (optional)

If you already have a Destination Agent you would like us to liaise with on your behalf, please provide:

Company Name**Contact Name****Email address****4. Pet Information****Pet 1****Pet Name****Species****Breed****Date of Birth****Sex****Spayed / Neutered?**

Yes

No

Weight**Colour****Microchip number**

lb

kg

Microchip Implant Date**Latest Rabies Date****Pet 2 (optional)****Pet Name****Species****Breed****Date of Birth****Sex****Spayed / Neutered?**

Yes

No

Weight**Colour****Microchip number**

lb

kg

Microchip Implant Date**Latest Rabies Date****Pet 3 (optional)****Pet Name****Species****Breed****Date of Birth****Sex****Spayed / Neutered?**

Yes

No

Weight**Colour****Microchip number**

lb

kg

Microchip Implant Date**Latest Rabies Date**

Add additional pages if more than 3 pets.

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com

5. Health, Handling & Comfort

Veterinarian / clinic name

Veterinarian phone / email

Vaccinations are current to the best of my knowledge

Pet is currently fit to travel

Pet takes medication

Pet has a special diet

Pet experiences travel anxiety

Pet may be fearful / reactive when handled

Medication, medical conditions, allergies, mobility needs, anxiety triggers, or handling instructions

What helps your pet feel safe and comfortable?

6. Crate & Travel Preferences

I have a suitable travel crate

I need embARK to source / provide a crate

Not sure

Pet is comfortable entering a crate

I would like crate acclimation guidance

If providing own crate, please provide measurements for each pet here (LxWxH)

Pet 1

Pet 2

Pet 3

Centimetres

Inches

Other travel preferences or concerns

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com

7. Documentation Checklist

Microchip certificate

Rabies certificate

Import permit (if required)

Personal Airline booking (If applicable)

I do not have these documents yet

Veterinary health certificate

Owner passport / travel details

Customs / power of attorney information

I am unsure what is required

Known destination-country requirements, permits, quarantine, or deadlines

8. Timing & Planning

Is the timing flexible?

Yes

No

If travelling to UK or EU, will you be Traveling within 5 days of your pet(s)?

Yes

No

Are there any fixed deadlines (employment, school, lease, visa, military orders, quarantine, etc.)?

Anything else we should know about the move?

9. Best Way to Reach You

Email

Phone call

Text message

WhatsApp

Best days / times to contact you

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com

10. Client Authorization & Acknowledgment

Please review the Terms and Conditions on the following pages. The final estimate and service agreement will govern the specific relocation once issued and accepted.

I confirm that the information provided in this form is accurate to the best of my knowledge, including my pet's health, behaviour, weight, documentation, and travel history.

I authorize emBARK to coordinate veterinary attention if reasonably necessary while my pet is in a partner facility or in emBARK's care. I understand additional charges may apply.

I understand that submitting this intake form does not confirm a booking. I will review and accept the complete estimate and Terms and Conditions before services begin.

11. Permission to Communicate

I consent to emBARK contacting me about this relocation by the methods selected on this form.

I would like to receive occasional practical pet travel tips and emBARK updates. (Optional)

Client name

Date

Signature

By signing, I confirm that I have read this acknowledgment and understand that the complete Terms and Conditions appear on the following pages.

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com



Terms & Conditions

Contract and responsibility These Terms & Conditions constitute the Contract between YOU (the pet owner or the owner's agent) and US (emBARK Pet Transport, herein called "emBARK"). Our employees are also protected under these Terms & Conditions.

Pet care and third parties The utmost care and attention is given to clients' pets. Pets may be handled by emBARK, boarding kennels, airlines, veterinarians, customs brokers, and other service partners. To the extent permitted by law, these parties are not responsible for loss, death, illness, injury, or accident due to any cause, natural or accidental.

Estimates and exclusions Estimates are based on the information available at the time, including the dimensional weight of the pet's travel crate. Changes in pet or crate dimensions, routing, tariffs, airline charges, government requirements, or requested services may result in additional charges. Estimates do not include customs clearance, airline handling charges, destination taxes or duties, veterinary services, government endorsement, after-hours services, weekend or holiday surcharges, boarding, permits, quarantine, crates, accessories, destination terminal fees, or residential delivery unless specifically included.

Airline and regulatory changes emBARK cannot be held responsible for airline delays, cancellations, incorrect routings, aircraft changes, capacity restrictions, lost veterinary documents, or changes to government regulations. Additional kennelling, transport, veterinary, customs, and destination charges remain the client's responsibility.

Veterinary authorization emBARK is authorized to seek veterinary attention if required while pets are in boarding kennels or in our care. Additional veterinary charges are the client's responsibility. emBARK reserves the right not to handle vicious or illegal dogs.

Veterinary and transport authorization Accepting an estimate gives emBARK permission to charge up to \$1,000 for veterinary fees, plus any necessary transport required. Boarding costs are the client's responsibility and may need to be settled in advance for long or indefinite stays.

Rush service A rush service surcharge may apply: \$100 for domestic relocations arranged within 2 weeks of estimate acceptance, or \$250 for international relocations arranged within six weeks of estimate acceptance.

Payments and balances Payments may be made by cash, e-transfer, credit card, wire transfer, or certified cheque. Any amount owing must be settled within two days. Refunds may take up to four weeks depending on airline invoicing.

Amendments, cancellations and refunds Amendments may incur a \$100 fee, increasing to \$200 within seven days of planned departure unless otherwise agreed. Cancellation fees and forfeiture of deposits depend on destination, service type, and timing, and will be confirmed in the applicable estimate or agreement.

Client responsibilities and acceptance The client must provide accurate information, complete required documentation on time, disclose health or behaviour concerns, meet payment deadlines, and advise emBARK of changes. The client should read the complete estimate and Terms & Conditions before accepting services. Acceptance confirms agreement to the applicable terms and authorizations.

AMENDMENTS, CANCELLATIONS & REFUNDS

AMENDMENTS: Please be aware that once the booking is received, any amendments will incur a \$100 amendment fee. (unless agreed upon in advance, due to special circumstances). If the Amendment occurs within 7 days of planned departure date, the fee will increase to \$200

CANCELLATIONS: For Countries Other than Australia and New Zealand
In the event a booking is canceled, the amount Refunded will be the difference of Amount paid Minus the following:

Cancellations Greater than 30 days of departure date:

IMPORTS: \$300 cancellation fee will apply*

CANADA - DOMESTIC SHIPMENTS: a \$300 cancellation fee will apply.*

INTERNATIONAL SHIPMENTS: a \$500 cancellation fee will apply.*

Cancellations within 30 days of departure date* the greater of 50% of the Invoice or \$500 cancellation fee will apply*

Cancellations within 14 days of departure date* Full forfeiture of Deposits given*

* - PLUS any additional costs to embark (ie. Credit Card Fees, Vet Service, Vet Fees, Boarding, 3rd party service payments, etc) that may have incurred prior to receiving notice.

Notes:

I) Once a Deposit is provided, this assumes Terms and Conditions have been read, understood and agreed upon. (even without completion of this form)

II) Refund payment processing typically will be within 14 days after the later of A) originally scheduled departure date or B) A postponed date.

Example A: Services originally reserved for Jan 30, Cancellation notice given on Jan 2, Refund-if applicable paid out by Feb 14

Example B: Services originally reserved for Jan 30, Date changed to Feb 10, Cancellation notice given on Jan 2, Refund-if applicable paid out by Feb 24

CANCELLATIONS: For Australia and New Zealand

Cancellations greater than 30 days of departure date: the greater of \$1000/pet PLUS Import Permit* and Quarantine*

Cancellations less than 30 days of departure date: the greater of \$2000/pet PLUS Import Permit* and Quarantine*

* - If applicable & PLUS any additional costs to embark (ie. Credit Card Fees, Vet Service, Vet Fees, Boarding, 3rd party service payments, etc) that may have incurred prior to receiving notice.

Initials

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com

What happens next?

Once we receive your completed intake form, our team will review your pet's needs and destination requirements. We may contact you for clarification before preparing the recommended service plan and estimate.

1

We review your move

We check your origin, destination, timing, pet details, and any known deadlines.

2

We identify requirements

We outline likely veterinary, airline, documentation, crate, customs, and destination needs.

3

We discuss options

We contact you to confirm details, answer questions, and make sure the plan fits your pet.

4

We prepare next steps

We provide an estimate or consultation plan, along with the terms and information needed to proceed.

Questions or updates?

Please contact emBARK Pet Transport using one of our verified numbers or visit our website. We are here to make a complicated move feel more manageable — and to help your pet arrive safely and comfortably.

1-343-887-9858 • 1-877-EMBARK-2

www.embarkpettransport.com

Email: info@embarkpettransport.com

emBARK on a pawsitive journey.

Please send completed document as well as Pet documents and pictures to: info@embarkpettransport.com

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