



## Rules of the House

### Assumption of Risk

Owner acknowledges and is aware that employees of Fit 'n' Furry are not veterinarians and do not have backgrounds in animal medicine and are not expected to diagnose or detect illnesses in the pets that are staying at Fit 'n' Furry. In addition, owner acknowledges and is aware that vaccines do not protect against all communicable illnesses that may affect a pet. Owner acknowledges and agrees that they are assuming all risk of illness, disease, harm or otherwise to their pet by allowing their pet to stay at Fit 'n' Furry.

### Reservations:

- Rooms will be guaranteed when you make reservations in advance.
- Reservations will be guaranteed with a credit card or advance deposit of 50%.
- Reservations must be cancelled at least 24 hours prior to the beginning of stay to avoid a one (1) night charge.
- When reservations are canceled at least one week prior to the scheduled check-in time during a peak or holiday period you will avoid a 50% cancellation fee and your account will be credited towards your next stay.

### Check-in and Check-out Hours

- Check-in at Fit 'n' Furry is between 3 pm and 6 pm. Pet owners who need to drop off their pets before 3 pm must pre-arrange this when the reservations are made; Fit 'n' Furry will charge \$20 morning "check-in" fee under these circumstances, since the space and facilities will not be available for use by other Fit 'n' Furry guests for that day.
- Check-out for all guests are 9:30 am to 11:30 am, since pets arriving in the afternoon may be booked into the same suites. An afternoon check-out charge of \$20 will apply to pets that are not picked up by 11:30 pm, and they may be moved to less spacious accommodations to make room for arriving pets.
- Check-in and check-out is available 24 hours a day, 7 days a week by arrangement and for a fee.
- Pets picked up from your home by our staff or dropped off by clients at Fit 'n' Furry before 1 pm will be charged an additional 50% of the boarded rate.
- Pets delivered home by our staff or picked-up from Fit 'n' Furry between 6 pm and 8 pm will be charged an additional 50% of the boarded rate. Pets picked-up or delivered after 9 pm will be charged an additional one (1) night's boarding rate.
- Pets scheduled for grooming on the day of departure can be picked-up at Fit 'n' Furry or delivered home until 8 pm

for no additional boarding fee (delivery charge still applies).

- A “no show” is defined as more than 4 hours after the 11:30 am check-in time or otherwise scheduled check-in time.

### **Home pick-up and delivery**

- Regular hours for home pick-up and delivery are between 8:30 am and 4:30 pm. The basic delivery fee of \$25 is applicable for a radius of 25 miles from Fit ‘n’ Furry. Each additional mile will incur a charge of \$.50 per mile.
- Home pick-up and delivery outside of regular hours will be by appointment only and will include an additional 50% of the computed delivery charge.

### **Boarding**

- Aggressive dogs require you to select our Specialized Care Program.
- Males that are not neutered require you to select our Specialized Care Program.
- Females that are not spayed that are in heat require you to select our Specialized Care Program. **(See Specialized Care Program below.)**

### **Doggie Daycare**

- Daycare is available between 6:30 am and 6:30 pm, 5 days a week and between 9 am and 3 pm weekends.
- Walk-in daycare hours during the week are between 8 am and 6 pm.
- Drop-off and/or pick-up outside these hours is available by appointment only.
- Daycare does not include meals.

### **Playgroups**

- Only spayed and neutered dogs will be allowed to participate in daycare playgroups.
- Our guests will be grouped according to size, age, and level of activity.

### **Doggie Assessment**

- Every dog guest boarding or attending doggie daycare at Fit ‘n’ Furry needs to be assessed before their first stay. (Done by ½ hr. appointment prior to first stay.) This assessment is designed so we can get to know your pet on a personal level. Fit ‘n’ Furry wants to know how your dog engages with people and other dogs. We also want to understand their preferences in being handled, get to know about their personality and utilize the profile information to determine what playgroup suits them best.

### **Vaccinations/Health**

- All canine guests must be vaccinated for Rabies, DHLPP, and Bordetella (annually). Bordetella should be administered at least eleven days prior to boarding. Proof of vaccinations is required prior to their stay at Fit ‘n’ Furry. Veterinarians may FAX to Fit ‘n’ Furry at 707-769-1045.

- Guests less than six months of age are required to show proof of vaccinations series administered at least one month prior to the first day of their stay.
- Guests not meeting this requirement must be examined by their vet and receive a clearance of good health not more than 1 week prior to their stay and must select the Specialized Care Program.
- Fit 'n' Furry requires all guests to be on a regular flea treatment program.
- Guests must not have been exposed to any contagious diseases within a 30 day period prior to check-in.
- Guests cannot have had a communicable illness of any kind for 30 days prior to check-in.
- Fit 'n' Furry does not accept guests that have a terminal illness.
- Fit 'n' Furry does not accept pets that require medical treatment beyond the dispensing of medication (i.e. shots, drains, bandage changes, suture removal, etc.).

## **Temperament**

- Guests staying at Fit 'n' Furry must possess a temperament that allows Fit 'n' Furry staff members to be able to care for them. Allowances may be made for specific temperament issues, but the pet cannot pose a danger to staff members. It is your responsibility to apprise us of any traits your pet has demonstrated that may impact their stay with us.
- Guests who are unable to be in a playgroup with other guests due to aggressive temperament will only be allowed to board at Fit 'n' Furry if owner selects the Specialized Care Program.

## **Specialized Care Program**

- The Specialized Care Program is specifically designed for those guests who do not have the right temperament, are under age, not neutered or have some injuries that exclude them from participating in Fit 'n' Furry's regular programs. This program includes playtime in a room separate from other guests. The guests will be escorted by two handlers and constantly supervised when they're not in their own room.

## **Feline Guests**

- All cats must be vaccinated for Rabies and FVRCP; proof of vaccinations is required prior to their stay.
- Only spayed or neutered cats may stay at Fit 'n' Furry verified by veterinarian or clinic certificate.
- Guests must not have been exposed to any contagious diseases within a 30 day period prior to check-in.
- Guests cannot have had a communicable illness of any kind for 30 days prior to check-in.
- Only one guest may stay in a single condo. Condos may be linked together if desired.
- Guests must be 4 months or older to stay at Fit 'n' Furry.

