

# Treasured Pets Resort & Spa Policies



Treasured Pets Resort & Spa  
*a home away from home*

Effective January 1<sup>st</sup> 2010

We ask that you read this document thoroughly; if you have any questions or concerns, Please feel free to call us at 813-909-PETS (7387).

## Hours

Monday – Friday: 7:00am – 6:00pm (Closed for lunch from 12:00pm-2:00pm)

Saturday: 9:00am – 4:00pm (Closed for lunch from 12:00pm-2:00pm)

Sunday: Closed

- Sunday pick ups are available from 4:00pm – 6:00pm.
- Pick ups made after 12:00pm Monday thru Sunday will include a \$10.00 daycare charge.

## Required Vaccinations for Boarding & Doggy Day Care

Proof of vaccinations by a licensed veterinarian is required. Vaccinations are required for all professional services. For your convenience you may fax vaccination records in advance to 813-909-1134

### DOGS

RABIES 1 or 3 years\*

*\*rabies vaccines per county ordinance*

DISTEMPER, PARVOVIRUS 1 or 3 years

PARAINFLUENZA 1 year

BORDATELLA 1 year

### CATS

RABIES 1 or 3 years\*

*\*rabies vaccines per county ordinance*

FVRCP\*\* 1 year

\*\*feline viral rhinotracheitis, calicivirus, panleukopenia

FELINE LEUKEMIA 1 year

## Required Vaccinations for Grooming

Proof of vaccinations by a licensed veterinarian is required. Vaccinations are required for all professional services. For your convenience you may fax vaccination records in advance to 813-909-1134

### DOGS

RABIES 1 or 3 years\*

*\*rabies vaccines per county ordinance*

BORDATELLA 1 year

### CATS

RABIES 1 or 3 years\*

*\*rabies vaccines per county ordinance*

## Health

All pets must be in good health. Owners will need to certify that their pet(s) are in good health and have not been ill with a communicable condition in the last 30 days. On admission all animals must be free from any condition which could potentially jeopardize other guests. Animals that have been ill with a communicable condition in the last 30 days will require veterinarian certification of health to be admitted or readmitted.

## Boarding Pets in Heat

We will board pets in heat with the following conditions:

- Owners must bring appropriate pet undergarments, as well as protective undergarment liners.
- If a pet goes into heat while at Treasured Pets Resort & Spa, we will furnish these items at the parent's expense.
- There will be an additional \$25.00 fee for any pet in heat or any pet that goes into heat while at Treasured Pets Resort & Spa.

## Fleas & Ticks

For the health and well-being of our guests, we require them to be in good physical health. If your pet is found to have

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fleas or ticks during their stay with us we will provide immediate treatment at the parent's expense.

## **Deposits**

During Holiday seasons+ we require a non-refundable deposit, equal to one night stay, for our overnight guests. A credit card is required to hold reservations during Holiday seasons+. Any unpaid balances, cancellation fees or any additional charges will be charged to your credit card.

+ *Holiday seasons are defined as one week prior through one week after the following holidays: Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Years Day.*

## **Paperwork**

We realize paperwork can be time consuming; however owners are required to fill out all required documents prior to utilizing any of our services. It's imperative for the well-being of your pet that we have the most current information on file. For your convenience you can find our forms online at [www.TreasuredPetsResortandSpa.com](http://www.TreasuredPetsResortandSpa.com) and fax them in advance to 813-909-1134.

## **Litter**

While not required, you may bring your own cat litter.

## **Food**

Mom and Dads don't forget to bring your pet's own food to avoid any type of G.I stress. Otherwise a low-residue dry food will be provided at a cost of \$5 per day.

- All food must be in a sealed tight container and labeled with your pet's name on in. Meal-times are first thing in the morning and evening unless otherwise requested.

## **Treats**

- Boarded guests receive 2 complimentary treats per day, unless otherwise specified.
- Boarded and Doggy Day Care guests can participate in our Afternoon Frosty Paw Party for \$2 per day. Please feel free to bring your pet's favorite treats for their stay with us.

## **Toys**

- For overnight guests, you are welcome to bring their favorite toy/s. If possible, please label them with your pet's name. While we take an inventory of all the items you bring and do our best to return everything to you, on occasion a toy may get lost or destroyed. Please understand we cannot be responsible for the loss or destruction of toys.
- Please be sure your pet's toys are size appropriate.
- For our Doggy Day Guests, we have plenty of toys and activities to keep them occupied. We request that you not bring any additional toys for your pet's day care stay.
- We cannot be held responsible if your pet chews and ingests the toys you provide. We will seek veterinarian care if deemed necessary by Treasured Pets Resort and Spa at the owner's expense.

## **Bedding**

Bedding is provided for our overnight guests. However, we do allow parent's to bring your pet's favorite bed. While we do all we can to make your pet's stay with us as comfortable as possible, we know just like humans, there's nothing quite like being able to sleep in your own bed.

- You may also bring any of the following items to make your pet feel comfortable and have the scent of home with them: blanket, towel, t-shirt.
- Please understand we cannot be responsible if your pet chews and/or destroys any bedding items.
- We cannot be held responsible if your pet chews and ingests the bedding you provide. We will seek veterinarian care if deemed necessary by Treasured Pets Resort and Spa at the owner's expense.

## **Collars**

All Boarded and Doggy Day Care guest will not be allowed to wear their own collars during their stay. We provide a tab band collar to wear around their necks with their name, our name and phone number printed on it.

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- We do however require your pet to be collared and leashed during drop-offs and pick-ups.

## **Medications**

- Medications and supplements MUST be in their original packaging.
- We will follow the instructions as prescribed by the veterinarian.
- Administering medications is an additional cost of \$1.00 per day.

## **Bathing & Grooming**

While we do not require overnight guests to be bathed/groomed before they go home, we strongly encourage it. Due to all the playtime they will receive, we're sure you would want a nice clean pet to take home.

## **Hurricanes**

Parent's, for the safety and well-being of your pet and our staff and their families, we ask that you stay informed of the National Weather Service Hurricane "Watch" and "Warning" alerts while your pet is staying with us. When a Hurricane "Warning" is officially declared for our area, we ask that you or a family/friend list as your emergency contact, pick up your pet immediately.

## **Doggy Day Care**

The purpose of the Doggy Day Care is to provide a safe, fun and stimulating, social environment for your dogs during weekday business hours. To ensure the safety and health of your pet and our other guests, we require all our guests to comply with the following rules and regulations. Be assured your little treasures will have a great time in our Doggy Day Care They will have both indoor and outdoor supervised playtime with mid-day naps. Because we want all of our guest to have a good time, any dog that demonstrates signs of aggression will be separated from all other dogs and possibly denied further entry into Doggy Day Care.

- Doggy Day Care hours are Monday-Friday 7:00am - 5pm. (pick up by 6:00pm)
- Dogs must be spayed or neutered.
- Dogs must be at least 4 months of age.
- Dogs must pass our temperament screening test.
- Reservations are appreciated.
- If you have an alternate pick-up person, that person must be listed as an Emergency Contact on your application.
- Proof of required vaccinations as listed above.
- Application must be complete and updated with the most current information.