

La Pooch Pet Resort & Groom Spa

Boarding & Day Care

POLICIES

1.)

ADMISSION

La Pooch Pet Resort & Groom Spa reserves the right to deny admittance to pets without proof of current vaccinations, and/or pets displaying signs of untreated or potentially contagious conditions, and/or aggressive behavior. We reserve the right to charge handling fees for excessively difficult or aggressive pets requiring additional staff and/or additional time in order that we may deliver proper care.

VACCINATIONS

The required vaccinations for your pet are as follows:

- Rabies
 - Distemper
 - Parvo
 - Bordatella
 - Flea/Tick Prevention (Any Pets discovered to have fleas and/or ticks will be treated at owners expense).
- All dogs four months of age and older must have received the rabies vaccination. The “distemper” vaccine protects your dog against five or six viral diseases, including canine distemper and parvovirus. This vaccine is required, since these diseases can be life-threatening to unvaccinated dogs. Bordetella or kennel cough vaccination is particularly vital for all dogs in a boarding or day care situation, since the infection is airborne and quite common where dogs are housed together or play together. Additionally, we require that you maintain a year-round treatment for ticks and fleas in order to protect the facility from any contamination and thus protect all of the pets. We recommend topical solutions such as Frontline, Frontline Plus and Advantix, which are available over-the-counter; we do not suggest collar prevention methods. If your pet(s) arrive with fleas and/or ticks, they will be dipped at the owner’s expense. We have frontline plus available for purchase to offer your pet continued protection from fleas and ticks. Please consult your veterinarian about your options and frequency of treatment.

SPAYED/NEUTERED AND OTHER HEALTH CONDITIONS

All pets in daycare must be spayed or neutered, (exceptions may be available with prior approval). Pets that have stitches, bandages or have broken bones may not attend daycare. If your pet has had recent surgery, please consult with your vet to find out how long your pet must rest before attending La Pooch Pet Resort & Groom Spa’s play sessions.

TEMPERAMENT TEST

All new dogs must pass an onsite temperament evaluation prior to scheduling daycare. Dogs that do not pass a temperament test will not be allowed in daycare. However, they are still welcome to board in our private accommodations.

2.)

RATES, SERVICES, and RESERVATIONS

All rates and services are subject to availability and change. Currently \$25 Per Night/ Pet, \$12.50 Daycare (Sunday’s will always include a \$12.50 Daycare charge.)

A valid credit card or pre-payment is required to secure and guarantee a reservation. If a reservation is not cancelled inside the parameters of our cancellation policy, we will charge the cancellation fee to this card.

(At this time only Cash or Check will be accepted for payment)

DROP-OFF AND PICK-UP HOURS:

We are open to the public 6 days a week. Our hours are as follows:
Monday – Friday 8:00 am to 5 pm. (Special Arrangements Available).
Saturday: 9am to 12 pm for boarding clients to drop off or pick up
Sunday: 4 pm to 5 pm for boarding clients to drop off or pick up.
Holidays: CLOSED

After hours drop off and pick up when available, starting at \$15.00

Exceptions with Pre Arranged Pick Up on Sundays and Holidays will be charged a full night stay.

Drop-off for Daycare is between 7:30am to 9:30am (Reservations Required, Special Arrangements Available). Pick-up is required by 5:30pm. Pets in our care after 5:30pm are admitted into boarding and boarding rates will apply.

Drop-off for boarding varies, reservations required and special arrangements are available. Pick-Up for boarding is between 7:30am and 9:30am. Any times after this, pets will be admitted into Daycare and Daycare rates will apply.

DAYCARE, BOARDING and GROOM SPA CANCELLATIONS

We request 24-hour notification by telephone for cancellation of Daycare and Groom Spa services, so that we may reschedule without charging for missed appointments. We request 48-hour notification by telephone for cancellation of boarding reservations. Charges for cancelled reservation are equivalent to the price of one night boarding.

FOOD

In order to maintain a consistent environment for your pet, we suggest you bring the food you feed your pet daily at home. Please bring all servings in marked containers and bags, marked with specific feeding instructions. Our Premium House Brands are *Royal Canin & Blue Buffalo*. These are available for \$2 per day for small pets, \$3 per day for medium pets and \$4 per day for large and extra large breeds. This includes; Breakfast, Lunch & Supper with snacks throughout the day. These are ideal in boarding situations since we have breed specific and need specific recipes. Other special foods purchased by La Pooch Pet Resort & Groom Spa for your pet to meet their special dietary needs will at the owner's expense.

EMERGENCIES

In the rare case of an emergency, we contact you, your veterinarian, and contact our veterinarian on call at Broadway Veterinary Clinic or nearest Veterinary Clinic. For any health concern that may arise, our pet care professionals maintain a detailed log and provide it to you and your veterinarian. If our vet advises or we feel safety is a concern, your pet will be quarantined to prevent further injury or risk illness.

La Pooch Pet Resort & Groom Spa relies on Broadway Veterinary Clinic at 2019 S. Broadway in Sulphur Springs, TX. They can be contacted at 903-885-0061

3.)

SIGNATURE

Upon admission for services, your signature of contract acknowledges your awareness and acceptance of our policies. Thank you for your trust in allowing us to care for your pet, a member of your family and of ours. This form will automatically apply to any and all additional pets acquired by the below pet owner. It is also further understood and agreed the terms of this agreement can change at any time, without notice, and will overwrite prior Customer Agreements.

Signature

Print Name

Date