

## RESORT POLICIES

### Lobby Hours:

Monday – Sunday  
7:00am to 7:00pm

- Boarding is available 365 days a year, this includes: **New Year's Day, Easter Sunday, Memorial Day, Independence Day (July 4<sup>th</sup>), Labor Day, Columbus Day, Thanksgiving Day, and Christmas Day.** Over these periods, a minimum 2 (two) or 3 (three) night stay is required (minimum stay varies by holiday). Due to the high volume of guests, public daycare is not admitted on these dates.
- **Due to high demand, during these holiday periods boarding rates increase. Check the boarding rack card and/or thepawington.com for peak period rates.**

### Reservations:

- Reservations are required for all Boarding Pet Guests.
- Reservations are required for Daycare and Day Stay services, at minimum, a phone call prior to arrival. Reservations allocate priority to available spots.
- Confirmed reservations must have the following on file:
  - 1.) A valid credit card for cancellation policies (see further)
  - 2.) Proof of current vaccinations- absolutely no guest, for any service, will be admitted without current vaccines
  - 3.) Resort Policies form, Cat or Dog profile, and the Boarding and Services Agreement.  
(These forms must be completed and signed prior to accepting a guest)
- Failure to have the above on file may result in a cancelled reservation, and a cancellation charge.
- Deposits may be required for long-term reservations.
- **Prior to extending a boarding stay, current balance must be paid in full.**

### Cancellations: Please note different policies depending on dates.

Cancellations must be made within the time frame listed below or your credit card on file will be charged in full for the confirmed services, unless otherwise noted.

#### Non-Peak/Holiday periods:

- **Grooming: 24 hours prior to date of arrival. (Grooming is an independently contracted service, so cancellations and no shows must be charged).**
- **Boarding: 3 days or less prior to date of arrival.**
  - Cancellations for boarding made within the 3 day period, or a no show, will be charged a \$50 fee to the credit card on file.

#### Peak/Holiday periods:

- **Grooming: 24 hours prior to date of arrival.**
- **Boarding: 3 days or less prior to date of arrival.**
  - Cancellations for boarding made within the 3 day period, or a no show, will be charged a \$50 fee to the credit card on file.

## Peak/Holiday Periods:

- Peak/Holiday rates are higher for Boarding, however, discounts for additional Pet Guests from the same family are still honored.
- **Due to high demand, during these holiday periods boarding rates increase. Check the boarding rack card and/or thepawington.com for peak period dates.**
- Peak/Holiday periods include:
  - 2017: May 26-29, June 30- July 5, Sept. 1-4, Oct 6-9, Nov. 20-28, Dec. 18-31
  - 2018: Jan 1-2There is a 3 (three) night minimum for all Boarding reservations made during Peak/Holiday periods, except May 26-29<sup>th</sup> and October 6-9 (2 night minimum).

## Arrivals:

- Arrivals and Departures occurring outside of Lobby hours is available, but for the safety of our staff, is strictly by appointment only and may incur fees.
- **Before 5:30 A.M.;**  
**Check-in before 5:30 A.M. for any guest will incur a flat fee of \$70.00.**
- **5:30 A.M.- 7:00 A.M.;**  
**Any guests dropped off between 5:30 A.M. and 7:00 A.M. will incur an early drop off fee of \$20.00 *per guest*. This charge is because that guest will occupy a suite until daycare begins at 7:00 am, resulting in the care and sanitization of that suite.**

## Departures:

- **Check-out time for Boarding Guests is 10:00 A.M.;**  
**All Pet Guests picked up after 10 A.M. will incur a daycare fee *per guest*. Normal daycare rates apply: \$32.00 before 3:00 P.M., and \$42.00 until 7:00 P.M. (The day of pickup is treated as a normal day of daycare that begins with a drop off time of 10:00 A.M.) You may apply a daycare package to cover this charge.**
- **Last pickup for all guests is 7:00 P.M.** Any Pet Guest picked up after 7:00 P.M. will incur \$20.00 late pickup fee, *per guest*, until 8:00 pm.
- **Any guest picked up past 8:00 P.M. will incur a boarding fee associated with a room capable of accommodating your pets (treated as normal boarding stay). This charge will *include* that day's daycare, and pickup may occur until 10:00 am following morning with no additional fees. For accuracy, payment must be made during lobby hours.**

## Vaccinations:

- **Proof of vaccinations from your pet's veterinarian are required for all services, including grooming. This includes cats.**
- Bordetella must be administered at least seven (7) days prior to your pet's arrival. The Bordetella nasal and oral vaccination must be administered at least three (3) days prior to your pet's arrival.
- All puppies and kittens must be 4 months of age and have completed their full series of vaccinations.

### Dogs

**Rabies:** 1 or 3 year  
**DHLPP:** 1 year  
**Bordetella:** every 6 months, or 1 year  
(depending on vaccination provided)

### Cats

**Rabies:** 1 or 3 year  
**FeLV:** 1 year (waiver from vet  
available for indoor only cats)  
**FVRCP:** 1 year

## Health:

- Pet Guests must have been in good health for the past 30 days prior to their arrival. The Pawington performs health checks on all incoming guests and failure to notify staff of health issues may result in a cancelled service and a cancellation charge.
- All Pet Guests must be on a monthly flea and tick preventative. This is for the safety of your dog and other guests, no exceptions.
- If fleas or ticks are found on any pet, they will be bathed and given a flea treatment at the owner's expense.
- Pet Guests that require specialized care and/or attention are welcome to participate in our Specialized Care Program at an additional fee. Please discuss your pet's needs with our front desk staff to ensure that we can properly provide the care your pet needs.
- The Pawington reserves the right to refuse admittance to any pet that requires specialized care. In these situations, we recommend boarding at a veterinarian.
- At this time, The Pawington cannot accept pets that have incontinence, severe lack of mobility, epilepsy or diabetes. We recommend using a veterinarian for your boarding needs.
- **Any guest that may have been involved in any type of altercation may be overly aggressive or defensive in group, leaving them susceptible to injuring themselves or other guests. If your pet has recently, or ever, been in a scuffle or fight, please let the staff know so that they can be observant of all dog behavior.**
- **Guests over 12 years of age must be cleared by a manager first.**
- **Guests with 3+ more medications must be cleared by a manager first. In certain instances, we may recommend boarding at a vet.**

## Forms:

- Every Pet Guest must have the following four (4) forms completed and signed prior to their arrival:
  - **Resort Policies**
  - **Boarding and Services Agreement**
  - **Dog or Cat Profile Form**
  - **Credit Card on File Authorization Form**
- To ensure proper care, a **Boarding Check-In Form** must be completed for every Pet Guest's overnight stay.
- A **Medication/Supplement Administration** form must be completed for Pet Guests that require medication and/or supplements.
- All forms, including the **Valet Parking Agreement** can be found on our website, [thepawington.com](http://thepawington.com)

## Daycare/Day Stay:

- **All dogs must complete an evaluation to determine temperament, play style and mannerisms.**
- All Pet Guests must be at least 4 months of age to participate in Daycare, Boarding or Day Stay.
- At 6 months of age, all puppies must be neutered to continue participating in Daycare, otherwise they will be placed in our Day Stay program. Un-spayed females may participate in group unless they are in heat. Once they are in heat, they will promptly be moved to Day Stay, incurring additional fees.
- Intact males, females in heat, as well as dogs that do not do well in a pack environment can participate in our Day Stay Program. Day Stay guests receive 2 potty walks, and two 1 on 1 playtimes throughout the day. This includes a total of four 1 on 1 experiences with our trained staff.
- Due to personalized care, Day Stay incurs fees in addition of daycare and boarding.

**Personal Pet Belongings:**

- The Pawington provides bedding and bowls for all pet guests during their stay.
- Treats may be brought and, for accuracy, will be given at any of these selected times: 6:00 am, 12:00 pm, and 6:00 pm.
- The Pawington is not liable for any tracking/GPS collars left on a drop off. Dogs tend to play with their mouths sometimes leading to these collars falling off or being removed.
- You are welcome to provide your pet with toys in good condition or a disposable t-shirt, however, for the health and safety of all of our Pet Guests, we cannot accept additional personal belongings from home.

**Pre-Paid Packages:**

- Pre-paid Packages are valid for only the services for which they were purchased.
- Pre-Paid Packages may not be combined with any other discount, coupon or offer.
- Pre-paid packages expire 6 months from the date of purchase. Monthly pre-paid packages expire 30 days from the date of purchase.
- Additional Pet Guests of the same household receive a discount on all pre-paid packages.
- Once used, pre-paid packages are non-refundable, as they incur discounts to services.

**Airport Parking:**

- Airport parking is offered to boarding guests only for a fee of \$5 per day with a checkout time of 10:00 am. If car is not checked out by 10:00 am, an additional \$5 parking charge will apply.
- Airport parking is limited, so it is subject to availability on a first come first serve basis.
- Clients are responsible for their own transportation to and from The Pawington. We may call a taxi for your convenience. We also recommend using a ridesharing app for quick service.
- The Pawington is not responsible for lost or damaged personal property. Please refer to the "Parking Agreement Form" for all regulations.

Client Name (print): \_\_\_\_\_

Pet's Name: \_\_\_\_\_ Circle: Cat / Dog

Pet's Name: \_\_\_\_\_ Circle: Cat / Dog

Pet's Name: \_\_\_\_\_ Circle: Cat / Dog

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_