

# **BOW WOW RESORT**

## **POLICIES**

### **RECEPTION HOURS:**

- Monday – Friday : 7:00am -12:00pm  
3:00pm – 6:00pm
- Saturday – Sunday : 9:00am -12:00pm  
5:00pm – 6:00pm

### **BOARDING AND DAY CARE SCHEDULE**

- Boarding is available 365 days a year
- Day Care is available Monday through Friday
- Bow Wow Resort provides both day care and boarding dogs the opportunity to “play” in groups in our outside yards at least twice a day weather permitting. Playtime hours are supervised by Bow Wow Resort’s trained staff and may be adjusted at Bow Wow Resort’s discretion or the health and safety of the dogs.
- Both day care and boarding dogs receive “quiet time” between 12:00pm and 3:00pm
- Bow Wow Resort is closed for day care and drop off and pick up services of boarding dogs on the following days:
  - New Year’s Eve
  - New Year’s Day
  - Easter Sunday
  - Memorial Day
  - Independence Day
  - Labor Day
  - Thanksgiving Day
  - Christmas Eve
  - Christmas Day

### **HOLIDAYS AND PEAK PERIODS**

- Peak Periods include:
  - April 19<sup>th</sup> through April 22<sup>nd</sup>
  - May 24<sup>th</sup> through May 28<sup>th</sup>
  - June 1<sup>st</sup> through July 31<sup>st</sup>
  - August 31<sup>st</sup> through September 3<sup>rd</sup>
  - November 24<sup>th</sup> through November 30<sup>th</sup>
  - December 21<sup>st</sup> through January 6<sup>th</sup>
- Due to the high demand of boarding on these days a minimum stay of three (3) nights is required.

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### **RESERVATIONS:**

- Reservations are required for all Boarding Dogs
- Reservations must be confirmed at least two weeks prior to arrival date
- Confirmed reservations must have the following on file:
  - Fully completed and signed Dog registration form
  - Proof of current vaccinations
  - Signed Bow Wow Resort Boarding Information Form
  - Signed Client Contract and Services Agreement

### **CANCELLATIONS:**

- Cancellations must be made within the time frame listed below. Our website provides up to date information regarding our cancellation policies and fees, which can be changed subject to owner discretion. Any new fees or procedures will be posted one month prior to the date of implementation.
  - Non-Peak/Holiday periods:
    - Boarding cancellations require a minimum of two (2) day notification
  - Peak/Holiday periods:
    - Boarding cancellations require a minimum of fourteen (14) days notification

### **BOARDING ARRIVAL AND DEPARTURE:**

- Arrivals
  - Monday through Friday:
    - Drop off is preferred after 3:00pm, although morning drop off is available on request
  - Saturday and Sunday
    - Drop off is available from 9:00am – 12:00pm, although an afternoon drop off is available on request
- Departures
  - Check out time for all guests is before 12:00pm (noon)
    - PM pick up is available upon request, however, will incur a \$10.00 fee per dog to cover a half day of day care services provided
    - Latest pick up time is 6:00pm
- Once a dog's stay has begun, full payment is required for all days reserved regardless of early pick up.

### **VACCINATIONS**

- All dogs are required to have proof of in date vaccinations from your dog's veterinarian prior to receiving any services from Bow Wow Resort. If your dog does not have up-to-date vaccinations on file, Bow Wow Resort reserves the right to refuse admittance into its facility.
  - Required Vaccinations
    - **DHLPP**
    - **BORDETELLA (KENNEL COUGH)** – either six month or one year
    - **RABIES** – either one or three year
  - Preferred Vaccinations.
    - **INFLUENZA**
    - **LEPTO**

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### **HEALTH**

- Dogs must be in good health and not have suffered any communicable condition within the last 21 days prior to arrival.
- Bow Wow Resort reserves the right to refuse admittance to any pet that requires specialized care that may be better suited boarding at a veterinarian facility.
- Bow Wow Resort staff will only administer medications prescribed by a veterinarian – at this time there is no extra charge for this service
- To allow Bow Wow Resort the opportunity to properly care for your dog, please ensure you discuss your dog's needs with a member of the Bow Wow Resort staff.

### **PRE-PAID PACKAGES**

- Bow Wow Resort offers pre-paid packages for day care only at this time
- Currently we offer:
  - 5 day pass
  - 20 day pass
- Pre-paid packages do not have an expiration date
- Once used, pre-paid packages are non-refundable, as they incur discounts to services

**Print Name:**  
**Owner/Guardian**

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**Signature:**  
**Owner/Guardian**

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**Pet's Name:**

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**Pet's Name:**

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**Pet's Name:**

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**Date:**

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