

## Policies and Procedures of Pet Resort in the Gardens

### Owners Agreement for Bathing, Lodging, Training, 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 for 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 with exceptional service. Please carefully read the following and request further explanation if needed.

#### Hours of Operation

Monday-Friday	7 am – 7 pm
Saturday-Sunday	8 am- 4 pm

1. **Vaccinations:** Pet Resort in the Gardens requires a copy of official records of vaccinations to be faxed or delivered prior to attending daycare, lodging, training, or bathing. **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 lodging, daycare, and/or bathing.

b. **Cats:** Rabies, FVRCP (feline rhinotracheitis virus, calicivirus, panleukopenia) for lodging.

c. **Exotics:** Pets other than dogs and cats may be accepted on a case-by-case basis. Pet Resort in the Gardens Resort Manager will determine acceptability.

2. **Intestinal Parasites:** Canine guests must have proof of a negative worm check 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. Pets needing significant or special care should be taken to a veterinary clinic. Medical boarding is available through Farrell Animal Hospital.

5. **Behavioral Problems:** No pets will be accepted if they demonstrate signs of or have a history of significant aggression. 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 lodging in the future at the discretion of the Resort Manager. A daily handling fee of \$5/day will be charged for difficult-to-manage pets.

6. **Medical Attention:** Pet Resort in the Gardens makes every effort to provide your pet with a safe, reduced-stress experience. 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 owner's designee to discuss recommendations.

**For emergencies in which urgent care or evaluation appears needed, the doctors at Farrell Animal Hospital will provide the 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. All services, with the exception of basic needs and medical care necessary to ensure the health of the pet, will be terminated.

a. Daycare or bathing guests will be converted to lodging services if not picked up within lobby hours and the expense thereof shall be paid by the owner.

b. We will attempt to contact you by phone, text, 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.**

c. You shall remain liable to us for all unpaid charges including the court costs and reasonable attorney fees.

8. **Damage Charges:** Significant damage caused by dogs to the lodging area will be charged as follows:

a. Cove molding/flooring - slight/extensive \$20/\$50

b. Door - slight/extensive \$25/\$50

c. Bed frames - slight/extensive \$25/\$100

d. Throw rugs, pillows, and bedding - \$10

e. Other – based on damage

9. **Spay/Neuter:** Only altered cats are eligible to lodge. All daycare guests must be spayed or neutered by 6 months. All unaltered female dogs **must** be housed in a private suite. **WE DO NOT LODGE PREGNANT DOGS.** We do not lodge dogs that are actively in heat.

a. If a sibling has been recently spayed or neutered, it will be up to the owner's discretion to lodge them together or separately. It is recommended to keep them separated for a month to ensure there are no complications.

10. **Bathing Rates, Payment, and Hours:** An estimate of charges will be presented for approval at drop-off. Additional charges may be incurred based on the condition of the coat. 100% of payment is due at the time of pick-up. Bathing hours: Mon. – Fri. 8 am-3 pm, Sat 10 am-12 pm.

a. Once your pet is finished with their bath, we will call or text to let you know your pet is ready for pick-up. After 2 hours, we will charge for a Daystay as we are providing care for your pet outside the allotted appointment time.

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. Probationary Period: After the completion of the behavioral assessment, there will be a 30-day probationary period where we will continue to assess the dog in different environments on different days. We will update the owner on the behavior we see and give a final decision to make sure the dog is successful in daycare!

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. Food: We prefer that you supply your dog with its regular food. Sometimes changing a pet's diet can disrupt their system. If you forget, run out, or want your pet to eat our food, we provide Purina EN dry or wet for an additional charge of \$5/day/pet.

f. Drop-off/Pick-up: We encourage, but do not require drop-offs between 7-9 am or 1-2 pm. We encourage but do not require pick-ups between 12-1 pm or 5-6:30 pm.

g. Rates and Payment: Daycare is charged per ½ day (less than four hours) or whole day (more than four hours) and 100% of payments are due at the time of pick-up.

h. Daycare Memberships: Memberships are offered for 8 days at \$230, 16 days at \$460, or unlimited days at \$690 (charged monthly). A card will be put on file and charged monthly on the same date as the original package was purchased. To end the membership, we must have it in writing at least 7 days before the date of the next payment to end the membership for that month.

12. **Day Stay:** Dogs not approved for daycare may stay in an enclosure used for lodging. Limited to Monday-Wednesday during peak seasons.

a. Food: We prefer that you supply your dog or cat with its regular food. Sometimes changing a pet's diet can disrupt their system. If you forget, run out, or want your pet to eat our food, we provide Purina EN dry or wet for an additional charge of \$5/day/pet.

b. Intact dogs: An additional charge of \$5/day will be added to invoices for dogs that are over 6 months old and intact.

### 13. **Lodging Details:**

a. Lodging 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 12 pm and check-out time before 12 pm. **100% of payment is due at the time of pick-up.** Pet Resort in the Gardens accepts cash, check, or credit card.

b. Medications: Pet Resort in the Gardens will administer oral or topical medications and/or supplements at an additional charge. Prescription medication should be provided in prescription containers that include the pet's name, the name of the medication, and clear, written instructions for administering the medication.

c. 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).

d. Food: We prefer that you supply your dog or cat with its regular food. Sometimes changing a pet's diet can disrupt their system. If you forget, run out, or want your pet to eat our food, we provide Purina EN dry or wet for a charge of \$5/day/pet.

e. Special Needs: We believe that every dog that stays with us deserves lots of love and attention! It's important that they have a change of scenery and exercise. We will not leave any dog in their room all day. A charge of \$5/day will be added to invoices due to circumstances such as extra cleaning needed due to accidents, potty pads, extra resources used, etc.

f. Intact dogs: An additional charge of \$5/day will be added to invoices for dogs that are over 6 months old and intact.

g. Pricing for dogs is based on weight and room type. Pricing for cats is based on room type.

- Small: <21lbs
- Medium: 21lbs-40lbs
- Large: 41lbs-70lbs
- Giant: >71lbs

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.

**Holiday Hours**

Independence Day	Close at 2 pm
Thanksgiving Day	Closed
Christmas Eve	Close at 2 pm
Christmas Day	Closed
New Year's Eve	Close at 2 pm
New Year's Day	Closed

\*On Any Closed Days, our staff is here tending to lodging guests, but will not answer the door for safety\*

15. During peak holiday times, an additional \$5/night will be added to the nightly lodging rate to allow for extra staffing.

a. Deposit: A non-refundable deposit of \$50.00 per room will be required to hold all holiday and weekend reservations.

16. **Refusal of Service:** Although we carefully screen all applicants, occasionally we discover that this is not an appropriate environment for all pets. Pet Resort in the Gardens reserves the right to permanently remove a dog from daycare or refuse boarding due to various behavior or health issues. Some of these include but are not limited to rough play, aggressive behavior, mounting, biting, excessive behavior, age, health-related issues, digging, chewing, excessive hyperactivity, or nervousness while being kenneled or attending daycare.

17. **Elderly Pets:** Although typically left to the discretion of the owner, we do NOT recommend boarding your pet if they are over the age of 13 due to additional stress that kennel environments may cause to older dogs or cats, especially if they have any pre-existing health or behavioral concerns.

\_\_\_\_\_  
Owner Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Owner Printed Name