

# Play & Stay Pet Lodge Policies

August 2018

**Rates (tax not included)** - rates are subject to change without notice

- 1 Dog overnight \$25/day
- 2 Dogs in the same family sharing a kennel \$22/dog/day
- 2 Dogs in the same family, but staying in separate kennels \$25/dog/day. Dogs must be able to eat together to share a kennel.
- There is no charge for the day of pick-up when checking out during the morning business hours. Pick-ups between 4-6p are \$20/dog for that day.
  - Examples:
    - Drop off Friday @ 5pm Pick-up Sun @ 4pm (Fri:\$25+Sat:\$25+Sun:\$20)
    - Drop off Sat @ 5pm Pick-up Sun @ 4pm (Sat:\$25+Sun\$20)
    - Drop off Sat @ 5pm Pick-up Sun @ 9am (Sat:\$25+Sun:\$0)
- You pay for the day of drop-off in full
- 10% discount applies to stays of 10+ nights
- You will be charged for all reserved nights regardless of early pickups.
- Late fees of \$10/15 minutes past closing time apply

## Kennel Sharing

Dogs must be able to eat together to share a kennel. Dogs with a history of fighting over food, beds, or any other resources are not allowed to share. Should a fight erupt that results in injury or death between two family dogs sharing a kennel, the owner takes full responsibility for this choice and is responsible for all veterinary fees and damage to property. Family dogs who show signs of discomfort, irritation, etc will be separated from each other and the owner is responsible for additional fees.

## Pick-up & Drop-off

We are available for pick-up and drop-off Monday-Friday 6:30-9:00a & 4:00-6:00p and Saturday & Sunday 7:30-10a & 4:00-6:00p. We are not available outside of these hours. We are closed for all drop-off and pick-up on Thanksgiving Day, Christmas Eve, and Christmas Day, no exceptions. Hours on Memorial Day, 4th of July, Labor Day, day after Thanksgiving, New Year's Eve & New Year's Day are 7:30-10:00a & 4:00-6:00p.

## Vaccinations

Rabies, distemper, bordetella vaccines are required. Special exceptions can be made regarding distemper & bordetella with veterinarian's approval. Rabies is required by law.

You are responsible for providing your dog's vaccine paperwork. If you bring it with at drop-off, make sure all vaccinations are current. Your vet can also e-mail records to

[reservations@playandstaypetlodge.com](mailto:reservations@playandstaypetlodge.com)

## Emergency Contact & Veterinary Care

Please provide an emergency contact person. Should a life threatening situation arise, the well being of the dog will be considered first. If you are unable to be reached, life saving measures will be elected for

the dog until contact is made. The owner is responsible for all accrued fees associated with veterinary care.

### **Food & Medication**

Please bring only as much food as needed for your dog's stay plus 1-2 extra meals. Storage space is extremely limited. Ice cream pails, ziploc baggies, tupperware containers all work wonderfully. There is no fee for medication administration. If your dog takes pills with a special food or treat, please bring that with. We do have peanut butter on hand. Make sure all medications are clearly labeled with name and dosage frequency. If food runs out during your dog's stay, we will feed what we have on hand at \$1/meal. Please do not bring your own bowls. Slow-feed bowls are an exception.

### **Bedding & Blankets**

You are welcome to bring one small blanket from home however we do have many blankets on hand. Although we always try to return personal items freshly laundered, this does not always happen depending on our laundry situation. We do not accept dog beds for sanitary and cleaning purposes. We provide mattresses and cots which are easily cleaned.

### **Dog Behavior Requirements**

Incessant barkers, dogs with poor house/potty manners, or people aggressive tendencies will be asked to not return. In cases of extreme anxiety or aggression where the dog is at risk to injuring itself, people, other dogs, or property, the dog will need to be pick-up immediately. Dogs must demonstrate appropriate play and social skills to be allowed out with others. Dogs that hump, bully, nip, harass, mount, etc will not be allowed to socialize and will be let out for one-on-one play time.