



3324 Rte 37 East  
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## Policies and Procedures

### All guests must meet the following criteria:

- Canine guests - current on DHPP, Rabies, and Bordetella vaccinations.
- Canine guests- minimum age of 4 months (16 weeks)
- Feline guests – current on FVRCP and Rabies.
- $\geq$  7 months, be spayed or neutered. Unaltered guest cannot participate in daycare.
- In good health and parasite free (fleas, ticks, mites, or intestinal).
- Negative fecal result on record within 12 months (required for daycare & lodging).
- Pass a temperament evaluation and have a completed application on file.

### *Medical Requirements*

All guests of our establishment are required to have a negative fecal test result within 12 months of their daycare/stay and be vaccinated (in accordance with your veterinarian's recommendations) as stated above. If your pet's vaccinations are expired they are required to receive them a minimum of 10-14 days prior to their daycare/stay. If your pet's medical records do not clearly indicate the vaccine expiration or due date, we will require the vaccination to be administered annually. If your veterinarian does NOT recommend your pet receive a specific vaccine (due to allergies, old age, etc) you are required to get written documentation from your vet stating so. We are a parasite free facility, pets that show signs of fleas (adults, eggs, flea dirt, etc.) will be required to have a bath at the owner's expense.

### *Evaluations*

A temperament evaluation is required prior your pet's stay with us. Neutered canine guests are part of the daycare setting and all dogs must be sociable with both people and other dogs. If a guest passes the evaluation and acts in an unacceptable manner the guest will be placed in a time-out. The incident will be reported to the Management. We may be willing or able to work with the guest and their Owner to modify the behavior. We will not accept any guests who display aggressive behavior. In the event your pet does not pass an evaluation, we recommend working with a qualified trainer on training and socialization. Typically we will be happy to re-evaluate a dog after course completion and discussing any progress with the trainer. We reserve the right to refuse any pet for any services we offer.

### *Dining*

Due to the high possibility of gastrointestinal upset (vomiting or diarrhea), we recommend you provide your pet's regular diet for their stay with us. We also recommend pre-measuring their food to ensure accurate feeding. We will not accept any food bags over 15 lbs. If food is not provided, an insufficient quantity of such, or your pet does not eat well, he/she will be given our food of choice. We are not responsible for any issues that may arise due to a sudden diet change.

### *Personal Belongings*

We welcome personal bedding, and blankets however it must be the appropriate size for your pet's accommodation. For your pet's safety, any item intended to occupy and be consumed (i.e. rawhide, animal hooves, pig ears, greenies etc.) is not permitted, only treats that are breakable by hand are allowed. PPHC is not responsible for any items soiled, lost, damaged, or stolen. Medications **MUST** be provided in their original vial or packaging.

### *Abandonment*

Please notify us if you wish to extend your pet's stay. If we have no contact with the owner or any dog is not retrieved by the owner/agent within 3 days of the scheduled check-out date, the pet will be transferred to a shelter in accordance with state laws. This does not release the Owner/Agent of the obligation to pay for services rendered by PPHC or the shelter.

### *Check-in & Check-out*

Rates are clearly displayed on our service menu. Lodging charges are incurred per night the guest stays with us. Check-in is after 11am and Check-out is by 11am. Guests that arrive or depart outside the Check-in or Check-out times will be charged an additional fee. Guests, who receive spa services in addition to their stay (minimum required is a bath), will not be charged for late Check-out. You will be called the day of departure and told what time your pet will be ready for pick up. If grooming is performed before the pick up date, the guest will not be included in the daycare experience any longer to keep clean. Our cancellation policy is 48 hour notice prior to the scheduled Check-in time in order to avoid a charge for a one night stay. Requests to extend your pet's stay during their lodging, may result in changing their accommodations based upon availability. Prices will adjust accordingly. A 50% non-refundable Holiday and summer deposit is required for any stay during a holiday week or during June, July and August. We accept cash, Visa, MasterCard, Discover and American Express. We DO NOT accept checks.

For the purposes of this document, the terms Agent, Owner, or Client are synonymous with the person contracting services for one or more domestic animals.

**As the Agent/Owner of the guest, I understand that Pampered Pets Hospitality Center, its owners, employees, and affiliates (collectively referred to as "PPHC") strive to provide a safe and healthy environment for all. I recognize that I am responsible for providing current vaccination records and fecal results on file with PPR. I recognize that vaccinating my pet substantially reduces but does not completely eliminate the possibility of my pet contracting illnesses. I authorize the release of any/all medical records to PPR as they deem necessary.**

I am aware that my neutered pet will be part of a daycare setting which allows them to socialize by interacting with both people and other pets of the same species. Thusly, injury may occur and PPHC will not be deemed at fault or held responsible for any injury while on the premises of PPHC or in transportation to a veterinary clinic. I assume all risk if I request multiple pets to be placed in the same accommodations for lodging. I am responsible for any and all acts, behavior, or my pet in general while in the care of PPHC. I will be notified by staff of any obvious nicks or scratches. Unaltered pets are not permitted to participate in the daycare experience.

**\*\* At our discretion, dogs in the "bully breed" classification (e.x: American Pit Bull Terriers, Bull Terriers, Miniature Bull Terriers, American Staffordshire Terriers, Staffordshire Bull Terriers, American Bull Dogs, Rottweilers, Bullmastiffs, English Mastiffs, Cane Corsos or mixed breeds of these kinds) are able to be boarded however for the safety of all guests, are not able to participate in group play.**

If my pet becomes seriously injured or ill, PPHC will do its best to contact me and reserves the right to seek medical attention from any veterinarian they choose. However, the company is not responsible for the health of my pet prior and upon entering their care. I will assume full responsibility for the payment and/or reimbursement for any and all veterinary services rendered. Any balances due to a veterinarian or veterinary clinic are solely my responsibility and PPHC will not be held accountable. I also agree to be responsible for all special service fees assessed by PPRS for emergency transportation, care, supervision, or hiring of emergency caregivers immediately upon my return. This agreement is valid from the date below and grants permission for future veterinary care without the need for additional authorization each time PPHC cares or provides services for one or more of my pets.

I agree to notify PPHC of any signs of injury or possible illness before any Check-in for services as soon as the condition appears. PPHC reserves the right to cancel services where a pet with a potentially infectious condition exists or if we are unable to provide proper care. PPHC may use their discretion to stop and end service at any time that a pet poses a danger to the safety or health of itself, other pets, other people, or the staff.

I will be responsible for all medical expenses and/or damages resulting from an injury to another guest, other persons, or property by the pet while attending functions sponsored by or on the premises of PPHC. Client agrees to indemnify, hold harmless, and defend PPHC, in the event of a claim by any person injured by the pet.

Gentle means may be used to minimize anxiety, discomfort, stress, or to discourage inappropriate behavior (mounting, rough play, etc.) which can lead to aggressiveness. These means may include the use of "time-outs", individualized attention, sounds, or squirt water bottles. In extreme cases muzzles may be used for the individual guest's protection or for the protection of others.

I agree to release any and all of my pet's images in video or photo to Pampered Pets Hospitality Center and/or the World Wide Web marketing. Permitting use, reuse, and/or publishing and republishing of in any media and for any uses, including, but not limited to illustration, promoting, advertising and trade, to use my dog's name in connection thereof.

**I understand this agreement applies to all of my pets within PPHC's care. Client agrees to any future PPHC term changes relayed verbally to the client, in writing by means of hand outs, mail, or email to the client, or posted on our website under the heading "Our Facility". I state that I have provided accurate information. I have read and were explained this agreement in its entirety and fully understand and accept its terms and conditions. I also understand the potential risks and hazards involved associated with the boarding and group play atmosphere. This contract is binding upon me, my heirs, administrators, assigns, and legal representatives.**

X \_\_\_\_\_  
Signature of Owner or Agent

Date \_\_\_\_\_

\_\_\_\_\_  
Please Print

Staff Initials \_\_\_\_\_