

**know before you go-  
we can't wait to meet your best friend!**



## **CONFIRMATION & SIGNATURES**

WHEN MAKING YOUR APPOINTMENT, YOU WILL RECEIVE 2 DOCUMENTS VIA EMAIL. **FIRST** IS AN EMAIL CONFIRMATION FOR YOUR STAY, WHICH WILL ALLOW YOU TO SEE WHICH ACTIVITIES YOUR PET IS PARTICIPATING IN & WHAT SHOT RECORDS YOUR PET NEEDS BEFORE THEY STAY, OR IF THEY ARE UP TO DATE IN OUR SYSTEM. **SECOND** IS OUR ALL-SERVICE CONTRACT. PLEASE READ & SIGN THIS E-DOCUMENT. THIS WILL BE SENT BACK TO US AFTER SIGNING AND UPLOADED TO YOUR ACCOUNT.

## **CAN MY PETS SHARE A ROOM?**

IN MANY CASES, YES! PETS WHO WISH TO SHARE A ROOM HAVE TO MEET CERTAIN CRITERIA TO ENSURE EVERYONES HEALTH AND SAFETY. CATS AND DOGS WHO MEET THESE CRITERIA MAY BE ELIGIBLE FOR A MULTIPET DISCOUNT. PLEASE REACH OUT TO A TEAM MEMBER TO SEE IF YOUR PETS QUALIFY!

## **VACCINE REQUIREMENTS**

### **dogs**

**DAYCARE/OVERNIGHT BOARDING:**  
RABIES, DISTEMPER, BORDATELLA

**FOR GROUP PLAY:**  
RABIES, DISTEMPER, BORDATELLA  
**SOME CENTERS MAY REQUIRE  
INFLUENZA (H3N2 & H3N8)  
& MUST BE SPAYED/NEUTERED**

### **cats**

RABIES & FELINE DISTEMPER

## **WHAT CAN I BRING?**

PLEASE PACK LIGHT!  
WE SUPPLY EVERYTHING THAT YOUR PET COULD NEED, INCLUDING LITTER & BOWLS. FEEL FREE TO BRING TREATS AND 1 OR 2 RUBBER TOYS, BUT PLEASE LEAVE ALL CLOTHING, BLANKETS AND FAVORITES AT HOME.

FOR DOGS, IF PARTICIPATING IN GROUP PLAY, PLEASE BRING A FLAT, QUICK RELEASE COLLAR.

**FOR POCKET PETS,  
PLEASE CALL THE CENTER OR  
VISIT OUR FAQ PAGE.**

## **FOOD**

BEST FRIENDS FEEDS WELLNESS BRAND PET FOOD  
BOTH WET & DRY  
AT NO ADDITIONAL COST.

YOU ARE WELCOME TO BRING YOUR OWN  
FOOD. KIBBLE FROM HOME MUST BE PORTIONED  
OUT AND BAGGED PER MEAL.

PLEASE ALWAYS PACK AN EXTRA!

## **MEDICATIONS**

WHILE SOME MEDICATIONS AND  
CONDITIONS ARE ACCEPTED, OTHERS MAY  
NOT BE SAFE FOR BOARDING OR REQUIRE  
ADDITIONAL DOCUMENTATION. EVEN IF  
YOU HAVE BOARDED WITH US IN THE  
PAST, CHECK WITH US BEFORE YOUR  
RESERVATION TO AVOID ANY ISSUES.  
**ACCEPTED MEDICATIONS MUST BE IN  
THEIR ORIGINAL PACKAGING.**

## **HOURS OF OPERATION/DROP OFF & PICK UP**

HOURS VARY PER LOCATION, VISIT YOUR CENTER'S WEBSITE  
HOLIDAY HOURS MAY DIFFER

**DROP OFF** IS FROM OPEN UNTIL 30 MINUTES BEFORE CLOSE

**PICK UP** IS BEFORE NOON, UNLESS YOUR PET IS GETTING GROOMING/CENTER WILL CALL WHEN READY

## **PAYMENTS & DEPOSITS**

A \$100, NON-REFUNDABLE DEPOSIT PER PET WILL BE CHARGED AT THE TIME OF BOOKING YOUR RESERVATION, OR WITHIN 48 HOURS IF BOOKING VIA OUR WEBSITE. THE REMAINING BALANCE IS DUE AT CHECK IN, AND ANY OUTSTANDING BALANCE FOR ADD-ONS (HPP, GROOMING, ETC.) IS DUE AT CHECK-OUT OR AS CHARGES OCCUR IF THE BALANCE WILL BE GREATER THAN \$900. AN ACTIVE CREDIT CARD IS REQUIRED ON FILE REGARDLESS OF DEPOSIT METHOD. ALL MAJOR CREDIT CARDS ARE ACCEPTED. WE DO NOT ACCEPT CASH EXCEPT WHERE REQUIRED BY LAW. WE DO NOT ACCEPT CHECKS OR CARE CREDIT AT ANY TIME.