

# PETS PLAYGROUND PET HOTEL RULES

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## HOTEL HOURS AND CHECK IN/OUT TIMES

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 Year's 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 a.m. Pets not picked up prior to closing will incur a \$15 late fee up to 30 minutes after closing. Pet guests not picked up after the 30 minutes will be considered an overnight guest and be charged for an additional night's stay.

## RESERVATION DEPOSITS AND PAYMENTS

Reservations: We reserve the right to refuse services and admittance to any pet guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

Pet hotel rooms can only be guaranteed if the reservation is confirmed in advance by:

1. Credit card deposit at the time of booking (one night deposit) during peak times (2 night deposit) is required.
2. Proof of vaccinations: can be emailed to [info@petsplayground.com](mailto:info@petsplayground.com)
3. Signed copies of Pet hotel rules, client agreement, Pet Overnight check-in form, flea and vaccination form.

Cancellation Policy: Cancellations that occur within three (3) days prior to check-in for Non-peak Holiday periods, will result in forfeiture of your one (1) night deposit. To avoid forfeiture of your one (1) night deposit, please cancel at least three (3) days prior to arrival with us.

Peak/Holiday- Cancellations that occur within (10) days prior to check-in for Peak/Holiday periods, will result in forfeiture of your two (2) night deposit. To avoid forfeiture of your tow (2) night deposit, please cancel your reservation at least ten (10) days prior to arrival with us.

No show – defined as not showing up for your reservation more than 4 hours after the scheduled check-in time at which time, the room will be released and the reservation cancelled, and deposit forfeited.

Peak/Holiday – January 1-3, May 26-30, June 30- July 5, September 1 – 6, November 20 – 30, December 18-31.

Payment – Payment for all accommodations and services reserved will be paid at the time of check-in. All additional or ancillary services added during the stay will be paid upon check-out.

Extended Stay- Clients must maintain a valid credit card on file to be charged accordingly.

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## VACCINATIONS

Vaccination Requirements – Pet Guests must meet vaccination standards before admittance to Pets Playground.

### 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. Titers 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. Titers are accepted with proper documentation.

All cat guest must be spayed and neutered.

**Vaccinations must be confirmed 3 days prior to check in**

## FLEAS AND TICKS

We require that all Pet Guests be on a monthly **Flea/Tick** parasite treatment program. Pet Guest will also receive a dose of capstar upon arrival to eliminate any possible fleas. We follow this stringent policy to try and keep the facility parasite free which protects each pet guest staying and playing at Pets Playground.

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## DAYCARE

Safety is our primary goal and all Dogs entering our daycare facility must be tested for temperament. This can be done the day of daycare or in advance. All Dogs will be placed in a group based on their size and temperament. We cannot take pets that are not neutered or spayed and puppies under 6 months of age.

**We do have a day stay option for dogs that are not neutered or spayed and puppies.**

Daycare Requirements:

Daycare application

Be at least 12 weeks of age

All Vaccinations up to date

Flea and tick program

Pass daycare evaluation

## PETS HEALTH & SAFETY

All guest must be in good health and not have been exposed to any contagious or communicable illnesses (i.e. Giardia, Kennel Cough) within a 30 day period prior to check-in. Pets Playground requires all pets to have a veterinarian documentation proving a clean health record.

Pet guests need to be on a regular internal (i.e. worms) and external (i.e. fleas and ticks) parasite treatment program. Pets Playground requires that all pet guests have had a fecal stool exam in the past 6 months for dogs and 1 year for cats to ensure that they do not have internal parasites. We also require that each pet guest receive a dose of Capstar at a cost of \$5, at check in to eliminate possible fleas. If external parasites are discovered at check-in a flea bath will also be required at owner's expense. Additionally, if internal parasites are discovered during the pet guests stay treatment and/or care fees may apply.

Pet Guests that require specialized care and/or attention are welcome to participate in our Pets Playground special care program for an additional fee. Please discuss your pet's needs with our friendly staff at the Front Desk to make sure that we can properly provide the care your pet needs.

Pets Playground reserves the right to decline reservations to Pet Guests that may require additional assistance beyond our Special Care Program.

All pets medications must come in the original bottle prescribed from the veterinarian.

## FOOD

Pet Guests are fed twice daily – morning and evening. However, we can accommodate lunchtime feedings. We strongly urge you to bring your pets food as to not upset the pet's stomach during his stay. Please provide their food in a separate Ziploc bags labeled with the pets name. Please make sure

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you bring enough for your pets entire stay. If your pet runs out of food we can provide our Pet food at a cost of \$5.00 a day.

## BEDDING AND BELONGINGS

Pets Playground provides clean and comfortable bedding for your pet. **In order to maintain a sanitary and controlled environment outside bedding is not permitted.**

We can accept a new or new-like hard chew rubber toy for your pet's stay, and one clean new disposable T-shirt with your scent.

**Please do not leave your pet(s) collar, leash, or any other personal items. We are not responsible for lost or un-returned items.**

## PROPERTY DAMAGE

Pets Playground reserves the right to charge an additional property damage fee, up to \$100, to owners whose dogs damage any of our rooms/suites. Property damage includes damage or destruction of beds, walls, televisions, etc. To avoid the potential of any unexpected fees, Pets Playground strongly recommends that owners who believe their dogs may cause property damage to speak with a Pets Playground Member to determine the best room type and amenities for their dog.

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CLIENT SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

NAME (PLEASE PRINT): \_\_\_\_\_

PETS NAME: \_\_\_\_\_

**Please email this back to: [info@petsplayground.com](mailto:info@petsplayground.com)**