



House Rules

RESERVATIONS: During peak reservation periods, a credit card is required to hold your reservation. Holiday and peak-period reservations are subject to our current cancellation policy. Cancellation fees may apply if reservations are canceled outside the required notice period. If a reservation is canceled within fourteen (14) days or less of the reservation, there is a \$50.00 cancellation fee.

CHECK-IN & CHECK-OUT: Our facility hours are:
Monday–Friday: 7:30 AM – 7:00 PM
Saturday: 8:00 AM – 4:00 PM
Sunday: 3:00 PM – 6:00 PM

Guests checking out **after 12:00 PM Monday through Saturday will be charged an additional night of lodging unless receiving a scheduled grooming service that day.**

Sunday checkouts are always charged for the previous night's stay.

Late pickups from daycare, enrichment daycare, grooming, or training services may result in additional fees or an overnight lodging charge.

DAYCARE & ENRICHMENT DAYCARE SERVICES: Participation in group daycare is not guaranteed and is based on temperament, behavior, health, and safety assessments performed by our staff. Dogs that are not spayed or neutered by 12 months of age, females in heat, or dogs demonstrating behavior that may be unsafe or disruptive to group play may be removed from group play and transitioned to Enrichment Daycare or individualized care at the owner's expense. Bittersweet Pet Resorts reserves the right to suspend or terminate daycare participation for any pet whose behavior presents a safety concern. Daycare is limited in size, so 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.

GROOMING & TRAINING SERVICES: Owners authorize Bittersweet Pet Resorts staff to perform requested grooming and training services. Matting may require clipping or shaving to ensure the comfort, safety, and humane treatment of your pet. While every effort will be made to achieve the requested style, the pet's welfare will always take priority. Training results vary by dog and household consistency. Bittersweet Pet Resorts cannot guarantee specific behavioral outcomes.

HEALTH CARE: All guests must be healthy and free of contagious illness. Pets exhibiting signs of illness, parasites, fleas, ticks, or other contagious conditions may be refused service, isolated, treated at the owner's expense, or require immediate pickup. For senior or geriatric pets, Bittersweet Pet Resorts may contact the pet's veterinarian prior to boarding to discuss the pet's health status and determine whether lodging is appropriate and in the pet's best interest.

VACCINATION REQUIREMENTS: Each Guest must meet our vaccination standards before check-in. Vaccinations must be administered at least 48 hours prior to lodging, daycare, grooming, or training services. Puppies 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.

Required vaccinations for dogs:

- Rabies
- Bordetella
- Distemper/Parvo (DHPP)
- Leptospirosis

Required vaccinations for cats:

- Rabies
- FVRCP

FOOD, MEDICATIONS & BELONGINGS: 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 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.

Owners may leave a reasonable number of personal comfort items, such as a small blanket or toy, with their pet during their stay. While we do our best to care for all belongings, items may become lost, damaged, soiled, or destroyed during normal pet activities. For this reason, we recommend leaving valuable or irreplaceable items at home. Bittersweet Pet Resorts is not responsible for lost, damaged, or destroyed personal belongings. **We do not accept large beds or large blankets.**

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 does not meet our standard health and temperament policies. Prices, policies, services, hours, and availability are subject to change without notice. By utilizing our services, you acknowledge that you have read, understand, and agree to these House Rules and the Bittersweet Pet Resorts Facility Agreement.