

## Rules and Requirements for All Services at Bay Paws Pet Resort

### GENERAL INFORMATION

#### **HOURS**

Our pet care is available 365 days a year, but our lobby hours can be found below:

**Bay Paws Lobby Hours:** Monday-Friday 6:30 am - 7:00 pm, Saturday 6:30 am - 5:00 pm, and Sunday 9:00 am - 1:00 pm.

**Bay Paws Daycare Hours:** Monday-Saturday 8:00 am - 5 pm with an hour nap/lunch break around the hours of 11:00 am - 12:00 pm.

*Daycare dogs are in kennels when outside daycare hours. You can drop off or pick up your dog during lobby hours even if daycare isn't open.*

**Bay Paws Day Boarding Hours:** Monday-Friday 6:30 am - 7:00 pm, Saturday 6:30 am - 5:00 pm, Sunday 9:00 am - 1:00 pm.

*Check-in for boarding times: 2:00 pm – close of lobby. Check-out of boarding times: lobby open - 1:00 pm. If you are unable to make these times, you must schedule in advance. Fees will apply.*

**General Hours & Security:** Staff is at our facility from 6:00 am - 10:00 pm every day. Bay Paws Pet Resort is protected by a security alarm and a fire alarm that will respond as necessary to an emergency. Additionally, every boarding suite is equipped with 24/7 camera access.

**Grooming Hours:** Our grooming salon is open Tuesday, Thursday, Friday, and Saturday for all grooming and bathing services. Other services such as nail trims, baths, ear cleanings, and teeth brushings are available Monday-Saturday during normal lobby hours.

**Holidays:** Our lobby is closed on the following holidays: New Years Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.

***If you would like to pick your pet up during these days, it must be pre-scheduled with our reservation specialists and a \$30 holiday fee will apply.***

#### **ACCOUNT REGISTRATION AND ENTRY REQUIREMENTS**

**Online Portal:** You may register online at [www.baypaws.com](http://www.baypaws.com) using the New Client Registration link (direct link - <https://secure.petexec.net/newOwner.php?x=ZxFYavqa6t8=>). Once you have an account, you may **request** a daycare, boarding, grooming, or training service. Bay Paws Pet Resort must accept your request, and you will receive an email or phone confirmation. Bay Paws Pet Resort has the right to turn away or refuse service to any pet guest that lacks proof of vaccinations, displays signs of contagious health conditions, shows aggressive behavior, or does not meet our standards of health and temperament.

By creating a pet parent portal, you represent that you are the legal owner of the pets listed under the account and assume all risks, dangers, and responsibility for injuries to the named pets.

Owners must create a user profile and sign a dog intake form. A pet health waiver is also required if your dog is not vaccinated against Canine Influenza. It is highly recommended that your dog is also vaccinated for Canine Influenza (H3N2 and H3N8), although it is not required.

Owners acknowledge payment is due at the conclusion of each service by either cash or credit card. Prices are subject to change at the discretion of Bay Paws Pet Resort.

**Vaccination Requirements:** Proof of current vaccinations are required on veterinary letterhead. Our required vaccines for dogs are Bordetella, Distemper Parvo, and Rabies. We highly recommend that your dog receive the Canine Influenza (H3N2 & H3N8) vaccine, but do not require it. However, if there is a local outbreak or any other circumstance which we deem necessary, we reserve the right to require the Canine Influenza Virus at any time in order for your pet to receive services at Bay Paws.

If your dog is unable to get a vaccine because of a pre-existing condition, we will need documentation from a veterinarian proving so. Bay Paws Pet Resort is not liable if any pet contracts any illness. Private play may be scheduled for unvaccinated pets. Unvaccinated pets cannot participate in group daycare.

Our required vaccines for cats are Rabies, Feline Distemper, and the FELV vaccine. If your cat does not have the FELV vaccine, we can also accept a negative FELV test from your vet within the 30 days prior to the boarding start date.

The appropriate pet intake forms, and any other applicable forms, must be signed and the pet profiles must be completely filled out before your pet will be accepted into our facility.

#### **Health Requirements & Waiver:**

You acknowledge that you are not enrolling any dog that has any condition that could potentially jeopardize the health of other dogs or people and has not had any potentially communicable condition within 30 days prior to enrollment.

Owner understands special-needs dogs, young puppies, and senior dogs naturally have a higher risk of injury, stress-related illnesses, weakened immune system, or exacerbation of any pre-existing condition. As such, by using our facility for daycare or boarding the Owner is waiving any claim for injury or illness experienced by Owner's dog while in our care.

You understand that no amount of cleaning or sanitation can prevent all airborne viruses or intestinal parasites. Owner further understands that even if Owner(s) dog is vaccinated for Bordetella (Kennel/Canine Cough) there is a chance that the Owner's dog can still contract

Canine Cough. Owner agrees that Owner will not hold Bay Paws Pet Resort responsible if Owner's dog(s) contracts Canine Cough or other dog-dog transmitted ailments.

**Right of Refusal:** Bay Paws reserves the right to refuse admittance to any dog or dismiss any dog that does not meet or maintain the health, temperament or other daycare/boarding standards. The determination shall be made at the sole discretion of Bay Paws Pet Resort staff and management.

## PET CARE SERVICES

### **Grooming**

We require appointments for all grooming services, which you can call to schedule or request online. Our Salon does book quickly and it is highly recommended to schedule your service several weeks in advance. Full vaccines are required for our grooming clients. Appointments last on average of three hours, but vary based on your pet's size, coat, breed, and temperament. Any pet in daycare can be scheduled for a grooming service and will enjoy our spa in the afternoon. We will contact you via phone or text message when your pet is ready for pick up.

Any pet who has matting in their coat must have a consultation before their groom with our groomer. Pet matting can cause many skin conditions such as bruising, hematomas, sensitive skin, redness, and irritation, among other things. Bay Paws Pet Resort and our employees are not responsible for any health issues due to improper grooming before your grooming appointment at our salon.

Cancellation Policy for Grooming: All No-Show and Same Day Cancellation appointments will be charged a \$20 non-refundable charge. Documented emergencies are the only exception. *A "no-show" is defined as not showing up for your scheduled appointment at your scheduled time without warning.*

### **Day Boarding**

Day Boarding is a great option for pets who would prefer alone time, or older pets while you are away from your home. Your pet will be in one of our suites to relax and be taken care of by our pet care team. A credit card on file is required to reserve and schedule. Day Boarding pets must be dropped off and picked up during lobby hours. If you cannot make these times, you must schedule ahead for an early drop off or late pick up and a \$20 fee will be applied. Boarding add-ons (such as one-on-one play) can be added to your pet's day boarding for the regular boarding add-on price. Room type is not guaranteed and is based on availability. Luxury suites typically sell out for overnight boarding on weekends. A luxury suite upgrade may be requested, and if available at check-in, can be upgraded for an additional \$20 per day.

### **Boarding**

Bay Paws Pet Resort requires a credit card on file and a local emergency contact who is not traveling with you for all boarding reservations.

All pets must be in good health and not have recent exposure (30 days) to contagious illness or disease (ex. Giardia, Canine Cough) prior to check-in. Bay Paws Pet Resort requires veterinarian documentation as proof of a clear health record after treatment/medication has been completed.

Bay Paws Pet Resort requires that all pets be on a regular flea and tick, and heartworm prevention. If fleas are found on your pet upon arrival, a flea bath is required at your expense.

### **Holiday and Seasonal Rates for the 2021-2022 Calendar Year**

*Holiday rates apply for 3 days prior to a holiday, day of holiday, and three days after the holiday*

- New Year's Day
- Spring Break (determined by local school calendar)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Christmas

**Boarding Check-In and Check-Outs:** Similar to a human hotel, check in times for boarding are in the afternoon and check out time is in the morning to ensure we have a clean room available when your pet arrives. Monday through Saturday, boarding check-in time is after 2 pm, and boarding check-out time is any time between 6:30 am - 1 pm. On Sundays, check-in and check-out time is any time between 9 am - 1 pm.

Early Check Ins and Late Check Outs: Early check ins and late check-outs outside of these times must be prescheduled and will incur additional fees. If you are checking in or checking out your pet outside of these times, a \$20 boarding extension fee will apply. If you will pick up your pet after the lobby has closed, but before 9:30 pm, then an additional \$20 late check out fee will apply. If your dog is going to group daycare or enrichment daycare on arrival or departure day and has been approved after a temperament test, a \$15 daycare fee will apply in lieu of the early check in or late check out fee.

**Cancelation or No-Show Policy for Boarding:** Cancellations that occur within 72 hours prior to check-in will be charged a \$20 cancellation fee to the card on file. A "no-show" is defined as not showing up for your scheduled appointment at your scheduled time without warning.

**Room Sharing:** Maximum capacity of all suites are dependent on size and weight. All guests sharing a room must be from the same household.

If we, Bay Paws Pet Resort, at any time during your pets stay find it necessary to separate the pets for safety purposes, we will contact you, the owner, and inform you. You will be responsible for additional charges that may apply for the second room for the remainder of the stay.

If pets sharing a room must be separated for feeding, it must be clearly communicated to the front desk team and there is an additional \$10 separation for feeding fee per day for the extra cleaning of an additional room.

We will not allow unfixed pets to stay with an unfixed pet of the opposite sex, even if they are siblings.

**Food:** Bay Paws Pet Resort highly suggests that you provide your pet's food to avoid any stomach issues during their stay. We ask that each meal is separated into bags or reusable containers labeled with the pet name and whether it is breakfast, lunch, or dinner. Please bring enough food for your pet's entire stay. If your pet is to run out of food, Bay Paws Pet Resort will feed your pet House Food (Purina EN) for a daily rate of \$5.00.

**Medication:** Bay Paws can administer medication such as pills at no additional rate, if your pet takes the pill in a pill pocket or food. If your pet uses pill pockets, please bring them with you for their stay. If we must "pill" your pet (i.e. forcibly administer the pill to ensure your pet takes it), administer injections (such as insulin) or oral or topical medications, then there is an additional fee of \$5 per administration. If your pet requires injections, you must provide the medication and enough needles for the pet's entire stay. Medications must be in the original bottle prescribed by the veterinarian with the correct dosage listed.

**Property Damage:** Bay Paws Pet Resort has the right to charge a damage fee to clients whose pets damage any of our suites, furniture or fixtures. To avoid any fees, we strongly recommend speaking with a reservation specialist disclosing all your pets known behaviors (past or present) to determine the best fit for your pet. If your dog is booked for a luxury suite but damages the room, we have the right to transfer your pet to an executive suite to prevent further damage for the remainder of their stay.

**Long Term Boarding Stays:** For boarding stays more than 14 days, Owner authorizes Bay Paws Pet Resort to charge the Owner's credit card on file every 14 days until the pet is picked up.

### **Group Play and Enrichment Daycare**

Daycare is run Monday through Saturday and is not available on Sundays. Daycare is closed on most major holidays.

**Group Play Daycare:** Bay Paws Pet Resort highly recommends that you reserve your dog for group play daycare. Non-reservation dogs may be turned away if the ratio of dogs to staff is reached. This is to ensure the safety of dogs and pet care staff.

Daycare runs between the hours of 8:00 am - 5 pm with a lunch/nap break. During lunch break, Bay Paws Pet Resort can feed your dog lunch at no additional cost if you provide it.

Bay Paws Pet Resort is not liable if your dog contracts any illness, or for any wounds while your dog is in group daycare. We pride ourselves on creating a safe, clean, and healthy environment for all pets. You understand and agree that during normal dog play, your dog may sustain injuries such as abrasions, lacerations, insect stings, and puncture wounds. Dog play is monitored by Bay Paws staff to best avoid injury, but scratches, punctures, torn ligaments, and other injuries may occur despite the best supervision. Owner further understands and agrees that neither Bay Paws nor any of its employees, staff, or volunteers will be liable for any illness, injury, death, and/or escape of your dog(s), and you hereby release Bay Paws staff or volunteers of any liability of any kind whatsoever arising from or as a result of your dog(s) attending Bay Paws.

Group Daycare Safety Policy: Bay Paws Pet Resort reserves the right to dismiss any pet from Pet Boarding and/or Doggy Daycare for the safety of all pets and associates without notice. While in daycare, dogs do not wear collars for their safety.

While all dogs must pass the preliminary temperament test to be eligible for group play daycare, some behaviors may be revealed only after a dog has attended daycare for a number of days. If conduct deemed unacceptable or dangerous occurs, Bay Paws reserves the right to immediately deny any dog's eligibility at any time in the event that a dog shows the potential to cause injury or to be unwilling to adjust to the group play daycare program. The Owner agrees to the terms of group play daycare and releases Bay Paws and staff as well as the owners of other dogs attending group play of all liability.

Group play daycare is not a training ground for dogs with behavioral issues nor is it the responsibility of Bay Paws attendants to devote extensive attention to a single dog's problem training.

Dogs must not have any health conditions which could be aggravated by active play or have any contagious disease symptoms such as cough, cold, nasal discharge, etc. Although the group play environment is a safe and well supervised area, the client acknowledges that rough play can be an inherent part of dog behavior in group play. Despite well trained staff and constant supervision, play may become too rough and an injury to pets may result. Should the pets require immediate treatment before the client can be contacted, the client authorizes Bay Paws to treat pets as deemed necessary by staff, in addition to authorization to take the pet to a veterinarian, if needed. Following any injury, Bay Paws will attempt to contact the client as soon as possible.

Regarding behavior, if the staff determines that any dog shows excessive stress or aggressive behavior in daycare, the client gives permission for Bay Paws to transfer the dog to an individual inside enclosure within our facility. We will make every effort made to inform the client of the

situation. Bay Paws reserves the right to immediately deny any dog's eligibility at any time in the event that a dog causes severe injury or displays dangerous aggression.

If a dog needs a nail trim for the safety of all dogs and staff, we will do so for \$10.

**Enrichment Daycare:** Enrichment daycare **MUST** be scheduled in advance. This is to ensure that we have adequate space for your dog, and enrichment daycare fills up quickly. Enrichment daycare runs between the hours of 8:00 am – 5 pm, with rotations throughout the day. While your dog is in one of our holding suites, they will still be provided with enrichment toys, such as puzzle toys or snuffle mats. We can feed your dog lunch at no additional cost between 11:00 am - 12:00 pm.

**Daycare Packages:** We offer many pre-paid daycare packages for the convenience of pet parents. A package does not guarantee a place in daycare, which is why we highly recommend a reservation for group play daycare, and require a reservation for enrichment daycare. Daycare packages are not transferable to other family members or friends. Daycare packages are non-refundable and hold no cash value.

Weekly daycare packages expire 7 days after purchase, 5-Day Daycare packages expire 30 days after purchase, and 10-Day Daycare packages expire 60 days after purchase. The monthly package is automatically renewed at the end of the month to the card on file and expires on the last day of the month.

**Requirements:** All dogs must be at least 16 weeks of age. All group play daycare candidates must undergo a temperament test. Temperament tests are included in the first day of daycare price, and helps to evaluate your dog in a social setting. This evaluation is 4 hours long, and our staff carefully introduces them to the group and watches all dogs behavior. If your dog does not pass their temperament test, they will go to enrichment daycare and we will call the pet parent. Your dog can be re-evaluated for group daycare every 6 months.

Owner agrees that if Owner's dog(s) is/are not picked up by closing time and Owner has not been in contact with Bay Paws, then Owner hereby authorizes overnight boarding appropriate for dog(s) and to pay Bay Paws for applicable overnight boarding charge plus any charge for required food.

### **REQUIRED WAIVERS FOR SERVICES:**

Owner further understands and agrees that Owner's dog(s) are healthy and will at all times while attending Bay Paws have current vaccinations.

Owner understands that Owner is solely responsible for any harm, including to any other pet(s), to the employees or invitees of Bay Paws, or to the equipment, facilities, or other property of Bay Paws Pet Resort, caused by Owners dog(s). Owner also agrees that Bay Paws

Pet Resort shall not be responsible or liable for any lost or damaged personal property belonging either to Owner or Owner's pet.

Hurricane Waiver of Liability. In the event of an expected hurricane at its premises in Clearwater, Florida, Bay Paws will contact Owners to remove Pets from Bay Paws' facility prior to the anticipated hurricane arrival, as determined by Bay Paws staff and ownership at the time. Should Owner fail to do so, Bay Paws cannot and will not guarantee the safety of Pets and Owner expressly assumes any and all risks to Pets related to or arising from its care from Bay Paws during the hurricane.

The undersigned Pet Parent assumes the unavoidable and potential inherent risks in all pet-related activities, including but not limited to any injury caused by leaving any personal property in the kennel, room, suite, and/or any holding area at Bay Paws Pet Resort. You also assume all unavoidable and potential inherent risks associated with the addition of any property of Bay Paws Pet Resort into public or private areas of the facility. Item examples include, but not limited to blankets, beds, toys, pillows, couches, etc.

In consideration, therefore, for the use of any personal/pet parent owned items, or requested items owned or in possession by Bay Paws Pet Resort items verbally or written to be added into their kennel, room, suite, and/or any holding area at Bay Paws Pet Resort; pet parent and their representatives agree to release and hold harmless Bay Paws Pet Resort, its officers, managers, employees, and/or but not limited to associated individuals of company.

The undersigned does hereby agree to hold harmless and indemnify Bay Paws Pet Resort and further releases them from any liability or responsibility for accidental damage, or injury caused to pet of pet parent while in the care of or possession of Bay Paws Pet Resort.

Pet parent(s) have read, and fully agree to the term of this agreement and understands and agrees that by signing this agreement (which contains a waiver, release, and assumption of risk), pet parent has given up considerable future legal rights. Member has signed this agreement freely, voluntarily, under no duress or threat of duress, without inducement, promise or guarantee being communicated to him/her. Pet parent certifies that s/he is 18 years of age or older and mentally competent to enter into this agreement.

This Agreement contains the entire agreement between the parties. All terms and conditions of this Agreement shall be binding on the heirs, estates, assigns and successors of the parties. If any provision of the Agreement is deemed unenforceable by a court of competent jurisdiction, such provision will be severed and the remaining provisions of the Agreement will remain in effect.