

Policies and Procedures of Pet Resort in the Gardens

Owners Agreement for Lodging, Grooming, and Daycare Services

Thank you for choosing Pet Resort in the Gardens. We wish to offer exceptional pet care, a clean facility, and a reduced stress environment for the benefit of both our pet guests and you, our customer. In exchange, we ask your cooperation with our policies and procedures so that together we provide a safe, healthy and fun home away from home for your pet. One of the key ingredients for an exciting and well-managed environment is an expert staff. The policies and procedures outlined below will help enable Pet Resort in the Gardens to arrange for an adequate number of highly trained individuals to provide you and your pet exceptional service. Please carefully read the following and request further explanation if needed.

1. **Vaccinations**: Pet Resort in the Gardens requires a copy of official records of vaccinations be faxed or delivered prior to attending daycare, boarding or grooming. No hand-written records or owner-administered vaccinations are acceptable. Guests must be current on vaccinations for the following diseases:
 - a. **Dogs**: Rabies, DHPP (distemper, hepatitis, parvo, and parainfluenza), Bordetella and both strains of influenza (H3N8 and H3N2) for boarding, daycare and/or grooming (grooming does not require influenza vaccines)
Cats: Rabies, FVRCP (feline rhinotracheitis virus, calicivirus, panleukopenia) for boarding or grooming.
 - b. **Exotics: Pets other than dogs and cats may be accepted on a case by case basis. The Pet Resort in the Gardens owner will determine acceptability.**
2. **Intestinal Parasites**: Canine guests must have proof of a negative fecal analysis within the previous 12 months.
3. **External Parasites**: All pets will be checked thoroughly for fleas and ticks. If any are found, the pet will be treated immediately at the owner's expense before being allowed to enter guest quarters.
4. **General health**: All pets must be in good general health to stay at Pet Resort in the Gardens. Pet Resort in the Gardens is not licensed to provide veterinary care. Pets exhibiting signs of illness, contagious viruses, etc., will not be accepted. Pet Resort in the Gardens provides individualized care at additional expense to accommodate the special needs of puppies, geriatric pets or pets on Medications (injections). Pets needing significant or special care should be taken to a veterinary clinic. Medical boarding is available through our partner, Farrell Animal Hospital.
5. **Behavioral Problems**: No pets will be accepted if they demonstrate signs of or have a history of significant aggression or separation anxiety. Any pet exhibiting dangerously aggressive behavior towards a person or another pet will not be allowed out of its enclosure (with no reduction in fees), and may not be accepted for boarding in the future. A daily handling fee may be charged for pets that are difficult to manage.
6. **Medical Attention**: Pet Resort in the Gardens makes every effort to provide a safe, reduced stress experience for your pet. However, some pets react differently to new environments and separation from owners, and there is even some risk that pets in the same family may engage in rough play and injure one another when playing together. In non-emergency situations, Pet Resort in the Gardens will contact the owner or owners' designee to discuss recommendations. For emergencies in which urgent care or evaluation appears needed, the doctors of Farrell Animal Hospital will provide necessary treatment. After stabilization, Farrell Animal Hospital will contact the owner or the owner's designee to discuss further treatment. Any costs arising from medical care will be billed to the owner upon check-out.
7. **Abandoned Pets**: Any pet whose owner fails to check-out on the agreed date without contacting Pet Resort in the Gardens or making prior arrangements will be considered abandoned.
 - a. All services, with the exception of basic needs and medical care necessary to ensure the health of the pet, will be terminated.
 - b. Day care or grooming guests will be converted to boarding services if not picked up within lobby hours and the expense thereof shall be paid by the owner.
 - c. We will attempt to contact you by phone and/or writing using the information you provided to advise you that your pet is now considered abandoned. After notification, if your pet is not picked up within 7 days, Pet Resort in the Gardens will hand over your pet to a third party adoption partner, animal shelter, or other similar governmental agency. **YOU RELEASE PET RESORT IN THE GARDENS FROM ALL FURTHER LIABILITY AND RESPONSIBILITY FOR YOUR PET upon the 7th day.**
 - d. You shall remain liable to us for all unpaid charges including the court costs and reasonable attorney's

8. **Damage Charges:** Significant damage caused by dogs to the boarding area will be charged as follows:
 - a. Cove molding/flooring - slight/extensive \$20/\$50
 - b. Door - slight/extensive \$25/\$50
 - c. Mattress & cover - slight/extensive \$25/\$100
 - d. Bed frames - slight/extensive \$25/\$100
 - e. Throw rugs, pillow, bedding - \$10
 - f. Other – based on damage
9. **Spay/Neuter:** Only altered cats are eligible to board. All Daycare guests must be spayed or neutered by 6 months. Unaltered dogs that are in heat must be housed in a private suite or medically boarded at Farrell Animal Hospital.
10. **Grooming Rates, Payment and Hours:** An estimate of charges will be presented for approval at drop-off. Additional charges may be incurred based on condition of coat. 100% of payment is due at time of pick-up. Grooming hours: Mon. – Fri. 8am-6pm, Sat. 8am-1pm.
11. **Daycare Details:**
 - a. Behavioral Evaluation: All dogs must pass our behavioral evaluation (temperament test) to have access to any group play settings. No pets will be accepted if they demonstrate signs of or have a history of aggression towards a person or another pet or exhibit separation anxiety. Time-outs are used to modify unacceptable play behaviors, so your pet may have brief periods of time away from the group.
 - b. Breeds belonging to the “Bully Breed” category (including, but not limited to American Pit Bull Terrier, American Staffordshire Terrier and Staffordshire Bull Terrier) and mixes showing a strong presence of these breed traits are not allowed in group play settings.
 - c. Minimum age for daycare is 4 months/must be altered by 6 months
 - d. Feeding: Please feed your dog 1-2 hours prior to arriving for daycare to avoid gastric torsion.
 - e. Drop-off/Pick-up: We encourage, but do not require drop-offs between 7-9am or 1-2 pm.
We encourage, but do not require pick-ups between 12-1pm or 5-6:30pm.
All daycare guests have rest times daily.
 - f. Rates and Payment: Day care is charged per ½ day (8am-12pm or 2pm-6pm) or whole day (8am-6pm) and 100% of payment is due at time of pick-up.
12. **Day Stay:** Dogs not approved for daycare may stay in an enclosure used for boarding at ½ the price of a nightly stay.
13. **Boarding Details:**
 - a. Boarding is charged per night and activities are charged per day. Check-in and check-out times determine additional charges on the day of arrival and day of departure. We encourage check-in time after 1pm and check-out time before 1pm. Failure to adhere to these guidelines may result in additional charges. 100% of payment is due at time of pick-up. Pet Resort in the Gardens accepts cash, check or credit card.
 - b. **Deposit:** A deposit of \$50.00 per room will be required to hold a reservation made for peak travel times (major holidays, etc.) Should you need to cancel a reservation for which a deposit is required, you must cancel seven days prior to the beginning date in order to receive a refund or credit to your account.
Cancellations made less than seven days prior to the boarding start date will forfeit the deposit.
 - c. **Medications:** Pet Resort in the Gardens will administer oral or topical medications and/or supplements at a small additional charge. Prescription medication should be provided in prescription containers which include the pet’s name, the name of the medication, and clear, written instructions for administering the medication.
 - d. Only machine washable bedding (blankets, sheets, and towels) will be accepted. No formed beds. All guest belongings will be accepted at the discretion of Pet Resort in the Gardens (including, but not limited to, treats, bones and toys).
14. **BITE RISK/AGGRESSIVE PET:** Due to insurance limitations, Pet Resort in the Gardens reserves the right to refuse service to a pet that bites any person or animal on the property as well as any pet exhibiting aggressive behavior toward humans or animals.

_____ Owner’s Initials