

House Rules at Pet-Fit Resort, Inc.

ASSUMPTION OF RISK

OWNER ACKNOWLEDGES AND IS AWARE THAT THE EMPLOYEES OF PET-FIT RESORT, INC., ARE NOT VETERINARIANS AND DO NOT HAVE BACKGROUNDS IN ANIMAL MEDICINE AND ARE NOT EXPECTED TO DIAGNOSE OR DETECT ILLNESSES IN THE PETS THAT ARE STAYING AT PET-FIT. IN ADDITION, OWNER ACKNOWLEDGES AND IS AWARE THAT VACCINES DO NOT PROTECT AGAINST ALL COMMUNICABLE ILLNESSES THAT MAY AFFECT A PET. OWNER ACKNOWLEDGES AND AGREES THAT THEY ARE ASSUMING ALL RISK OF ILLNESS, DISEASE, HARM OR OTHERWISE TO THEIR PET BY ALLOWING THEIR PET TO STAY AT PET-FIT.

RESERVATIONS:

We are a member only boarding facility. There are three levels of membership one may purchase. See the membership page for more information. Non-members are allowed to board on three different occasions, or a total of 6 nights before becoming a member. The rates for non-members differs from that of members. This is a trial period.... We want you to have the opportunity to try out our facility and be comfortable leaving your pet with us.

- Rooms cannot be guaranteed if reservations are not made in advance.
- Reservations can only be guaranteed to non-members with a credit card or advance deposit, if you fail to cancel a reservation in advance, whether a member or not, you will be asked to guarantee your reservations in the future with a credit card or advance deposit.
- Reservations must be cancelled at least 24 hours prior to the beginning of stay to avoid a one (1) night charge. Holiday reservations must be cancelled at least 3 days prior to the beginning of the stay to avoid being charged for a three night.

CHECK IN AND CHECK OUT HOURS:

Our hours are:

M-F 8:00 am to 1:00 pm and 3:30 pm to 6:00 pm. We are closed from 1 – 3:30 each week day.

Sat. 8:00 am to Noon

Sun 3:00 pm to 5:00 pm

- Check in and check out is available during regular business hours, we also offer after hours check in and out for an additional \$25.00 charge.
- Normal check out time is 12 o'clock noon. If you check your pet out after this time you will be charged for an additional nights stay.
- Our policy is similar to any hotel.... You can check in anytime during the day and you will be charged for that night but check out time is noon the following day.
- Due to the amount of traffic and scheduling arrivals and departures we do not offer walk in check in and check out. Please make an appointment when you make your reservation for the time you will arrive and depart. This allows us to better serve you and your pet.
- The same rules for check in and check out apply if your Pet is picked up or dropped off by our staff or dropped off or picked up by clients.
- Pets scheduled for grooming on the day of departure can be picked up until 5 p.m. for no additional boarding fee (delivery charge still applies).
- A "no show" is defined as more than 4 hours after the scheduled check in time.

HOME PICK UP AND DELIVERY

- Regular hours for home pickup and delivery are between 8:30 a.m. and 4:30 p.m. The basic delivery fee of \$20.00 is applicable for a radius of 15 miles from the resort. Each additional mile will incur a charge of 50¢ per mile. All pick up and delivery is by appointment only. We do not do pick up and delivery the two days prior to a holiday or two days after a holiday.
- Home pickup and delivery outside of regular hours will be by appointment only and will include an additional 50% of the computed delivery charge. Plus the regular after hours check in or check out fee of \$25.00.

DAYCARE

- Daycare is available between 8:00 a.m. and 5 p.m. Mon. thru Fri.
- Drop off and/or pickup of your pet is available during regular hours outside these hours is available by appointment only.
- Daycare does not include meals.

GUEST PROFILE

Every pet boarding at PET-FIT RESORT needs to have completed a Guest Profile before his/her first stay. This profile is designed so that we can get to know your pet on a personal level. We want to know how your pet engages with people, understand his/her preferences in being handled, get to know about his/her personality and utilize the profile information to determine what suits his/her best.

ITEMS BROUGHT FROM HOME

- Guest are allowed to bring one toy from home.
- Guest are not allowed to bring bedding from home. Due to an effort to control fleas and disease we do not allow guest to bring beds from home. Additionally we do not want to be responsible for your pets bed being destroyed, lost or damaged during its stay.
- Food brought from home must be individually packaged for each feeding in Ziploc type bags and labeled with the pets name. 1c: one for each day and each feeding. This is to assure that your feeding instructions are followed. Canned food must be labeled with a permanent marker on top of each can with your dogs name.
- Medications must be brought in the container from the vet, and must be labeled with the name of the medication and the dosing instructions as well as the vets name and phone number.
- Suppliments must be brought in a container that is labeled with instructions.

VACCINATIONS

- All Guests must be vaccinated for Rabies, DHLPP, and Bordetella (annually). Bordetella should be administered at least eleven days prior to boarding. Proof of vaccinations is required prior to their stay at Pet-Fit.
- Guests under six months of age are required to show proof of vaccinations series administered at least one month prior to the first day of their stay.
- We do not require guests to be on a regular flea treatment program however, if fleas are found on a Guest during check in they will be immediately administered a flea bath at the owners expense.

HEALTH

- Guests must not have been exposed to any contagious diseases within a 30 day period prior to check-in.
- Guests cannot have had a communicable illness of any kind for 30 days prior to check in.
- We advise against boarding Guests that have a terminal illness and are in the late stages of that illness.
- We recommend against boarding pets that require medical treatment beyond the dispensing of medication (i.e., shots, drains, bandage changes, suture removal, etc.). In this situation your pet is more suited to be under the care of your regular vet.

TEMPERAMENT

- Guests staying at Pet-Fit must possess a temperament that allows our staff members to be able to care for them. Allowances may be made for specific temperament issues, but the pet cannot pose a danger to staff members.
- Guests who are found to be unmanageable or a danger to our staff or other guest will be asked to leave immediately.

FELINE GUEST

- All cats must be vaccinated for Rabies, FVRCP, FPV, FELV (Feline Leukemia).
- Guests must not have been exposed to any contagious diseases within a 30 day period prior to check-in.
- Guests cannot have had a communicable illness of any kind for 30 days prior to check in.
- Only one Guest may stay in a single Condo. Condos may be linked together if desired.
- Guests must be 4 months or older to stay.

Pet-Fit reserves the right to refuse service to any Guest for any reason at any time.