**The Paw Seasons Hotel boarding facility**

### Policies and Procedures

## OUR FACILITY

* Dogs are exercised at least 3 times a day in our outdoor facility. Each dog is given time to romp around and play as to make them more relaxed during their indoor hours. Dogs are allowed to play outdoors in their own individual, fenced-in yard.
* Your pets are fed according to your instructions in regard to AM/PM feedings and the amount of food to which they are accustomed. We recommend bringing in their usual food so as not to change their diet.
* We supply all bowls and blankets. Most toys and bones are accepted as long as there is no choking hazard to your pet. Remember small items can be misplaced during our frequent cleaning and laundry routines. Don’t bring any items you or your pet cannot part with.
* All medications must be brought in with your pet at check-in and directions explained. If you are a patient of the hospital, we will gladly refill any of your pet’s medications while he or she is staying with us. Any additional refill charges will be added to your bill and the remaining medications sent home with you.

## SIGNING-IN

* You are required to sign the authorization sheet upon arrival; this will allow our staff to provide any unforeseen medical treatment necessary to maintain your pet’s health during their stay. Requests for elective surgery, dentistry, examinations, vaccinations, grooming and baths must be made and scheduled in advance. Any services and treatments will be billed accordingly.
* An emergency contact number is required at time of drop off.
* ***All animals entering the facility must be current on vaccinations prior to boarding***. All pets must have had a fecal check within the past year and be free of fleas. These are requirements not options.

**VACCINATIONS**

Requirements for Canines: Distemper, Rabies, Canine Influenza (Flu), Fecal, and Annual Exam within 12 months. Bordatella (Kennel Cough) within 6 months.

Requirement for Felines: Annual exam

## RESERVATIONS

Reservations must be made for boarding. Please reserve well in advance, as our facility is limited in the number of animals it can accommodate. Overbooking is not practiced here. Your pet’s comfort is our primary concern. If we cannot fit you in due to full accommodations, please do not be insulted. Crowding the animals will not be tolerated. Again we do this for the welfare of your pets. If there are any changes as to the length of stay for your pet, please call the office to make sure we have the availability before booking your travels.

In order to make your drop-off and pick-ups run as smooth and speedy as possible, we have instituted a system that has proven successful.

* Please find below the drop off times for our guests. Discharge is anytime between 8:30-2pm Monday through Friday. Please keep this schedule handy as to not miss the scheduled times. *Please be aware that on the day before a holiday, the office may close early.*

**Drop-Off Times: Pick up Time**

**Monday- Friday: 8:30 AM- 4:30P M Monday – Friday : 8:30 AM – 2PM**

**Saturday 8:30 AM – 12:30 PM Saturday 8:30 AM – 12:30 PM**

**Sunday 10:00 AM - 10:30 AM Sunday 10:00 AM - 10:30 AM**

**We have late pick up every night of the week between 7:45 PM – 8 PM. \*\*\***

\*\*\*(There is an additional day boarding fee for this pick up unless a bath or grooming is scheduled.)

If you miss the scheduled time posted, we will happily set up your pet for another night in the facility at an additional cost per night. Pets will be discharged or admitted during the above times ONLY. Please understand that these are the hours of operation for the Pet Hotel, please do not page any staff member if you miss your pick-up or drop-off time.

* **If you request a bath during your pet’s stay, the pick-up time will be between 2:30PM and the last pick-up time according to your scheduled day.**
* For any guest who is required to stay on the medical floor during their stay, theywill be charged as a special needs boarder.

## PAYMENT AND CANCELLATIONS

*Payment is required at time of drop off; there are no exceptions.* Because our front office is closed on Sundays, payment arrangements and pet feeding instructions must be made prior that day. If you require any additional services or products while boarding, they will be charged at time of drop off as well.

***All reservations will be held with a credit card number. A refundable deposit of $25 will be charged upon booking the reservation. If a cancellation is requested, a credit will be placed on “account only” with a 48 hour notice prior to their stay. A non-refundable $50 deposit will be required for all holiday and certain weeks during the summer***.

## TOURING THE FACILITY

We are more than happy to allow you to tour the Paw Seasons Hotel. Prior arrangements are required. Tours are conducted during certain periods of the day. We do not permit walkthroughs during the animal’s feeding times, walks and while our staff is cleaning the facility. No unattended person may go into the kennel without a staff member. We do not allow tours at time of drop-off. Please book the tour prior to making your reservation. Pets will not be permitted on the tour.

## TEMPERAMENT ASSESSMENT

Not all dogs are suited for boarding. Depending on behavior characteristics some dogs are difficult to kennel. Separation anxiety, human aggressive, dog aggressive, fear biters, and highly home sick dogs are situations better avoided.

If your animal is not a patient at the Manetto Hill Animal Hospital, you are required to not only submit a vaccination history on your pet, but you must set up an appointment for a full temperament assessment evaluation prior to booking a reservation.

**We reserve the right torefuse any animal that we feel will not be “happy” at our facility**.

**Running a boarding facility is hard work. Please cooperate with our policies. Years of experience have taught us what works the best. Insisting or demanding exceptions to our above-stated policies, taxes our ability to do the best job possible. Your pet is our priority. Returning your pet happy and healthy is always our goal.**

Thank you for your understanding,

Maryann Cella

Hotel and Operations Manager