



OPERATIONAL POLICIES

Everything you need to know before your dog's visit.

These guidelines help us provide a safe, healthy and personalized experience for every guest entrusted to our care.

At Pet Lounge, every dog is treated like family, and every policy has been thoughtfully created to protect the well-being of our guests, support a safe environment, and ensure the highest standard of personalized care. We appreciate your understanding and cooperation in helping us provide the boutique experience that defines Pet Lounge.

By scheduling a service with Pet Lounge, clients acknowledge that they have read, understood and agreed to the following operational policies.

General Policies

- Pet Lounge operates by appointment only. To provide personalized attention and ensure the best experience for every guest, we do not accept walk-ins.
- Before a dog's first visit, new clients must complete our registration process, including vaccination records and all required forms.
- All dogs must be current on required vaccinations before receiving any service.
- The safety and well-being of our guests and staff are our highest priority. Pet Lounge reserves the right to refuse service to pets displaying unsafe, aggressive or disruptive behavior.
- If fleas or ticks are found upon arrival or during your dog's stay, appropriate treatment will be required at the owner's expense.

Spa Policies

- Grooming services are available by appointment only.
- For your pet's comfort and safety, Pet Lounge reserves the right to decline de-matting services when matting is considered excessive.
- Additional flea and tick treatment charges apply when necessary.

Daycare Policies

- An additional daily fee applies to dogs that are not neutered/spayed and to puppies 8 months of age or younger.
- A Late Pick-Up fee applies to dogs picked up within the first 15 minutes after Pet Lounge's closes.
- Dogs remaining in our care beyond 15 minutes after closing will be automatically checked into our hotel for their comfort and safety. Boarding charges will apply, and dogs may be picked up during the next scheduled business hours.



Boarding Policies

- A 50% non-refundable deposit is required to confirm and secure all boarding reservations.
- Each boarding reservation is reserved exclusively for your dog. Early departures do not modify the original reservation, and the full scheduled stay will be billed accordingly.
- A bath is required before departure for stays of three nights or longer, and every two weeks during extended boarding, to help maintain a clean, healthy environment for all dogs in our care. This service is offered at a 15% discounted rate from our standard grooming price.
- Check-out time is 10:00 AM. Pick-ups between 10:00 AM and 12:00 PM are subject to a late check-out fee. Pick-ups after 12:00 PM will be charged the regular daycare rate.
- An additional daily fee applies to dogs that are not neutered/spayed and to puppies 8 months of age or younger.
- Prices may vary during holidays and peak travel seasons.
- All new boarding guests are individually evaluated to assess temperament and behavior.

IMPORTANT FACTS ABOUT BOARDING YOUR DOG

As you consider daycare and/or boarding for your dog, please understand that leaving your dog in Pet Lounge's care is similar to sending a child to school. In a cage-free environment, there are certain unavoidable exposures and risks associated with social interaction among dogs.

Every dog adapts differently to a new environment. While most settle in quickly, some may experience temporary changes as they adjust to a new routine, new friends, and an exciting environment.

Through our operational policies and our commitment to cleanliness, sanitation, and supervision, we do everything reasonably possible to minimize the risk of illness, injuries, conflicts, fleas, ticks, and other naturally occurring environmental factors. However, it is impossible to eliminate these risks completely.

The following are situations that may occasionally occur during daycare and/or boarding at any pet care facility. Rest assured that Pet Lounge is committed to providing a safe, clean, healthy, and enjoyable environment for every dog in our care.

Upset Stomach

When dogs come for boarding, they experience a change in their environment. Just like people, every dog reacts differently. Some become overly excited, while others may experience anxiety or stress.

It is not uncommon for dogs to develop an upset stomach, vomiting, or diarrhea during their stay or shortly after returning home.

Possible causes include:

- **Stress:** Being in a new environment, surrounded by unfamiliar smells, people, routines, and other dogs may cause digestive upset. Some dogs are more sensitive to changes in routine and may even develop mucus or small amounts of blood in their stool due to stress.



- **Dietary Changes:** Switching foods or eating unfamiliar treats is one of the most common causes of digestive upset. Although we offer house meals, we strongly recommend bringing your dog's regular food to help maintain their normal diet during boarding.
- **Returning Home:** The excitement of returning home (positive stress or "eustress") may also affect a dog's digestive system. Some dogs may vomit after drinking too much water too quickly or eating too fast after returning home. We recommend allowing your dog to settle down before offering large amounts of food or water.

Cuts, Bites & Minor Abrasions

Dogs interact closely while playing in a cage-free environment. Although we do not accept aggressive dogs, dogs naturally use their teeth and nails while playing and interacting with one another. Despite constant supervision, minor scratches, abrasions, or small bites may occasionally occur during normal play.

Viruses

Just like children attending school or daycare, dogs in a boarding facility are exposed to other dogs and may occasionally contract contagious illnesses. Even if your dog is fully vaccinated, please understand that vaccines are not always 100% effective.

While we maintain strict cleaning and disinfection protocols to reduce the possibility of disease transmission, it is impossible to maintain any pet care facility completely free of bacteria or viruses. For example, the Bordetella vaccine helps reduce the risk of kennel cough but does not provide complete immunity. Other viral and bacterial organisms may also cause upper respiratory infections for which vaccines may not exist. This situation is very similar to the common cold or seasonal flu in humans.

Fleas & Ticks

Pet Lounge does not have flea or tick infestations. However, because dogs come from many different environments, it is impossible to guarantee that fleas or ticks will never be introduced into the facility. All dogs are required to arrive flea and tick free and must be on an appropriate preventative treatment.

Outdoor Environment

Our guests enjoy supervised outdoor play areas as part of their daily routine.

Because these areas are outdoors, dogs may occasionally be exposed to naturally occurring environmental elements such as insects, mosquitoes, pollen, plants, or other outdoor allergens.

While we take every reasonable precaution to maintain a clean and safe environment, Pet Lounge cannot be held responsible for allergic reactions, insect bites or stings, or other conditions resulting from normal environmental exposure.

Immune System

Just like people, dogs have different immune systems.

The excitement, stress, physical activity, and environmental changes associated with daycare and boarding may temporarily affect a dog's immune response, making some dogs more susceptible to illness.

After Returning Home

After boarding, your dog may sleep more than usual. Remember that they have likely spent several days playing, socializing, and experiencing a different routine than they do at home.

Some dogs may temporarily lose a small amount of weight, bark more than usual, or develop temporary hoarseness due to increased activity and excitement.

These reactions are generally temporary and resolve once your dog returns to their normal routine.

**Veterinary Expenses**

Please understand that Pet Lounge is not responsible for veterinary expenses associated with any of the situations described above.

While we take every reasonable precaution to provide a safe, clean, supervised, and healthy environment, some circumstances are simply beyond our reasonable control and cannot be completely prevented in a cage-free daycare and boarding environment.

Thank you for placing your trust in Pet Lounge.

We appreciate the opportunity to care for your dog and remain committed to providing every guest with the personalized attention, safety, and love they deserve.