

Frequently Asked Questions:

How do I get started with Spa Paw & Tail Premier Pet Resort and Daycamp?

Please read over the complete Spa Paw & Tail's first time guest documents. These are located within the SERVICES tab of the Spa Paw & Tail website. Please complete the one specific to your pet boarding stay for a dog, a cat, or both, should that apply to your pet sitting needs. These forms are needed to confirm your reservation at Spa Paw & Tail and can be submitted to Spa Paw & Tail via fax or, alternately, by email.

How do I make a reservation at Spa Paw & Tail Premier Pet Resort and Daycamp?

You are welcome to email a reservation to Spa Paw & Tail or call the facility during open hours to speak to a representative.

What do I need to make a reservation?

Upon receipt of all first time guest documents by Spa Paw & Tail you would be eligible to make a reservation. Spa Paw & Tail will need a valid credit card on file to confirm the reservation. Please confirm that all vaccination records are received by Spa Paw & Tail at this time.

What vaccines are required in order to stay at Spa Paw & Tail Premier Pet Resort and Daycamp?

Spa Paw & Tail requires three vaccinations for our canine guests. Rabies, DHPP, and Bordetella. If the Bordetella vaccine has never been given or has lapsed in its validity, it needs to be administered at least 11 days prior to arrival at Spa Paw & Tail. For our feline guests we require Rabies, FELV, and FVRCP. Proof of vaccines must be submitted to Spa Paw & Tail Premier Pet Resort prior to your arrival. Your Vet's office can easily fax these to Spa Paw & Tail at 262-784-7298.

Why does Spa Paw & Tail Premier Pet Resort require the Bordetella vaccination to be administered 11 days prior to arrival to check-in if it has expired or has never been administered?

Our 11 day policy ensures that guests with little or no immunity have not been accidentally exposed and infected with an illness while visiting their vet to get vaccinated and then are allowed to stay at Spa Paw & Tail Pet Resort. While

stringent, this innovative approach to disease management will help greatly reduce the occurrence of kennel cough in our facility.

What will the accommodations be like for my companion?

All Spa Paw & Tail guests will stay in luxury. We have no kennels or crates for our guests, no cages either. All of our guests stay in suites. We have various sizes for both our canine and feline friends. They will enjoy time with our compassionate staff during play, walks, feedings or just a rub of the tummy.

Can I bring my dog's bed and blanket into Spa Paw & Tail Premier Pet Resort?

Yes you may. However, if your dog is a "chewer" we request that anything that can be shredded not to be brought. Spa Paw & Tail offers raised, cot style bedding for all of our guests. These beds are comfortable and durable. The dogs love them.

I have never boarded my pet. What is included in the rate for Spa Paw & Tail Premier Pet Resort?

For our overnight guests, we offer multiple playgroups throughout the day with guests of like sizes and temperament. Each suite includes comfortable bedding and blankets by request. Spa Paw & Tail does offer house food but, we do recommend that your pet's food be brought with them to lower the risk of stomach upset.

For our feline-overnight guests, we offer spacious views of the outdoors from 2 or 3 story condos. Each condo is equipped with individual ventilation to provide only fresh, clean air to them, bedding, litter box, food and water bowls. Guests will be offered playtime on the kitty playground if they desire.

For our senior canine guests, we offer state of art infra-red beds in our Seniors Lounge for therapeutic relaxation. Our Seniors Lounge is a comfy, cozy area for the seniors to socialize at a lower level of energy and excitement. They even have their very own furnishings to lounge on. Seniors that require individual walks will be placed into our "Special Care" program.

What is Spa Paw & Tail Premier Pet Resort's policy on dogs with aggressive behavior?

Spa Paw & Tail will not accept any pets, canine or feline that are human aggressive. Sorry.

However, Spa Paw & Tail will accept pets that are minimally dog or cat aggressive. These guests will be accepted for day or overnight stays. They will be placed into our "Special Care" program and will be exercised, walked, fed and watered on an individual but caring and fun basis. (Extra Fees do apply)

Do you provide grooming services at Spa Paw & Tail Premier Pet Resort?

Yes, in fact we provide a full line of grooming and spa services for our feline and canine guests. We offer many packages that will pamper your pet after a fun day of play.

Will you administer medication to my pet at Spa Paw & Tail Premier Pet Resort?

Yes, Spa Paw & Tail can give medication at no extra charge. Spa Paw & Tail does not, however, issue injections for your pet's care.

Can I bring my pet's food into Spa Paw & Tail Premier Pet Resort?

Yes, we highly recommend that you do. We do have house food that we can provide if needed. Maintaining their current diet is very important while away from home to lower the risk of stomach upset. You do not need to bring any bowls or measuring cups. We have all of those for you.

Are there any breeds that Spa Paw & Tail Premier Pet Resort will not accept?

No, we love them all. They will be temperament tested and supervised at all times.

Is there an interview prior to my pet staying overnight at Spa Paw & Tail?

No, but pets are examined at entry into Spa Paw & Tail pertaining to size and temperament. Spa Paw & Tail's playgroups are the determining factor in assessing each dog's individual needs and personality type. Spa Paw & Tail will determine the best group for your dog based upon information from the Pet Profile and ongoing observation throughout the pet's boarding stay.

My female dog is in heat. Will you accept her at Spa Paw & Tail?

NO Sorry. But, for an existing client—we would offer in-home pet sitting visits to your pet. This is a case by case basis. Client must be an existing client with all proper paperwork in place and all visits must be pre-paid.

Do you accept intact males at Spa Paw & Tail?

Yes, Spa Paw & Tail does, however, they are placed in our "Special Care Program" for the safety of other pet boarding guests and to lower the arousal levels in playgroups. Spa Paw & Tail "Special Care" guest enjoy 3 one on one walks per day with a member of our staff. An additional fee is added to you daily stay.

What is the cancellation policy at Spa Paw & Tail Premier Pet Resort?

Our cancellation policy is 3 days prior to arrival for non-holiday periods. Cancellations which occur within 3 days prior to check-in for non-holiday periods will result in a 1 night charge per guest to the credit card on file. Reservations created within 3 days prior to check-in for non-holiday periods and subsequently cancelled will result in a 1 night charge per guest to the credit card on file.

For Holiday periods we have a 5 day cancellation policy. Failure to cancel 5 days prior to check-in will result in a \$100.00 cancellation fee.

What are your hours of operation at Spa Paw & Tail Premier Pet Resort?

We are open to the public from 7 AM to 6:30 PM Monday through Friday. Saturdays we are open from 8 AM to 3 PM and closed on Sunday. There are NO pickups on Sunday.

Where does my dog go to the bathroom at Spa Paw & Tail Premier Pet Resort?

Dogs rotate from our indoor-turf play yard as well as our outdoor play yard. Due to proper installation of drainage, pets are welcome to use either yard for relief. Our "Special Care" guest will utilize our yards or the neighboring grassy areas during individual walks.

Do you turn the lights off at night at Spa Paw & Tail Premier Pet Resort?

They are dimmed significantly to a comfortable sleeping level at 7:30 PM and turned back on at 6:45 AM.

Do you have indoor/outdoor rooms at Spa Paw & Tail Premier Pet Resort?

No, all rooms are indoors. However, the guests spend quality time outdoors throughout the day in their play groups.

How does Spa Paw & Tail Premier Pet Resort handle medical situations?

All staff members go through CPR training and the facility is a member of the professional organization PCSA which offers ongoing training and certification. The pet's owner is called immediately and if needed, the pet is transported to the local vet or emergency hospital.