



FRIENDLY FARMS PET RETREAT POLICIES, PROCEDURES and PROTOCOL

1. An application, medical release and agreement must be signed and on file with FFPR.
2. There is a minimum 2-day charge for all guests staying overnight at FFPR.
3. Payment is due upon check out for any services rendered.
4. Invoices are calculated based on check in time, days of stay and check out time.
5. Any check in after noon (12pm) and any check out before noon (12pm) will only be billed ½ day.
6. There is an additional charge for any pet checking out or in outside of normal hours.
7. Vaccinations must be current and not administered within a 10-day window prior to stay at FFPR.
8. Canines are required to have Rabies, DHLP and Bordetella vaccinations prior to stay at FFPR.
9. Felines are required to have Rabies and FVRCP vaccinations prior to stay at FFPR.
10. All pet must be flea and tick free. If any pet is found to have fleas or ticks, they will be treated at FFPR and parents will be billed for services.
11. There are NO EXCEPTIONS to the vaccination policies of Friendly Farms Pet Retreat.
12. Lobby hours are 7-9am and 4-6pm Monday thru Friday for check in and check out of guests.
13. Saturday hours are 8-10am and 3-4pm for check in and check out of guests.
14. Sunday hours are 3-5pm for check in and check out of guests.
15. FFPR is closed for check in or check out on the following holidays: Easter, Independence Day, Thanksgiving, Christmas Eve, Christmas Day and New Year's Day and an extra fee applies for guests staying at FFPR during those days.
16. There is a full staff at FFPR on all days including holidays listed above.
17. Daycare is billed by the day. There is a discount for multiple days purchased and days are not required to be consecutive and they never expire.

I have received a copy of these policies, procedures and protocol and understand and agree with the above.

Owner Signature: _____ Printed Name: _____

Staff Signature: _____ Copy in file (staff initial here) _____

Date: _____