



## General House Rules

### Reservations & Charges:

- Reservations will only be guaranteed with a credit card or advance deposit.
- Reservations must be cancelled at least 3 days prior to the first day of the reservation to avoid a \$50 cancellation charge.
- Boarding charges are structured like those in a hotel: you are charged for the day you check in regardless of the time of check in. There is no charge for the day of checkout, providing guests are picked up by 12:00 noon. After 12:00 noon, guests will be charged the 6 or 12 hour daycare rate.
- No-shows will be charged 50% of the anticipated boarding stay. A no-show is defined as more than 4 hours after the scheduled check in time.
- Reservations of 30 days or more will require a 50% deposit at time of check in.
- A registration form is required to be completed at time of initial check in. Returning clients will be required to review for any changes.
- First time clients are required to pay when the guest is brought in for boarding; returning clients may pay at the end of the boarding stay.

### Multiple Pet Family Members:

If more than one guest is boarded with other family members, owners should recognize that the actions of family members in unfamiliar surrounds may be unpredictable and such an arrangement may significantly increase the chance of injury, aggression and altercations regardless of the amount of supervision. Guests will be separated if deemed necessary for their safety.

### Vaccinations:

Wag & Purr Elite Pet Boarding, LLC (Wag & Purr) must receive proof of all vaccinations from a licensed veterinarian at least 14 days prior to boarding in order to hold a reservation.

Dogs: Rabies (1 or 3 year, not required for puppies under 6 months)  
DHLPP (yearly)  
Bordetella\*

Cats: Rabies (1 or 3 year)  
FVRCP (every 2 years)  
Negative FeLV test in past 2 years

\* The Bordetella vaccine helps prevent a condition known as "kennel cough". In order to be effective, the vaccination should be administered at least 7 days prior to boarding. The bordetella vaccine does not guarantee kennel cough will not occur, but will greatly minimize the chance of occurrence.

### Health:

**All guests over 6 months of age must be spayed or neutered.**

Guests at Wag & Purr must be in good health and free of external parasites such as fleas. Guests showing signs of fleas or ticks will be treated with Frontline Plus at the owner's expense of \$18.00. (Note: we recommend a topical solution such as Frontline Plus or Advantage, and do not recommend flea collars. Please speak to your veterinarian for flea treatment options).

Wag & Purr will not accept the following:

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

Wag & Purr is committed to the health and well being of their guests. Any guest requiring medical attention will be seen by a licensed veterinarian at the owner's expense. In the rare event that a guest should require medical attention, Wag and Purr will use the contact information provided to attempt to contact the owner, the owner's veterinarian on record, and/or the emergency contact prior to any treatment.

### Temperament:

Guests staying at Wag and Purr must have a temperament that allows the staff to interact with them. Guests that have had known aggression problems will not be admitted. If guests show signs of aggression during boarding, owners and/or alternate contact may be asked to pick up guest prior to the end of the boarding term.

Wag & Purr reserves the right to refuse service to any guest for any reason at any time.

### Abandonment:

Any guest that is left at Wag & Purr beyond the pick-up date without contact from owner or other authorized individuals listed on the Registration Form will be considered abandoned upon the 7<sup>th</sup> day after mailing of certified letter, return receipt requested. If abandoned, by default, Wag & Purr becomes the legal owner of the pet. Wag & Purr has the right to place the pet with a new owner or relinquish to a shelter of their choice. If abandoned, owner may be unable to retrieve possession of their pet and have no recourse against Wag & Purr.