



# RESORT BOARDING

## Policies, Terms, and Conditions

- ◆ Resort Patio Rooms nightly rate: \$51.00 first pet. \$32.00 second pet in the same room. \$23.00 third pet in the same room.
- ◆ Resort Indoor Only Rooms nightly rate: \$48.00 first pet. \$32.00 second pet in the same room. \$23.00 third pet in the same room.
- ◆ Resort Cat Condos nightly rate: \$22.00 first cat. \$16.00 second cat in same condo.
- ◆ Any Resort reservation that is cancelled without 48 hours notice from the scheduled time of check-in will be subject to a charge equal to a one night stay in the Resort.
- ◆ Resort hours of operation are:     **Monday-Saturday: 7am-6pm**     **Sunday: 7am-5pm**
- ◆ Check-out is at 12pm. Any guest who has not checked out by this time on their scheduled departure date will be charged for half a day of doggy day care. Please note that in these cases, pets may be transferred from their suite to a traditional kennel to accommodate scheduled incoming guests.
- ◆ Check-in is at 3pm. Any guest who checks in before this time may be required to stay in a traditional kennel until the previously scheduled guest has been checked-out and their suite has been cleaned.
- ◆ 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 during business hours the following day.
- ◆ There is a three-night minimum requirement for luxury veranda suites for the weekends. This includes any reservation made that includes a Friday, Saturday, or Sunday night.
- ◆ 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. Payment options include: American Express, Visa, MasterCard, Discover, debit cards, Care Credit, personal check (with a valid 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.
- ◆ All dogs staying in the Resort for three or more nights will receive a complimentary bath. All pets will receive a complimentary Capstar flea treatment at the end of their stay.
- ◆ If a bath, pet-a-cure, or any other amenity becomes too traumatic for a pet, the Resort reserves the right to not provide that service for the comfort and safety of the pet.
- ◆ Pets that become excessively destructive may be moved to a traditional kennel and/or bedding may be removed. Owners will accept financial responsibility 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 anxiety, please bring the medication with you.
- ◆ Pets requiring medication during their stay will be charged a per day medication administration 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
- ◆ The Resort reserves the right to change any of the aforementioned policies for holidays.