



DOGGY DAY CARE

Daycare and Day Spa Terms and Conditions

◆ Daycare is offered Monday through Thursday. Dogs will be kept in Luxury Suites subject to availability. Suites will be assigned on a first-come, first-serve basis. Overflow will be kept in a crate or traditional kennel. Should a luxury suite become needed for a boarding animal, day care dogs residing in that suite will be moved to a crate or traditional kennel. Day care on Friday is scheduled based on availability. Day care is not offered on Saturdays or Sundays.

◆ Day Spas are offered Monday through Thursday. Dogs will be kept in Luxury Suites subject to availability. Suites will be assigned on a first-come, first-serve basis. Overflow will be kept in a crate or traditional kennel. Should a luxury suite become needed for a boarding animal, day care dogs residing in that suite will be moved to a crate or traditional kennel. This is due to the large number of boarding guests requiring accommodations.

◆ Resort hours of operation are: **Monday-Saturday: 7am-6pm** **Sunday: 7am-5pm**

◆ If an owner is unable to pick up their pet on the scheduled check-out date by 6pm, there will be an additional overnight fee and their pet will be available for pick up at 7am the following day. Also note that pets may be transferred from their suite to a traditional kennel to accommodate scheduled incoming guests.

◆ All pets must be current on required vaccinations. Pets not current on vaccinations, or pets for which the owner is unable to provide proof of vaccinations at the time of check-in, will be vaccinated during their stay at the owner's expense.

Required canine vaccines: Rabies, DA2PP (or other combination of distemper/parvo), and Bordetella (kennel cough).

Required feline vaccines: Rabies and FVRCP

◆ Full payment is required at the time of check-out. Abandonment does not relieve owner of financial responsibility. Payment options include: American Express, Visa, MasterCard, Discover, Debit Cards, Care Credit, Check (with a valid/present driver's license), and Cash.

◆ The Resort will provide a sensitive stomach dry diet for all guests. Owners are encouraged to bring their pet's regular diet. The Resort does not carry canned food.

◆ All pets will be checked for external parasites (fleas/ticks) at the time of check-in. If pets are determined to have external parasites, they will be treated at the owner's expense.

◆ If a bath, pet-a-cure, or any other service becomes too traumatic for my pet, the resort will not be able to provide that service.

◆ Pets that become excessively destructive may be moved to a traditional boarding kennel and/or bedding may be removed. Owners will accept financially responsible for any damage their pet may cause. Please be sure to inform Resort staff if your dog is afraid of storms. If your pet has been prescribed medications for thunderstorm, firework or other phobias, please bring that medication with you.

◆ Pets requiring medication administration during their stay will be charged a per day fee.

◆ In the case of an after-hours emergency, pets will be transported to Pet's Emergency at Northwood Animal Hospital for treatment.

◆ By choosing to have your pets photograph or image sent via email or text message, you agree to waive ownership of any photographic records taken by any staff member of The Animal Hospital and Pet Resort at Southwood and agree to allow the business the use of these images for and in business applications, social media, posters, websites, or other media, without limitation and agree not to make any claim of misappropriation of personality, breach of privacy, or other loss or damages against The Animal Hospital and Pet Resort at Southwood in respect thereof. I also understand that this business may provide these images for use by a third party with whom they choose to associate with for joint marketing purposes