

Full List of Policies & Procedures

Lobby Hours	Monday	8:00 am-6:00 pm	Pick Up Hours	Monday	8:00 am-6:00 pm
	Tuesday	8:00 am-6:00 pm		Tuesday	8:00 am-6:00 pm
	Wednesday	Closed		Wednesday	8:00 am-6:00 pm
	Thursday	8:00 am-6:00 pm		Thursday	8:00 am-6:00 pm
	Friday	8:00 am-6:00 pm		Friday	8:00 am-6:00 pm
	Saturday	8:00 am-6:00 pm		Saturday	8:00 am-6:00 pm
	Sunday	CLOSED		Sunday	12:00 pm

Check-in/Checkout Time: Please arrive no later than 30 minutes prior to closed and allow 10-15 minutes for the check-in process. Rates are based on an “overnight” stay 1:00 pm-12:00 pm. For the safety of your pet and other guest entering and exiting, all pets are required to be on a leash or in a carrier at all times while on the property or being transferred to and from your car NO EXCEPTIONS!! All leashes and collars will be returned to you upon check-in for safe keeping until departure. Pets not picked up prior to closing will be considered overnight guests and boarding charges will apply.

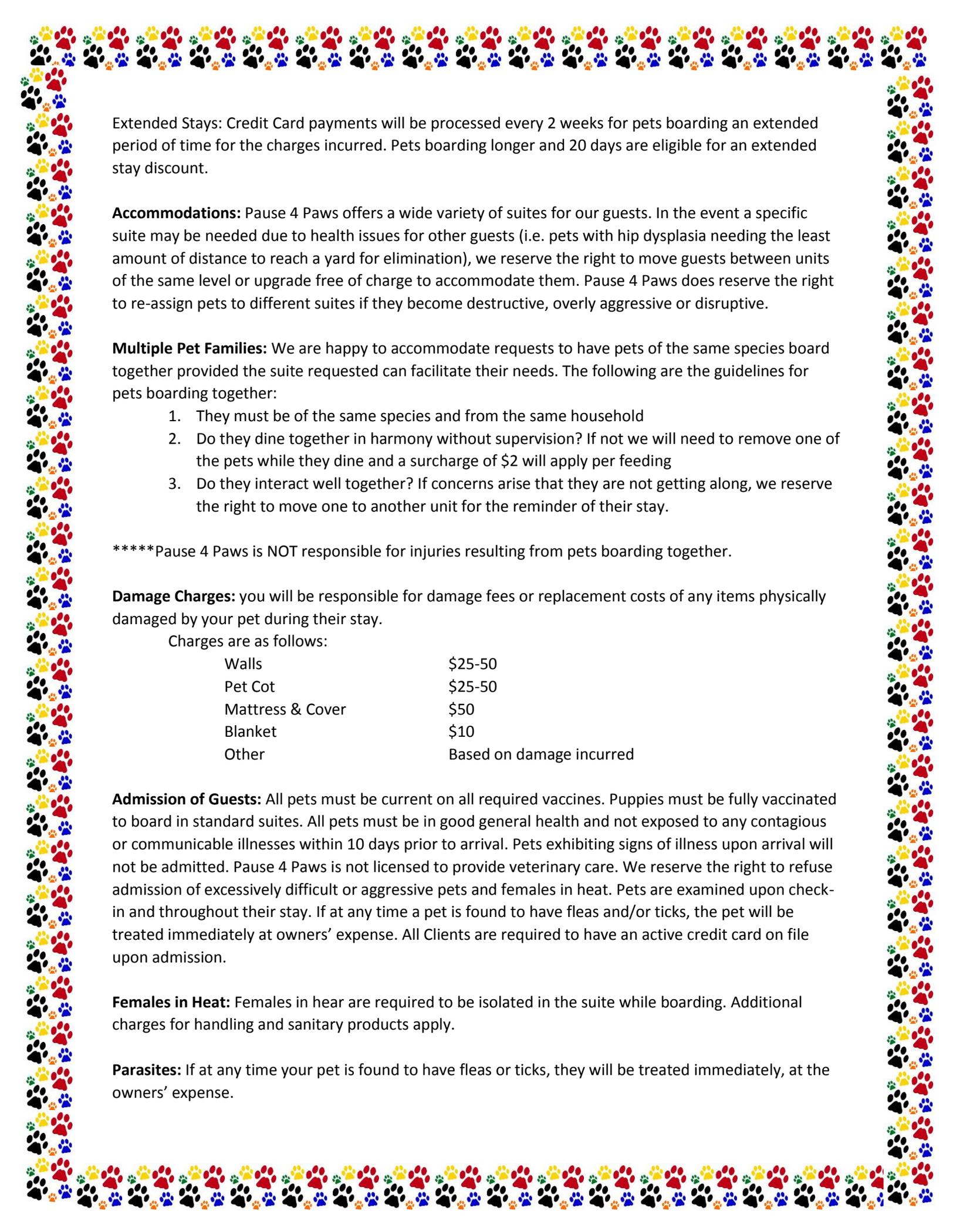
Departures: Please schedule departure time to expedite checkout. It may be necessary to move guests not picked up by 1:00 pm to less spacious accommodations to make room for arriving pets. A daycare after boarding fee of \$15 applies to pets checked out after 1:00 pm due to additional care is provided. Pets in Community Play or visiting the Spa on check-out day will not incur a late check-out fee of picked up after 1:00 pm. If someone other than the owner will be checking-in or out the pet, we will need to be notified as well as payment arrangements made in advance.

After Hours Arrivals/Departures: If you find special circumstances require check-in or out after hours, reservations are required and will incur a \$50 after-hour surcharge.

Reservations: Credit Card is required on file when making a boarding reservation. Daycare and grooming reservations are highly recommended for staffing purposes. Non-reservation pets may be turned away as space is limited.

Holiday Fee/Reservations/Cancellations: A surcharge will apply per pet on the following Holidays: New Years, Easter, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas Day. Reservations affect not only other guests but our staff scheduling as well. **All boarding reservations must be cancelled at least 5 days prior to arrival date of scheduled stay, which includes a Holiday. Cancellations within the 5-day window and No Shows will be charged a cancellation fee to their credit card on file. This cancellation fee is lost and does not apply to future stays.**

Fees and Payments: Boarding is based on a nightly rate and activities are charged per day at the fees in effect upon check-in. In addition any fees associated with late checkout, holiday surcharge, additional services requested (i.e. Group Play, Playtimes, Bath, Transportation, any/all Veterinary charges, etc.) for the duration of the pets stay. Full payment is due at time of checkout. Payment Types – Cash, MasterCard, Visa, Discover, and American Express.



Extended Stays: Credit Card payments will be processed every 2 weeks for pets boarding an extended period of time for the charges incurred. Pets boarding longer and 20 days are eligible for an extended stay discount.

Accommodations: Pause 4 Paws offers a wide variety of suites for our guests. In the event a specific suite may be needed due to health issues for other guests (i.e. pets with hip dysplasia needing the least amount of distance to reach a yard for elimination), we reserve the right to move guests between units of the same level or upgrade free of charge to accommodate them. Pause 4 Paws does reserve the right to re-assign pets to different suites if they become destructive, overly aggressive or disruptive.

Multiple Pet Families: We are happy to accommodate requests to have pets of the same species board together provided the suite requested can facilitate their needs. The following are the guidelines for pets boarding together:

1. They must be of the same species and from the same household
2. Do they dine together in harmony without supervision? If not we will need to remove one of the pets while they dine and a surcharge of \$2 will apply per feeding
3. Do they interact well together? If concerns arise that they are not getting along, we reserve the right to move one to another unit for the remainder of their stay.

*****Pause 4 Paws is NOT responsible for injuries resulting from pets boarding together.

Damage Charges: you will be responsible for damage fees or replacement costs of any items physically damaged by your pet during their stay.

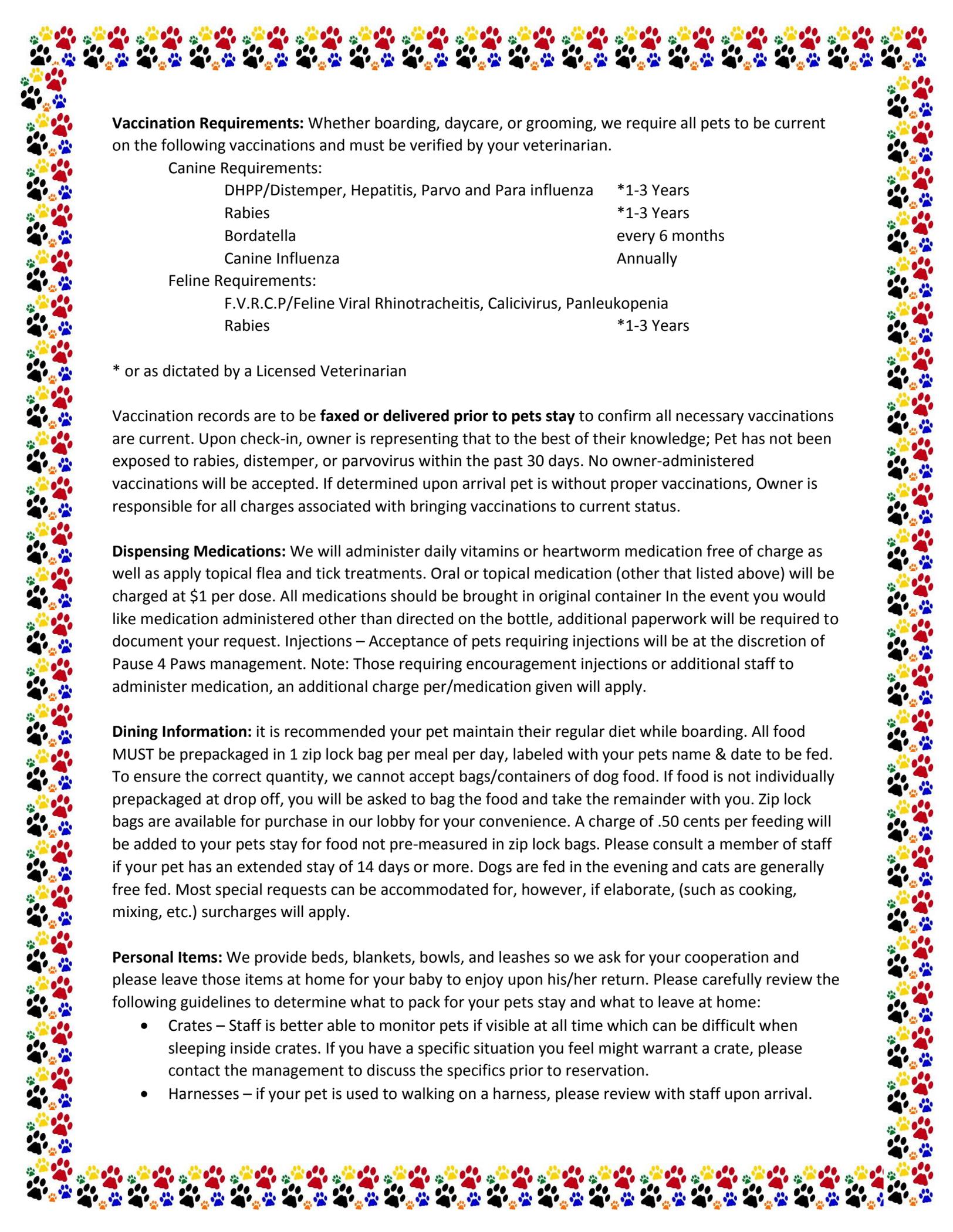
Charges are as follows:

Walls	\$25-50
Pet Cot	\$25-50
Mattress & Cover	\$50
Blanket	\$10
Other	Based on damage incurred

Admission of Guests: All pets must be current on all required vaccines. Puppies must be fully vaccinated to board in standard suites. All pets must be in good general health and not exposed to any contagious or communicable illnesses within 10 days prior to arrival. Pets exhibiting signs of illness upon arrival will not be admitted. Pause 4 Paws is not licensed to provide veterinary care. We reserve the right to refuse admission of excessively difficult or aggressive pets and females in heat. Pets are examined upon check-in and throughout their stay. If at any time a pet is found to have fleas and/or ticks, the pet will be treated immediately at owners' expense. All Clients are required to have an active credit card on file upon admission.

Females in Heat: Females in heat are required to be isolated in the suite while boarding. Additional charges for handling and sanitary products apply.

Parasites: If at any time your pet is found to have fleas or ticks, they will be treated immediately, at the owners' expense.



Vaccination Requirements: Whether boarding, daycare, or grooming, we require all pets to be current on the following vaccinations and must be verified by your veterinarian.

Canine Requirements:

DHPP/Distemper, Hepatitis, Parvo and Para influenza	*1-3 Years
Rabies	*1-3 Years
Bordatella	every 6 months
Canine Influenza	Annually

Feline Requirements:

F.V.R.C.P/Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia	
Rabies	*1-3 Years

* or as dictated by a Licensed Veterinarian

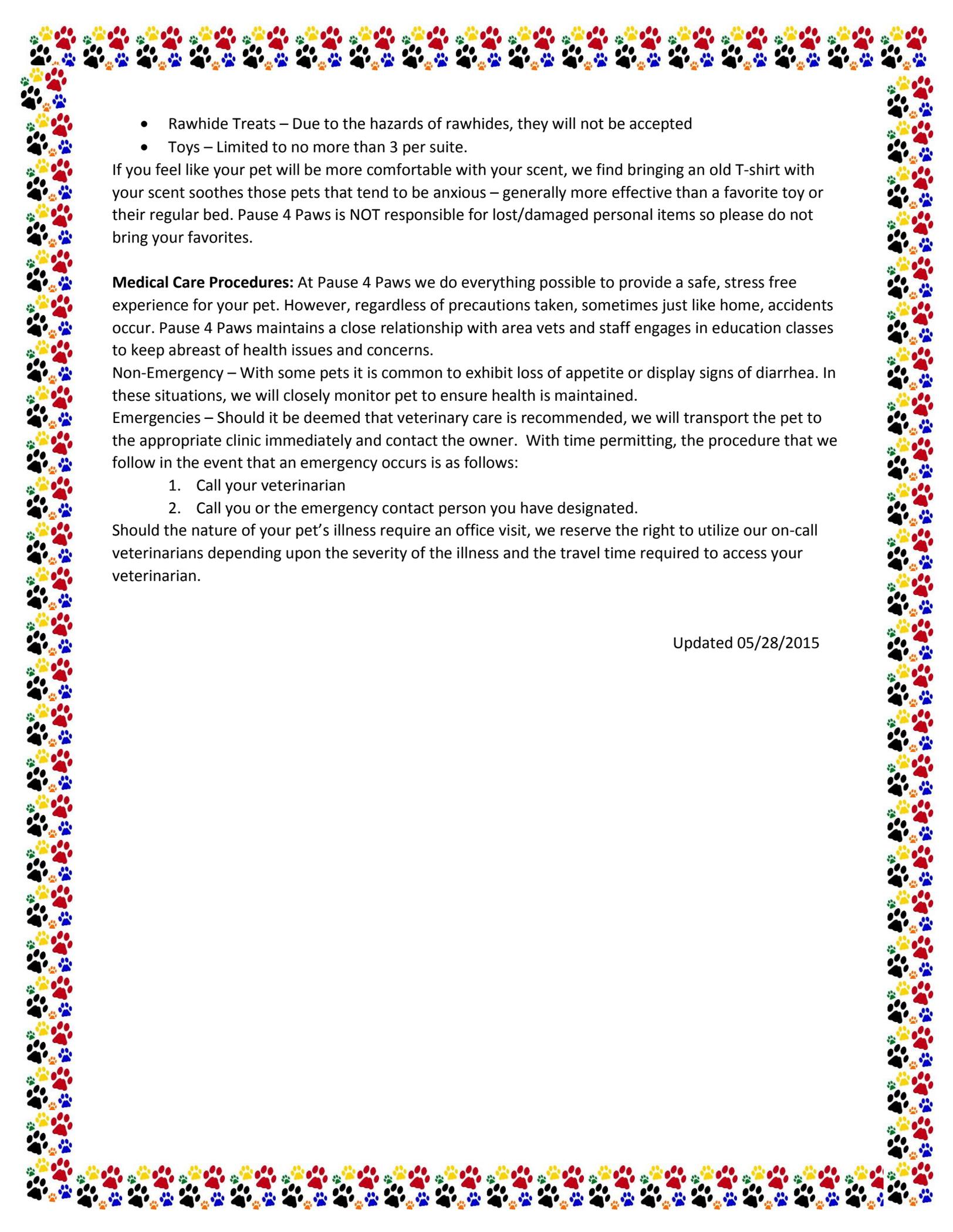
Vaccination records are to be **faxed or delivered prior to pets stay** to confirm all necessary vaccinations are current. Upon check-in, owner is representing that to the best of their knowledge; Pet has not been exposed to rabies, distemper, or parvovirus within the past 30 days. No owner-administered vaccinations will be accepted. If determined upon arrival pet is without proper vaccinations, Owner is responsible for all charges associated with bringing vaccinations to current status.

Dispensing Medications: We will administer daily vitamins or heartworm medication free of charge as well as apply topical flea and tick treatments. Oral or topical medication (other than listed above) will be charged at \$1 per dose. All medications should be brought in original container. In the event you would like medication administered other than directed on the bottle, additional paperwork will be required to document your request. Injections – Acceptance of pets requiring injections will be at the discretion of Pause 4 Paws management. Note: Those requiring encouragement injections or additional staff to administer medication, an additional charge per/medication given will apply.

Dining Information: it is recommended your pet maintain their regular diet while boarding. All food **MUST** be prepackaged in 1 zip lock bag per meal per day, labeled with your pet's name & date to be fed. To ensure the correct quantity, we cannot accept bags/containers of dog food. If food is not individually prepackaged at drop off, you will be asked to bag the food and take the remainder with you. Zip lock bags are available for purchase in our lobby for your convenience. A charge of .50 cents per feeding will be added to your pet's stay for food not pre-measured in zip lock bags. Please consult a member of staff if your pet has an extended stay of 14 days or more. Dogs are fed in the evening and cats are generally free fed. Most special requests can be accommodated for, however, if elaborate, (such as cooking, mixing, etc.) surcharges will apply.

Personal Items: We provide beds, blankets, bowls, and leashes so we ask for your cooperation and please leave those items at home for your baby to enjoy upon his/her return. Please carefully review the following guidelines to determine what to pack for your pet's stay and what to leave at home:

- Crates – Staff is better able to monitor pets if visible at all times which can be difficult when sleeping inside crates. If you have a specific situation you feel might warrant a crate, please contact the management to discuss the specifics prior to reservation.
- Harnesses – if your pet is used to walking on a harness, please review with staff upon arrival.

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- Rawhide Treats – Due to the hazards of rawhides, they will not be accepted
 - Toys – Limited to no more than 3 per suite.

If you feel like your pet will be more comfortable with your scent, we find bringing an old T-shirt with your scent soothes those pets that tend to be anxious – generally more effective than a favorite toy or their regular bed. Pause 4 Paws is NOT responsible for lost/damaged personal items so please do not bring your favorites.

Medical Care Procedures: At Pause 4 Paws we do everything possible to provide a safe, stress free experience for your pet. However, regardless of precautions taken, sometimes just like home, accidents occur. Pause 4 Paws maintains a close relationship with area vets and staff engages in education classes to keep abreast of health issues and concerns.

Non-Emergency – With some pets it is common to exhibit loss of appetite or display signs of diarrhea. In these situations, we will closely monitor pet to ensure health is maintained.

Emergencies – Should it be deemed that veterinary care is recommended, we will transport the pet to the appropriate clinic immediately and contact the owner. With time permitting, the procedure that we follow in the event that an emergency occurs is as follows:

1. Call your veterinarian
2. Call you or the emergency contact person you have designated.

Should the nature of your pet's illness require an office visit, we reserve the right to utilize our on-call veterinarians depending upon the severity of the illness and the travel time required to access your veterinarian.

Updated 05/28/2015