

PETS PLAYGROUND FACTS PAGE

THE FACTS

HOURS, RESERVATIONS, TOURS

WHAT ARE THE HOURS OF OPERATION?

- PETS PLAYGROUND IS STAFFED 24 HOURS A DAY 365 DAYS A YEAR FOR THE SAFETY OF OUR GUESTS. WE ALSO HAVE A VET ONSITE DURING THE DAY FOR ADDED PIECE OF MIND.
- LOBBY HOURS:
MONDAY – SATURDAY 7 A.M. – 7 P.M.
OUR LOBBY IS CLOSED ON THE FOLLOWING HOLIDAYS AND WE CANNOT ACCOMMODATE ARRIVALS OR DEPARTURES: NEW YEARS DAY, EASTER SUNDAY, MEMORIAL DAY, FOURTH OF JULY, LABOR DAY, THANKSGIVING DAY, CHRISTMAS EVE AND CHRISTMAS DAY.

WHAT ARE THE PEAK HOLIDAY TIMES DURING THE YEAR?

- JANUARY 1-3, MAY 25-29, JUNE 30 – JULY 5, SEPTEMBER 1-6, NOVEMBER 20-30, DECEMBER 18-31. ON SOME DATES THE LOBBY MAY BE CLOSED AND MAY REQUIRE A TWO-NIGHT MINIMUM STAY. WE DO HAVE A CANCELLATION POLICY FOR HOLIDAYS AND PEAK TIMES.

HOW DO I MAKE A RESERVATION

- YOU CAN CALL OUR FRONT DESK AT 954-782-4994, OR STOP IN ANYTIME DURING LOBBY HOURS.

WHAT IF I NEED TO CANCEL MY RESERVATION

- NON-PEAK – WE REQUIRE A ONE NIGHT DEPOSIT AND DURING THIS TIME YOU MAY CANCEL YOUR RESERVATION WITH NO PENALTY UP TO THREE DAYS PRIOR TO CHECK-IN TIME. CANCELLATIONS THAT OCCUR WITHIN THREE DAYS PRIOR TO CHECK-IN OR A NO SHOW WILL RESULT IN FORFEITURE OF YOUR ONE-NIGHT DEPOSIT.
- PEAK/HOLIDAY – DUE TO HIGH DEMAND WE HAVE A STRICK POLICY OF CANCELLATIONS DURING THIS TIME. A TWO NIGHT DEPOSIT IS REQUIRED AND YOU MAY CANCEL YOUR RESERVATIONS WITH NO PENALTY UP TO TEN DAYS PRIOR TO CHECK-IN TIME. CANCELLATIONS OR NO SHOWS THAT OCCUR WITHIN THE TEN DAYS WILL RESULT IN A FORFEITURE OF YOUR TWO NIGHT DEPOSIT.

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CAN I TOUR YOUR FACILITY

- ABSOLUTELY! WE WOULD LOVE YOU TO COME AND SEE OUR FACILITIES. YOU MAY VISIT US ANYTIME FROM 11 A.M. TO 6 P.M NO APPOINTMENT IS NECESSARY. DURING PEAK HOURS PLEASE CALL TO SEE TOURING AVAILABILITY.

VACCINATIONS

WHAT VACCINATIONS ARE REQUIRED FOR MY DOG OR CAT?

Dog Requirements

- Rabies (current in the last year for puppies and past 3 years for adults)
- DHPP – Current in the last year
- Bordetella – current in last 6 months
- Fecal Exam – Current in last 6 months
- Dog Guests 16 weeks (4 months) and older must provide proof of current vaccinations. Titters are accepted with proper documentation.
- Puppies must be at least 12 weeks of age and have completed the first two series of vaccinations, including the Bordetella vaccine.
- **Vaccination documentation must be confirmed 3 days prior to check in**

Cat Requirements

- Rabies –Current in the last year for kittens and past 3 years adults
- FVRCP – current in the last year
- Feline Leukemia – Current in the last year
- Fecal Exam – current in the last year
- Cat guests 16 weeks (4 months) and older must provide proof of current vaccinations. Titters are accepted with proper documentation.
- All cat guest must be spayed and neutered.
- **Vaccinations must be confirmed 3 days prior to check in**

FLEAS/TICKS

DOES MY DOG/CAT HAVE TO BE ON A FLEA TREATMENT

- WE REQUIRE THAT ALL PET GUESTS BE ON A MONTHLY FLEA/TICK PARASITE TREATMENT PROGRAM. PET GUESTS WILL ALSO RECEIVE A DOSE OF CAPSTAR UPON ARRIVAL TO ELIMINATE ANY POSSIBLE FLEAS.
- WE FOLLOW A VERY STRINGENT POLICY AND TRY TO KEEP THE FACILITY PARASITE FREE WHICH PROTECTS EACH PET GUEST STAYING AND PLAYING AT PETS PLAYGROUND.

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ARRIVING FOR BOARDING

WHAT DO I BRING WITH MY DOG OR CAT ON ARRIVAL AT PETS PLAYGROUND?

- FOOD AND TREATS
- MEDICINES
- HARD CHEW TOY (NEW OR IN LIKE NEW CONDITION (OPTIONAL)
- NEW, DISPOSABLE T-SHIRT WITH YOUR SCENT (OPTIONAL)

WE ASK THAT OUR GUESTS PROVIDE THEIR OWN FOOD, PLEASE PUT EACH MEAL IN SEPARATE ZIPLOCK BAGS, LABELED WITH YOUR PET'S NAME. THIS IS TO ENSURE YOUR PET RECEIVED THE CORRECT AMOUNT OF FOOD PER MEAL TO AVOID UPSET STOMACH. PLEASE MAKE SURE YOU BRING ENOUGH FOOD FOR YOUR PETS ENTIRE STAY. IN THE EVENT YOUR FOOD RUNS OUT, WE WILL SERVE YOUR PET OUR HOUSE CUISINE AT \$5 PER MEAL.

PETS ARE FED TWICE A DAY MORING AND NIGHT, HOWEVER WE CAN ACCOMMODATE LUNCH TIME FEEDINGS BY REQUEST.

WOULD IF MY PETS FOOD REQUIRES REFRIGERATION?

- DON'T WORRY WE HAVE A COMPLETE FULLY STOCKED KITCHEN AND WE CAN STORE YOUR PETS FOOD IN OUR REFRIGERATOR. PLEASE PUT YOUR PETS NAME ON ANY CONTAINER THAT REQUIRES REFRIGERATION.

WHAT IS INCLUDED IN THE RATE I PAY FOR BOARDING MY DOG OR CAT?

- 24 HOUR SUPERVISION
- ACCESS TO TV AND PET APPROPRIATE SHOW/MOVIES
- PURIFIED AIR
- PURIFIED WATER
- MAID SERVICE AND LINEN CHANGES
- GLASS DOOR – NO CAGE LIKE ATMOSPHERE
- PREMIUM RAISED BEDS
- PLAY IN DAYCARE 7AM – 7 PM
- ROOM SERVICE UP TO 3 MEALS PER DAY
- CALMING MUSIC
- BELLY RUBS
- LOTS OF SPECIALIZED ATTENTION
- PLAY TIME OUTSIDE IN OUR FENCED YARD
- LOTS OF EXERCISE

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WHAT TIME IS CHECK-IN CHECK-OUT?

- Our lobby is open Monday Thru Saturday 7am thru 7 pm. We are closed on the following holidays. Memorial Day, Independence Day, Labor Day, Easter Day, Thanksgiving Day, Christmas Eve, Christmas Day, New Years Day. We require a two-night minimum stay on these dates.
- Check-In & Check Out Times: Pet guests may be checked in anytime during our lobby hours. Check out time is before 11 A.M. We offer a late check-out option for a fee of 20.00 that applies to pets checked out after 11:00 A.M. Pets not picked up prior to closing will incur a \$15 late fee up to 30 minutes after closing. Pets guests not picked up after the 30 minutes will be considered an overnight guest and be charged for an additional nights stay.
- Dogs going to daycare or the salon on check-out day will not incur a late check-out fee if picked up after 11 A.M.

DAYCARE

WHAT IS DAYCARE

- DAYCARE IS CAGE FREE, SUPERVISED ENVIRONMENT WHERE MULTIPLE DOGS OF THE SAME SIZE AND TEMPERMENT PLAY TOGETHER IN OUR INDOOR/OUTDOOR PLAY AREAS. WE HAVE THREE PLAY AREAS TO SEPARATE SMALL, MEDIUM, AND LARGE DOGS. ALL DOGS WILL BE ROTATED THROUGHOUT THE DAY TO THE OUTDOOR PLAY AREA.
- ALL DOGS MUST BE EVALUATED FOR TEMPERMENT, PLAY, AND ENERGY LEVELS.
- DAYCARE IS AVAILABLE FROM 7 A.M – 7 P.M. MONDAY – SATURDAY.
- WE ASK THAT YOU PICK UP YOUR DOG ON TIME OR BEFORE AS NOT TO INCUR A LATE FEE.

DO I NEED TO MAKE A RESERVATION FOR DAYCARE?

- WE ACCEPT WALK-INS FOR DAYCARE. WE HIGHLY RECOMMEND RESERVATIONS ESPECIALLY DURING PEAK/HOLIDAY SEASONS.

WHAT IF MY DOG DOES NOT GET ALONG WITH OTHER DOGS?

- WE WANT TO ENSURE THE SAFETY OF ALL OF OUR PET GUESTS DURING THEIR STAY. WE CAN OFFER YOUR PET A NON-BOARDING PET STAY ROOM WHICH INCLUDES ALL THE ROOM AMMENITIES OF OUR DELUXE ROOM. YOUR PET WILL HAVE TWO 30 MINUTE HOURS OF INDIVIDUAL PLAYTIMES WITH A TEAM MEMBER.

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WOULD IF MY DOG IS NOT SPAYED OR NEUTERED?

- WE WANT TO ENSURE THE SAFETY OF ALL OF OUR PET GUESTS DURING THEIR STAY. WE CAN OFFER YOUR PET A NON-BOARDING PET STAY ROOM WHICH INCLUDES ALL THE ROOM AMMENITIES OF OUR DELUXE ROOM. YOUR PET WILL HAVE TWO 30 MINUTE HOURS OF INDIVIDUAL PLAYTIMES WITH A TEAM MEMBER.

WHAT IF MY DOG NEEDS MEDICINES DURING THEIR DAYCARE STAY

- WE CAN ADMINISTER MEDICATIONS DURING YOUR PETS DAYCARE STAY.