



# Our Rules

## RESERVATIONS

Reservations are not guaranteed until a confirmation is received.

To receive a confirmation the following must be on file:

1. A valid credit card
2. Proof of current vaccinations
3. A signed copy of Our Rules, Service Agreement and Dog Profile.

Check-in and check-out is available during our normal business hours, 7 days a week. However, please note that standard check-out is at 12 noon. An **\$18 half day charge per guest** will be assessed if picked up after 12 noon. If pickup does not occur before 7:00 pm on weekdays, 4:00 pm on Saturday, or by noon on Sunday **you will be charge an overnight stay.**

Reservations for more than 15 days require a 50% deposit at the time of booking.

## CANCELLATION POLICY

### Non-Peak Cancellation Policy:

Our cancellation policy is 24 hrs prior to check-in for non-peak periods.

### Peak Cancellation Policy:

Our cancellation policy is 5 days prior to check-in for peak periods. Peak periods are determined as follows:

1. Fourth of July (July 3-6)
2. Thanksgiving (November 26-30)
3. Christmas (December 23-27)
4. New Years (December 30-January 2)

If a cancellation is not made within the days mentioned above, it will be considered a "no show."

Cancellations not received on time, or no-shows, will be charged (1) one night to the credit card on file.

## DAYCARE

There are no refunds for partial daycare.

Daycare passes are not transferrable and cannot be redeemed for other services. Please note all daycare passes have an expiration date.



## Our Rules

Daycare is available Monday-Saturday.

Walk-in daycare may not be available during holidays.

If pick-up does not occur by 7:00 pm on weekdays, or by 4:00pm on Saturday we will assume that you are boarding and will impose our overnight rate.

### HEALTH REQUIREMENTS

Guests coming in for any of our services are required to be current with the following:

1. Distemper/Parvovirus
2. Bordetella vaccine (required every 6 months)
3. Rabies vaccinations if over 5 months of age

Guests must be at least 4 months old.

If external parasites (i.e. fleas and ticks) are discovered upon check-in, a herbal flea bath will be required at owners' expense. In the case of internal parasites (i.e. worms), the guest will be isolated from other guests and any required treatments will be billed to the owner.

Intact guests (male/female) will only be allowed in playgroups of the same sex, or in groups where guests have been spayed or neutered. One-on-one playtime is available at an additional fee.

Unspayed female Guests are allowed to participate in daycare and/or playgroups provided that they are not in heat.

### PHOTOGRAPHS AND STATEMENTS

On occasion photographs and/or recordings may be made of our guests and may be used for any purpose without compensation.

### AGREEMENT

By signing this document, I agree I have read and understood all the above rules.

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Print Name

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Date

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Signature