



House Rules

Assumption of Risk

OWNER ACKNOWLEDGES AND IS AWARE THAT THE EMPLOYEES OF SPA PAW & TAIL PREMIER PET RESORT AND DAYCAMP ARE NOT VETERINARIANS AND DO NOT HAVE BACKGROUNDS IN ANIMAL MEDICINE AND ARE NOT EXPECTED TO DIAGNOSE OR DETECT ILLNESSES IN THE GUESTS THAT ARE STAYING AT SPA PAW & TAIL PREMIER PET RESORT AND DAYCAMP. IN ADDITION, OWNER ACKNOWLEDGES AND IS AWARE THAT VACCINES DO NOT PROTECT AGAINST ALL COMMUNICABLE ILLNESSES THAT MAY AFFECT A GUEST. OWNER ACKNOWLEDGES AND AGREES THAT THEY ARE ASSUMING (1) ALL RISK OF ILLNESS, DISEASE, HARM, OR OTHERWISE TO THEIR PET BY ALLOWING THEIR PET TO STAY AT SPA PAW & TAIL PREMIER PET RESORT AND DAYCAMP, AND (2) ALL RISK OF DAMAGES CAUSED BY THEIR PET TO OTHER PETS, TO ANY SPA PAW & TAIL PREMIER PET RESORT AND DAYCAMP'S EMPLOYEES OR AGENT OR TO ANY SPA PAW & TAIL PREMIER PET RESORT AND DAYCAMP'S ASSET AND THAT SPA PAW & TAIL PREMIER PET RESORT AND DAYCAMP SHALL HAVE NO LIABILITY FOR ANY HARM TO SUCH PET.

Reservations

A room can only be guaranteed if the reservation is confirmed in advance. A reservation can only be confirmed if the following are on file:

- A valid credit card
- Proof of current vaccinations
- Signed copies of our House Rules, Owner's Profile and Pet Care Agreement, and the appropriate Pet Profile forms.

A "No Show" reservation is defined as more than 4 hours after the scheduled check-in time, at which time the room will be released and the reservation cancelled.

Reservations of twenty (20) nights or more require a 50% deposit at the time of booking.

Reservations may be cancelled by Spa Paw & Tail Premier Pet Resort and Daycamp due to non-performance by clients with regards to the following items:

- Vaccinations
- Credit cards

Boarding Rates

Room Rates for boarding are incurred on a nightly basis and check out is by noon the following day. If a guest checks out after noon, Daycare charges will apply for that day. Sunday check out is equal to one night of boarding.

Health

Spa Paw & Tail Premier Pet Resort and Daycamp will not accept the following:

- Guests that have a terminal illness and are in the late stages of that illness.
- Guests that have had a communicable illness of any kind during the 30 days prior to check-in.

- Guests that have been exposed to a communicable illness during the 30 days prior to check-in
- Guests that require medical treatment beyond the dispensing of oral and topical medication (such as injections, drains, bandage changes, suture removal, etc.)

Spa Paw & Tail Premier Pet Resort and Daycamp recommends that all guests be on a regular internal (i.e. worms) and external (i.e. fleas, ticks) parasite treatment program. If external parasites are discovered upon check-in, a flea bath will be required at the Owner's expense.

Additionally, if internal parasites are discovered during their stay, treatment and/or specialized fees may apply.

Vaccinations - Canine Guest

All guests must be at least four (4) months of age to stay at Spa Paw & Tail Premier Pet Resort and Daycamp

All guests must provide proof of current vaccinations or proof of sufficient immunity against Rabies, DHPP, and Bordetella. Bordetella must be administered at least eleven (11) days prior to check-in if it has expired or has never been administered. (It is recommended that Bordetella be updated every six (6) months for dogs that regularly visit dog community gatherings.)

Vaccination documentation must be confirmed two (2) days prior to check in for non-holiday periods and five (5) days prior for holiday periods.

Vaccinations - Feline Guest

All guests must be at least four (4) months of age to stay at Spa Paw & Tail Premier Pet Resort and Daycamp

All feline guests must be spayed or neutered. All guests must provide proof of current vaccinations or proof of sufficient immunity against Rabies, FVRCP, and FeLV. Vaccination documentation must be confirmed two (2) days prior to check in for non-holiday periods and five (5) days prior for holiday periods.

Non-Holiday Cancellation Policy

Cancellations which occur within three (3) days prior to check-in for non-holiday periods will result in a one (1) night charge per guest to the credit card on file. Reservations created within the three (3) day period prior to check-in for non-holiday periods and subsequently cancelled will result in a one (1) night charge per guest to the credit card on file. To avoid charges, please cancel non-holiday reservations at least three (3) days prior to the arrival date.

Holiday Cancellation Policy

Cancellations which occur within five (5) days prior to check-in for non-holiday periods will result in a \$100 charge to the credit card on file. Reservations created within the five (5) day period prior to check-in for non-holiday periods and subsequently cancelled will result in a \$100 charge to the credit card on file. To avoid charges, please cancel non-holiday reservations at least five (5) days prior to the arrival date. During our holiday periods, if your pet is picked up prior to the scheduled pick-up date scheduled with us, you will be charged for the full duration of your reservation.

Holiday periods determined by Spa Paw & Tail Premier Pet Resort and Daycamp are:

- New Year's (December 30 - January 1)
- President's Day
- Easter weekend
- Memorial Day weekend

- Independence day (July 3 - July 6)
- Labor Day weekend
- Thanksgiving
- Christmas (December 23 to December 26)

Holiday Minimum Stay

There are no minimum stays at Spa Paw & Tail Premier Pet Resort and Daycamp

Guest Profile

Every guest staying at Spa Paw & Tail Premier Pet Resort and Daycamp needs to have a completed guest profile on file before his/her first visit. This profile is created to get to know each one of our guests on a personal level.

Playgroups

All feline guests are invited to relax on the cat tree in the cat room, but only same-family groups will be allowed to use the tree at any one point in time. Feline guests will not interact with other non-family guests. All canine guests will be assigned to a playgroup based on their size and temperament. A regular stay at Spa Paw & Tail Premier Pet Resort and Daycamp includes a full day of playgroups. These playgroups are rotated indoors and outdoors (weather permitting) throughout the day. Guests will play in increments of thirty (30) minutes. They will return to their suite for water and rest until their playgroup is called again.

Intact male guests are not allowed to participate in playgroups, but can stay at Spa Paw & Tail Premier Pet Resort and Daycamp if their Owner elects to utilize our Special Care Program. (Additional fees do apply.) Unspayed female guests are allowed to participate in playgroups provided that they are not in heat. If they are in heat, or come into heat during their stay at Spa Paw & Tail Premier Pet Resort and Daycamp, they will be enrolled in our Special Care Program. (Additional fees do apply.) Spa Paw & Tail Premier Pet Resort and Daycamp maintains a diverse variety of playgroups in an effort to accommodate all guests. Guest participating in playgroups must have the physical ability to run, jump, chase, be chased, or roll-over. If a guest cannot or should not participate in playgroups, then our Special Care Program must be selected. (Additional fees do apply.)

Special Care Program

Spa Paw & Tail Premier Pet Resort and Daycamp's Special Care Program encompasses three (3) categories: Behavioral, Medical, and Age. Guests placed in the Special Care Program may incur fees in addition to the daily or nightly rate. These fees can range from \$10.00 to \$30.00. A guest may be enrolled in the Special Care Program during their stay at the discretion of the staff at Spa Paw & Tail Premier Pet Resort and Daycamp if needed for guest's health or the safety of pets and others. Reasons for the Special Care Program include, but are not limited to: intact males, un-spayed females that are in heat, guests that are human aggressive and display behavior that is not conducive to the safety of the staff at Spa Paw & Tail Premier Pet Resort and Daycamp, and guests that have medication or feeding needs beyond Spa Paw & Tail Premier Pet Resort and Daycamp's defined schedules.

Pick-up and Delivery

By special arrangement only until further notice

Signature _____ Date _____