



PET LOUNGE OPERATIONAL POLICIES

Spa

- All dogs must be up to date with all vaccinations and have an appointment to be groomed; however, we will try to accommodate any walk-ins if possible.
- Flea & Tick Treatments are mandatory if they are found to be present on your dog.
- Pet Lounge reserves the right to refuse de-matting services to any dog that comes to our spa.
- The safety of our guests and staff is a priority for Pet Lounge. We may refuse services to pets with bad behavior, history of aggression, biting and/or attacking people or animals.

Daycare

- All dogs must be healthy and current on Rabies, DHLPP and Bordetella vaccinations.
- Dogs not neutered or spayed will be charged an additional fee per day.
- Dogs that have not been picked up by the end of day will be checked into our hotel at owner's expense and cannot be picked up until the next day.
- Puppies 8 months old or younger are subject to an additional fee per day.
- The safety of our guests and staff is a priority for us. We may refuse services to pets with bad and/or destructive behavior, history of aggression, biting and/or attacking people or animals.
- Late pick up will be charged an additional fee

Hotel

- All dogs must be healthy and current on Rabies, DHLPP and Bordetella vaccinations.
- Dogs are inspected on arrival for fleas and ticks. Flea & Tick bath is mandatory if they are found to be present on your dog.
- Mandatory bath before departure after 3 nights of stay, and for every 2 weeks of boarding.
- Check out is at 10am. A late check-out fee will be charged for pick-ups after 12pm up to 2pm. Longer stays will be charged at regular daycare fee.
- 50 % Non-refundable deposit is required to guarantee reservation.
- Dogs not neutered or spayed will be charged an additional fee per day.
- Puppies 8 months old or younger are subject to an additional fee per day.
- The safety of our guests and staff is a priority for us. We may refuse services to pets with bad and/or destructive behavior, history of aggression, biting and/or attacking people or animals.
- Prices may increase during high season and holidays.

All new dogs are individually evaluated to test temperament and behavior.



IMPORTANT FACTS ABOUT BOARDING YOUR DOG

As you consider to do daycare and/or boarding for your dog please understand that leaving your dog under Pet Lounge care is not unlike taking a child to school. There are exposures associated in a cage-less environment. Educate yourself about it through an Internet search and discussing it with your vet, and don't hesitate to call us if you would like to talk about it. With our operational policies and our commitment to sanitation and hygiene we take every step to minimize the potential risk of illness, conflict, and fleas or ticks, but they are impossible to eliminate 100%.

Here are some situations that can occur during daycare and/or boarding at any pet care facility. Rest assured Pet Lounge is a safe, fun, clean, and healthy environment for your dog.

Upset Stomach

When coming for boarding dogs experience a change in their environment and just like people they react to change differently. Some get overly excited or experience anxiety and/or stress. Is common for a dog to develop an upset stomach and diarrhea while at our facility or upon returning home. When you pick up your dog, you may notice he is happy to be back home but soon vomits or develops diarrhea. Here are some possible explanations:

- The stress associated with being boarded, being in a new place, with new smells, new people and around new dogs can cause diarrhea. Some dogs don't do well with changes in their routines and some may also develop mucus and blood in the stool due to stress.
- Dietary Changes: Consider that switching foods or eating new treats is one of the most common causes of upset stomach in dogs. Even though we offer a house meal, we recommend that you bring your dog food to continue the same diet while boarding.
- The stress of coming home is most likely eustress as your dog will be excited and overly happy. This type of stress is temporary and will fade once your dog gets back into his routine. Eustress can have an effect on the digestive system and can trigger an upset stomach too. Often a bout of vomiting is caused by the dog being overly excited and drinking too much water at once or wolfing down too much food at once. Best to provide water and food, only once the dog seems to be settled and calmer.

Cuts/Bites/Abrasions

These are possible resulting from the interaction during recreation since they have full contact. We don't have aggressive dogs at Pet Lounge, however dogs do have teeth and nails and use them when engaging one another sometimes resulting in minor cuts or abrasions. While we always supervise their behavior and interactions there is still a minor possibility of cuts or bites.

Viruses

Just as in child daycare, a boarding facility may harbor bacteria. Even if your dog was vaccinated, consider that vaccines aren't always 100% effective. While we do our best to lower the chances for transmission of viruses by keeping our quarters clean and using disinfectants, consider that keeping the facility 100% free of germs is near impossible. For example, the Bordetella vaccine doesn't make your dog immune to upper respiratory infection or tracheobronchitis commonly known as canine cough. There are other agents (viral/bacterial) for which there are no vaccinations that can cause this condition. This can be compared to the common cold or flu in humans; the symptoms and contagious characteristics are very similar. Dogs congregated especially indoors may be susceptible to canine cough, just like when your kids go to school.



Fleas/Ticks

We do not have infestations of fleas or ticks at Pet Lounge but this does not mean that they never show up on the property. Your dogs must come flea and tick free and must be on preventive treatment.

Immune Systems

Dogs just like humans can have immune systems of differing strengths and the excitement and stress of boarding and related environmental change can affect such, making them more susceptible to contagious conditions.

Please understand that Pet Lounge is not responsible for veterinary charges associated with any of the foregoing situations. It is beyond our control to absolutely prevent these conditions in a cage-less boarding/daycare environment.

After boarding, your dog may sleep more than usual; remember he has been playing long hours and experiencing a change in environment. Losing some weight is also possible. Some dogs bark a lot or more at our facility, this can cause hoarseness just like if your kid scream a lot at school.

**Thank you for placing your confidence in Pet Lounge,
rest assured we are doing our best to give your dogs
the personalized care they deserve.**
