



House Rules

RESERVATIONS: Lodging reservations during peak times require a credit card to be on file to hold the reservation. If a reservation is canceled within fourteen (14) days or less of the reservation, there is a \$50.00 cancellation fee charged to the credit card on file.

Accommodations are available for those who would like their family pets to stay together. We provide a discount for multiple pets when staying in the same enclosure.

HOURS: We are open weekdays from 7:30 a.m. – 7:00 p.m., Saturday 8:00 a.m. – 4:00 p.m., and Sunday 3:00 p.m. – 6:00 p.m. We are closed to the public on the Major Holidays. Pets leaving after 12:00 p.m. will be charged an additional one night's boarding stay (unless there is a scheduled groom on the day of check out, Monday thru Saturday). Sunday's you will always be charged for one night's boarding stay, as the facility is only open from 3:00 p.m. – 6:00 p.m. Please understand that there are no exceptions to this policy. We can accommodate check-outs during non-business hours for an additional fee.

DAYCARE: There is nothing better than a day of play for social dogs. Canine Guests are grouped by similar interests and activity levels for the best play experience. Each Daycare Guest enjoys 3 play sessions accompanied with a nap time in between. However, Day Care is not for every dog, for our non-social Guests we offer Individual Daycare as an alternative. Individual Daycare Guests will enjoy one on one play time with our Staff. To be accepted into one of our Day Care Programs, each Guest must: meet our vaccination requirements and must complete an Evaluation Daycare.

We follow a strict policy for all unaltered pets. Pets that are not spayed/neutered at 12 months of age will not be eligible to participate in group play. We offer individual play for these pets, cost will vary. If a female pet is in heat they are unable to participate in group play for twenty-one (21) days from the first day of menstrual bleeding .

Daycare is available Monday - Friday from 7:30am till 7:00pm, Saturday from 8:00am till 4:00pm. If your dog is not picked up by 7:00pm Monday – Friday, 4:00pm Saturday, your dog will be deemed as an overnight guest and you agree to pay an additional boarding fee.

Daycare fees are based on single visits or 5, 10, 20 and 30-day pre-paid packages. Daycare is limited in size, so please book ahead to avoid disappointment. Priority goes to guests with standing reservations. Daycare does not include meals however; we will serve meals provided by the owner at no additional cost.

ESCAPE ARTISTS: The owner confirms they have told Bittersweet Farm Enterprises, LLC of any escape artist tendencies or actions where their dog will climb over or dig under secured fencing. We continue to keep eyes on all pets during playtimes, however, pets that display these behaviors are kept on long leads to ensure their safety. If Bittersweets staff feel the pet is unfit for play times due to their behavior, we have the right to decline playtimes for the pets safety and well being.

HEALTH CARE: Our top priority is the health and safety of our Guests; therefore, every pet must have a Boarding, Daycare, Trailing & Grooming Agreement Form completed prior to his/her stay. This form allows us to get to know your pet, understand their handling preferences, and know their medical history and special needs. All Guests must be in good health and must not have had or been exposed to any contagious or communicable illnesses within 30 days prior to check-in. Bittersweet Pet Resorts advises against boarding guests that have a terminal illness or are in the late stages of that illness. Each Guest receives an evaluation on the first day of their stay. Guests showing signs

of vomiting, coughing, gagging, sneezing, or diarrhea will be taken to a Veterinarian for diagnosis and treatment if our staff is concerned for your pet's condition. Pets showing signs of fleas or ticks will be treated at the owner's expense. Pet Guests must possess a temperament that allows our staff to properly take care of them. Allowances may be made for specific temperament issues, but pets cannot pose a danger to our staff.

VACCINATION REQUIREMENTS: Each Guest must meet our vaccination standards before check-in. Pets requiring vaccination updates must have them administered no less than 48 hours before any Grooming Service, Daycare, Training or overnight Lodging is scheduled. Exceptions will be considered on a case by case basis. Puppies and kittens must be 3 months of age, and have completed their first two series of vaccinations. All cats older than six months of age must be neutered.

DOGS: Distemper/Parvo (DHLP-P), Bordetella and Rabies

CATS: Feline Distemper (FRCP) and Rabies

FOOD, MEDICATIONS & EXERCISE: Our house cuisine is Pedigree. You are welcome to bring your own food however it must be provided in a water-tight container. Bittersweet Pet Resorts will administer oral medications and topical medications for an additional 0.75 per administration. Injections are an additional \$2.00 per injection. Guests requiring specialized care are handled on a case-by-case basis; additional fees may apply. All medications provided by the owner must be clearly labeled, and must include written instructions with the pet's name, type of medication, dosage and schedule.

It is standard for each pet guest to be taken outside approximately five times per day.

BELONGINGS: We provide comfortable blankets for our guests. However, owners are welcome to provide a few, small, "security" items that may comfort their pet during their stay with us. All such items must be clean. Bittersweet Pet Resorts are not responsible for items brought by owners that their pet destroys.

GENERAL: Bittersweet Pet Resorts reserve the right to refuse admittance to any pet guest for any reason, at any time, who lacks proof of vaccinations, displays signs of untreated contagious conditions, demonstrates aggressive behavior, or who does not meet our standard health and temperament policies. Our prices, policies, services and hours are not negotiable, and are subject to availability and change without notice. Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies.