



House Rules

RESERVATIONS: During peak reservation periods, we require a credit card to be on file to hold the reservations. If a reservation is canceled within fourteen (14) days or less of the reservation, there is a \$50.00 cancellation fee and a 2.99% card processing fee of \$1.50 charged to the credit card on file. Accommodations are available for those who would like their family pets to stay together, and we provide a discount for multiple pets when staying in the same enclosure.

HOURS: We are open Monday-Friday 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 through 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, within reason, for an additional off hours fee.

DAYCARE & DAY SCHOOL: Daycare consists of all day group play from approximately 9:00am - 4:00pm, with periodic rest time in our daycare crates or enclosures. Daycare is not ideal for every dog. For our less social guests, we offer Day School as an alternative.

Day School guests enjoy a specially catered day of play that includes three activities, treadmill time and a kong treat. The three activities can consist of a basic obedience session, individual playtime with a pet care technician or a small group social. Our goal is to get Day School guests accumulated and comfortable being with all day group play. Not every dog will be eligible for our Daycare program based on numerous variants that are evaluated by our professionally trained Daycare staff.

We follow a strict policy for all unaltered pets. Pets that are not spayed/neutered at 12 months old will not be eligible to participate in group play. We would offer the Day School option. Females in heat are unable to participate in group play for twenty-one (21) days from the first day of menstrual bleeding.

Daycare and Day School is available Monday - Friday from 7:30am - 7:00pm and Saturday from 8:00am - 4:00pm. If your dog is not picked up by 7:00pm Monday – Friday and by 4:00pm Saturday, your dog will be deemed as an overnight guest, and you agree to pay an additional boarding fee. We suggest dropping off before 10am to ensure maximum playtime. Pick up is before 7pm.

Daycare and Day School fees are based on single visits or 5, 10, and 20-day pre-paid discounted packages. The daycare is limited in size, so please book ahead to avoid disappointment. Priority goes to guests with standing reservations. Daycare does not include meals; we use positive reinforcement with treats throughout the day.

ESCAPE ARTISTS: The Owner confirms they have told Bittersweet Pet Resorts Inc. 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 Bittersweet Pet Resort Inc.'s staff feel the Pet is unfit for play times due to their behavior, we have the right to decline playtimes for the Pet's safety and well being. If a playtime is declined due to this, Owner understands the Pet will be considered to be a Superior Only handle Pet and will be charged for this service.

HEALTH CARE: Our top priority is the health and safety of our Guests; therefore, every pet must have a Facility 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 follows veterinarian recommendations in regards to boarding guests that have a terminal illness or are in the late stages of that illness. If the veterinarian does not advise a pet to stay at our facility, we take their recommendation, in the best interest of the pet. 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, at the Owner's expense, 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, or be required to be picked up by the Owner. 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 (DHLPP), Bordetella and Rabies

CATS: Feline Distemper (FRCP) and Rabies

FOOD, MEDICATIONS & EXERCISE: If needed, we can provide pets our house cuisine. We strongly suggest that our guests bring their own food, we just ask that it be provided in a water-tight container. Bittersweet Pet Resorts will administer oral medications and topical medications for an additional fee. 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 for potty breaks, and additionally the number of playtimes the Owner chooses.

BELONGINGS: We provide comfortable blankets for our guests. Owners are welcome to provide no more than 5, small "security" items that may comfort their pet during their stay with us. All such items must be clean. **We do not accept large beds.** Bittersweet Pet Resorts are not

responsible for items brought by owners that their pet destroys. Owner understands that belongings can get lost.

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 reactive 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.