Luxury Hotel Policies & Procedures

Reservations:

Non Holiday

To secure your pets room, we require a 50% deposit on all reservations. This deposit will be due at the time you make the reservation. Deposits are fully refundable if cancellations are made prior to 7 days of arrival date. If you no show for your reservation or you cancel the reservation after the 7-day cut off, you forfeit your full deposit. Payments for the remainder of your pets stay with any and all additional requests will be collected at check in.

Holiday

A minimum 2 nights stay is required on Holidays to better accommodate all of our guests. Please see below the list of recognized holidays. There will be a $10.00 additional fee added to the day the holiday falls on. All other normal reservation requirements also apply.

All pricing and policies are subject to change without notice.

Recognized holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day and New Years Day.

Accommodations are available for those who would like to have their family pets stay together in 1 room. There is a limit of up to 3 pets per room, based on the size and temperament of the pets. There is an 10% discount for each additional pet staying in together. We reserve the right, at any time, to separate pets if we feel it is not in the best interest of the pet or the staff members.

Hours

We are open for scheduled check ins and pick ups from 8:00 am to 5 pm Monday through Friday, Saturday: 9 am to 4 pm, Sunday: 12 pm to 4 pm. We are closed to the public on all Holidays mentioned above. Our staff is present for pet care daily from 6 pm to 10 pm daily.

Scheduled Check In Times

 8 am to 5 pm Monday through Friday

 9 am to 4 pm Saturday

 Noon to 4 pm Sunday

These times allow our staff to prepare each suite for the next guest. If you require a different check in time, please let our staff know and we will do our very best to accommodate your schedule. Early or late check ins may be subject to an additional fee.

Scheduled Check Out Times

Check out time is between 9 am and 1 pm Monday through Sunday. Any check out past 1 pm is an automatic charge of another nights stay. To assure your pet is ready to go when you arrive, we require you to schedule a check out time when you check in your pet.

General Requirements

To assure the health of all our special guests, we require all vaccinations be current at least 30 days prior to check in and that a physical exam has been completed by the doctor(s) of Dr. Fitz’s Bayside Animal Clinic within the last 12 months. Your pet must be free of any health condition that is contagious to other pets or people and that does not pose any health concern to your pet while in our care. The owner certifies that every time their pet is brought in to stay at the luxury Hotel, the pet is in good health and does not display any signs of illness with in the past 30 days and agrees to inform the staff at Dr. Fitz’s Bayside of any health changes with their pet prior to check in. All pets will be checked in by a trained professional and if for any reason they feel the pet is potentially unhealthy an exam will be provided by the doctor(s) of Dr. Fitz’s Bayside or a Licensed Veterinary Technician, at the owners’ expense, to determine if the pet is deemed healthy to stay. In addition, the pet owner agrees that if any fleas or ticks are found on the pet during check in, or at any time during their stay, the doctor(s) at Dr. Fitz’s Bayside will administer treatment at the owners’ expense. The staff at Dr. Fitz’s Bayside Animal Clinic holds the right, at any time, to refuse admittance of any pet that lacks proper vaccinations, displays signs of any untreated contagious or non-contagious conditions, demonstrates aggressive behavior or does not meet our health and temperament policies.

Health and Vaccination Requirements

Dogs

* Rabies
* DHLPP (Distemper, Hepatitis, Parainfluenza, Parvo and Leptospirosis)\*
* Bordetella
* A negative Heartworm Test
* A negative Fecal O&P exam with giardia with in 30 days prior to check in
* Must be giving your pet monthly heartworm prevention\*
* Must currently be giving appropriate flea prevention\*
* Both male and female dogs are required to be spayed or neutered at least 30 days prior to check in\*
* Must be at least 6 months of age

\*if your pet is allergic to any of the vaccinations listed above, your pet may be required to have a vaccine titer done before check in. Please discuss any concerns with a staff member at least 30 days prior to check in. You must provide proof that the pet is on year-round heartworm prevention or the pet will need a heartworm test performed before your pet can check in. You must provide proof of appropriate flea prevention at check in.

Cats

* A negative FELV/FIV/HW test within 30 days of check in\*
* Rabies
* FVRCPC
* FELV \*
* A negative Fecal O&P exam with giardia with in 30 days prior to check in
* Must currently be giving appropriate flea prevention\*
* Both male and female cats are required to be spayed or neutered at least 30 days prior to check in\*
* Must be at least 6 months of age

\*If your cat goes outside, shares a home with any other cats that go outside, and/or the pet is not current on FELV vaccination the pet will be required to get a FELV/FIV test done at check-in.

\*If you have any questions or concerns about your pets’ eligibility to stay, please do not hesitate to call and speak with one our staff members.