

# Play & Stay Pet Lodge Policies

August 2018

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

- 1 Dog overnight \$25/night
- 2 Dogs in the same family sharing a kennel \$22/dog/night -
- 2 Dogs in the same family, but staying in separate kennels \$25/dog/night. 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 (late check out fee will not be changing).
  - Examples
    - Drop off Sat @ 5pm Pick-up Sun @ 4pm (Sat:\$25+Sun\$20)
- **You pay for the day of drop-off in full**
- 10% discount applies to stays of 14+ 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.

## Deposits

Deposits of approximately 50% of reserved nights are required to hold reservations. We operate on a first come, first served basis. An inquiry in to available dates does not hold a reservation. Reservations must be confirmed and a deposit paid for the spot to be held. An invoice will be e-mailed to you to be paid online. This is the preferred method of payment. If you elect to send a check, please send it promptly and tell me when it was put in the mail.

Deposits are refundable if the reservation is cancelled 14 days (2 weeks) or more in advance. There will be no refunds for cancellations that occur with less than 14 days notice and the balance cannot be transferred.

Deposits for reservations with less than 30 days notice or during peak/holiday times are due in the same business day. Deposits for reservations greater than 30 days out are due within 2 business days. If a certain weekend or holiday is reaching capacity sooner than expected, the deposit will be due the same business day. If a deposit is not received by the assigned date, the reservation will be forfeited.

We understand that you may need extra time to accumulate funds for a deposit. We are willing to be flexible with due dates in certain circumstances.

## 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. These hours are subject to change year to year.

## 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)

All though we do our best to prevent the spread of kennel cough, please realize it is a very contagious, airborne pathogen that can affect vaccinated and unvaccinated dogs alike. A dog can have kennel cough, and not yet be showing symptoms (dry, hacking cough) while still spreading the bacteria to other dogs. Fortunately, it is typically a very treatable illness.

### **Flea, Tick, & Intestinal Parasite Preventative**

Year round preventative is recommended for all dogs who receive dog boarding or dog daycare services. Our facility is in a wooded location with various species of wildlife. Fleas and ticks are very hardy and will try to find a host any time of the year. Even mostly indoor dogs are susceptible to flea, tick, and intestinal parasite infestation. While we advise our clients to use preventative, we have no way to enforce this or receive proof of application.

### **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.

### **2019 Closures**

February 1st evening - February 3rd evening

September 21-28