

Paws-N-Relax Rules

The goal of Paws-N-Relax, LLC is to provide a safe, fun, caring, and stimulating social environment for our dog friends while making their owners feel comfortable when they are gone!.

To ensure the safety and health of your pet and the safety of staff we require the following rules to be followed!

RESERVATIONS: ALL services are by reservation/appointment only.

Paws N Relax operates on a reservation and appointment system and pet owner understands that the Paws-N-Relax office is staffed by appointment only. All pets must be dropped off and picked up at their scheduled times. Late/early pick-ups and late/early drop-offs will result in extra expenses.

Reservation requests can be made from your online account (preferred), or by contacting any location by email, text, phone, or facebook.

DAYS, HOURS, and PROMPTNESS: Unscheduled visits/visitors interfere with the interactive nature and security of our facility. Pick-ups, drop-offs, and tours are scheduled by appointment only. Please schedule appointments from your online portal or by contacting the office of the location you would like to utilize. For the safety of our guests and staff, we appreciate your promptness. Please do not be more than 10 minutes early or late for your appointment. If you need to adjust your time, please notify us!

FENCES: When you are on Paws-N-Relax property, **please DO NOT approach our fences, and do not allow your pets or children to approach our fences!** The excitement level caused by the dogs in the group being over-stimulated can cause a major safety issue for our staff and dogs. We know you want to see them, but we just can't take the risk. Please refrain from engaging them in any way. Please ignore them or simply watch them from a safe distance.

VACCINATIONS: CURRENT VACCINATION RECORDS ARE REQUIRED FOR ADMISSION- Please upload a copy of the whole record (including pet information, vet information, and vaccination information) to your online account. You can also email, or text them ahead of time. We do this as quickly as possible for your convenience. If necessary, bring them with you!

****Our staff must review all records and manually update your account before you can make a reservation request. The system does not do this automatically and, for safety purposes, will not allow you to make reservation requests that include dates beyond your pet's earliest expiring vaccine. Please call or text if you require emergency service. Please contact us if you need to make a future reservation and know your pet will be current on vaccinations by that date.****

Note: Rabies tags are not sufficient proof of current Rabies Vaccination - we need the documentation from a licensed veterinarian.

Your pet's registration process is not complete without proof of current vaccinations, including:

DOGS:

- RABIES - Required over 5 months of age, MUST BE CURRENT
- DISTEMPER/PARVO - Required
- BORDETELLA ("Kennel Cough") - Required
- LEPTOSPIROSIS - Recommended yearly, but NOT required
- CANINE INFLUENZA - Recommended, but NOT required.

Vaccinations should be given at least 48 hours prior to attending Paws-N-Relax (7-14 days is

ideal and recommended).

****If your pet is under a vet's order not to be re-vaccinated for an age or medical reason, please supply a note from your vet. Medical waivers and titer antibody results are accepted, EXCEPT for rabies vaccines. CURRENT rabies vaccination, by a licensed veterinarian, is REQUIRED for all attendance. Follow your veterinarian's recommendation(s) for other vaccinations; they may differ from our requirements. It is YOUR responsibility to provide on-going verification of current vaccinations. Paws-N-Relax will NOT be responsible for calling you or your vet to confirm vaccinations. If you cannot provide proof of current vaccinations, your pet will be turned away for safety purposes.**

FLEAS/TICKS: All pets must be current on a flea prevention. Tick prevention is highly recommended. If your pet is not currently protected from fleas and ticks, for your convenience, we can administer preventatives at your expense. Pets who are found to be flea-infested will be given a flea bath and/or will be treated at your expense. Paws-N-Relax is not responsible for any negative side-effects or negative responses to parasites or parasite control and prevention products.

LEASHES: All pets must be restrained by carrier or collar/harness & normal leash (NOT retractable) during arrival, departure, and at all times while on Paws-N-Relax property. **DO NOT LET YOUR PET RUN LOOSE OR APPROACH FENCES OR OTHER PETS/CLIENTS WHILE ON OUR PROPERTY OR IN OUR LOBBY**, as it poses a safety risk to other customers, staff, and pets, and causes unnecessary chaos and/or injury. **Failure to comply will result in your pet being banned.** Please be sure collars and harnesses are properly fitted and that leashes are not damaged/at risk of breaking, for safety purposes. Please be sure that all carrier parts and doors are secure. Paws-N-Relax is not responsible for escape, injury, loss, or damages caused by or to loose pets. Paws-N-Relax is also not responsible for any injuries or damage caused by pets under the control of you or other clients.

HEALTH: All pets must be in good health and not ill with a communicable condition in the last 30 days. You affirm that your pet has not been exposed to rabies or distemper in the 30 days preceding any date of attendance. On admission, all pets must be free from any condition which would potentially jeopardize other guests.

****Change in routine care and environment are inherently stressful for many pets and may cause new, unknown, underlying or existing medical issues to present or progress, sometimes rapidly. Medically fragile pets, including but not limited to, elderly pets, young pets, pets with diabetes, heart issues, or multiple concurrent medical issues are at an increased risk for the development or progression of illness. Owner understands this and assumes all risks and costs associated with the pet's care.****

SPAY/NEUTER: For sanitary and safety reasons, all dogs over 6 months of age should be spayed or neutered. EXCEPTIONS may be made as temperament, behavior, and availability permits. Additional fees will apply.

Paws-N-Relax shall not be held responsible in the event that a female pet becomes pregnant during her stay at Paws-N-Relax.

Unspayed females actively "in season" should not attend while actively bleeding and 30 days after bleeding stops.

For safety purposes, Paws-N-Relax reserves the right to isolate, require pick-up, or refuse admission for any unaltered pets.

HEALTH & WELL-BEING: You authorize Paws-N-Relax to do whatever it deems necessary for the health and well-being of your pet(s). In the event a pet becomes ill or injured, Paws-N-Relax will attempt to notify the owner and emergency contact, and if the owner or emergency contact cannot be reached, OR if an emergency situation exists which requires immediate action, Paws-N-Relax is authorized to engage the services of any veterinarian, or to administer medicine or give such other attentive care for the animal that appears reasonably advisable.

Owner shall pay such costs as a reimbursement to Paws-N-Relax, including any extra staffing expenses or travel expenses, immediately upon pick-up of the pet or when the services have been completed.

MEDICATIONS: PLEASE DO NOT PUT MEDICATIONS IN FOOD OR FOOD CONTAINERS OR UNMARKED CONTAINERS/BAGGIES. WE STORE THEM SEPARATELY FOR SAFETY PURPOSES.

All medication must come in a clearly marked container (preferably the original container-NO BAGGIES PLEASE!) with the following information clearly marked on the container: Pet's Name, Name of Medication & Strength, Daily Dosage & Frequency or "if needed" (let us know at drop off what doses have already been given that day).

DOGS:

We are happy to give most oral medications up to twice daily to your dog at no extra charge. If a dog requires 2 or more medications, medications that are time-sensitive (example - give 30 minutes after eating), injections, eye or ear meds, an extra VIP handling fee will apply.

CRATE OPTION: Although we are very proud of our suites and luxury rooms, we recognize that some dogs prefer a crate or are familiar with crates due to daycare, crate-training at home, or grooming...it's what they know and it provides a feeling of security. We have, use, and offer crate accommodations, so if you prefer your pet be crated or if your pet is accustomed to a crate, please let our staff know. If your pet can not be safely confined in a crate, please notify our staff prior to check-in so we can plan accordingly, for your pet's safety. We reserve the right to choose and change all lodging/housing accommodations, for the safety of all pets.

MEET and GREET: A "meet and greet" evaluation/interview is REQUIRED for most dog breeds, all dogs over 50#, and some temperament characteristics, prior to becoming a Paws-N-Relax client. Please register and schedule an evaluation. There is a fee for the meet and greet, plus the cost of daycare.

TIME IN HOME: It is important that new pets have time to acclimate to their new home. Paws-N-Relax does not accept dogs who have been in your home for less than 3 weeks. If you add a new dog or cat to your home, please KEEP ALL PETS HOME for 3 weeks, to minimize risk of communicable illness.

BEHAVIOR: All pets must be non-aggressive and must tolerate confinement well, without disrupting the well-being of our facility and disturbing other guests. Any aggressive behavior towards other animals or humans, must be disclosed to Paws-N-Relax and documented.

Dogs: Dogs exhibiting behavior that is disruptive or cannot be managed safely will be banned from group and/or from future stays at Paws-N-Relax. ***Please be sure to alert our staff if your dog has recently been attacked or bitten by another dog, as it could affect group dynamics and pose a safety risk for staff and dogs. Please also alert our staff if your dog has been playing in a group of dogs (such as a dog park), without PROFESSIONALLY TRAINED supervision, as this can negatively impact behavior, group safety, and dynamics.***

BILLING POLICIES: Payment for all services is required when your pet(s) are picked up. We accept Visa, Mastercard, Debit Cards, and Cash.

DOGS:

Overnight Lodging/Boarding (dogs spending the night): Prices are posted, and are billed by the night. There is a full night charge that includes a full day of play for the day of arrival (like a human hotel). To set your pet up for the easiest transition possible and to get the most for your money, we highly encourage you to plan to drop your pet off in the morning. This will allow them to play, bond, and integrate throughout the day.

Pets checking out in the morning will not be charged for the day of departure. Afternoon departures pay a late checkout fee for each pet, as posted.

There are discounts available for multiple dogs and extended stays.

Estimates can be generated in your online account, or we can prepare an estimate for you upon request.

Social Interaction Play Group: All dogs who demonstrate stable social behavior are included in supervised group play sessions during the day (at no additional charge), with our highly trained staff. Extra one-on-one time with our staff can be purchased. For safety purposes, Paws-N-Relax reserves the right to make all group-play or private-play

decisions. Paws-N-Relax will make decisions to keep all pets as safe and comfortable as possible. If your dog needs to be removed from group play and converted to private play for any reason, fees may apply.

Billed by Size: Base pricing for boarding and daycare is determined by the weight of your dog. Prices are posted on our website. If we/you are unsure of the weight of your pet, we will weigh it and charge accordingly.

Daycare: Daycare rates are as posted. Daycare is defined as dropping-off and picking-up in the same day. Daycare should be scheduled in advance although we can often accept same-day requests.

Discount packages are often available for frequent attendance.

HOLIDAYS/Peak Times: Our OFFICE is CLOSED (No pickups or drop-offs) on New Year's Day, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, Christmas Eve, Christmas, and New Year's Eve. There are extra holiday charges for pets that are in our care on these holidays. Peak season rates also apply on established dates throughout the year.

DEPOSITS: Deposits are required to secure a reservation. Deposits are 25% of the anticipated/scheduled stay. Cancellations must be given 24 hours prior to your scheduled arrival time in order to have any deposits credited to your account for future use (NO REFUNDS). If you do not cancel 24 hours prior to your scheduled arrival time, the deposit is fully forfeited and will not be available for future use. Waiting lists are common throughout the summer and all major holidays, and we encourage booking early. SPACE IS LIMITED! For your convenience, deposits can be kept on file, to help expedite the process when making a reservation.

CANCELLATION POLICY:

THE ONLY FORM OF 'REFUND' AVAILABLE IS STORE CREDIT FOR FUTURE USE.

WE DO NOT RETURN MONEY TO/IN ORIGINAL FORM OF PAYMENT.

- **DAYCARE:** You must cancel your DAYCARE appointment PRIOR TO your scheduled appointment time. If you FAIL TO CANCEL ("No Call/No Show"), a fee will be assessed to your account, which must be paid at the next appointment.
- **BOARDING:** In order to avoid penalty, you must cancel or reschedule your BOARDING reservation at least 24 hours prior to your scheduled appointment time. If you cancel LESS THAN 24 HOURS PRIOR to your appointment ("Late Cancel") your deposit will be fully forfeited and not available for future use.
 - If you FAIL TO CANCEL ("No Call/No Show"), and your reservation WAS NOT secured with a deposit, fees will be assessed to your account, which must be paid at the next appointment. These fees apply to each of the pets scheduled.

EARLY RETURN/DELAYED DROP-OFF POLICY: If you cancel one or more nights of boarding without 48 hours notice, but your pet is still staying for part of the reserved stay, we will assess a "late drop off" fee per pet per night

(max fee 2 nights per pet) and/or an “early return” fee per pet (max fee 2 nights per pet).

DAMAGES: We make every attempt to provide your pet with the finest quality care in a secure, but home-like environment. Our staff, our facility and our furnishings reflect this special care and attention. Although we are a secure facility, we make no claims of being “destructive pet-proof”. In order to provide the best possible boarding accommodations for your pet at reasonable rates, we cannot absorb the cost or responsibility for damage done to our facility by destructive pets. IT IS THE FINANCIAL RESPONSIBILITY OF THE PET OWNER FOR REPLACEMENT OR REPAIR OF ANY AND ALL DAMAGES DONE TO OUR FACILITIES AND/OR FURNISHINGS. YOU WILL BE BILLED FOR DAMAGES WHEN YOU PICK UP YOUR PET. Please remember that we have the right to refuse services. Heavily destructive pets or pets who can not be safely confined will be banned from future stays at our facility.

WHAT TO BRING: Please bring carrier/collar/harness/leash, food, treats, and any medications needed for your pet. We supply bedding, toys, and bowls.

DO NOT BRING: Ceramic or glass bowls/containers, rawhide bones (or other chews that may be a choking or obstruction hazard-pets are unattended in their enclosures when enjoying these items), foam, cedar, or unwashable beds or blankets, medications in random unmarked baggies/containers. Please clearly mark all belongings with your pet's name. We are not responsible for any items consumed, lost, damaged, or destroyed.

We do NOT guarantee the safe return of any personal items.

DISCLOSURE/LIABILITY: Paws-N-Relax is an active and social facility where there is direct and indirect exposure to other pets and the environment. There are inherent and potential risks involved with interactions between humans and pets, pets and the environment, as well as between multiple pets, including, but not limited to, allergic reactions, communicable illness due to exposure to other pets, and injuries from play. I assume and understand that my pet is in an environment where pets shall be located together in a social atmosphere, confined for rest and feeding in enclosures, and that Paws-N-Relax, it's owners, or staff, shall not be liable for any damage caused by injury, attempted escape, escape, or other episodes, which may or may not be caused by another animal. I agree that I am legally and financially liable for any damages that my pet(s) may cause or receive, including illness, injury, allergic reactions, bites, escape, consumption of foreign objects, aggressive behavior, damage to property, people, or other animals. Please see SERVICE AGREEMENT for more details.