

New Tampa Pet Resort Policies

Prior to using our facility, all guests must submit a completed Guest Information Form as well as comply to the following policies and regulations and sign our online Agreement.

Arrival

All dogs entering NTPR must be on a leash and under your control (please no flexi/extension leads) and all cats must be in a ventilated carrier, for their safety and the safety of our other guests. Please note that all hugs, nose kisses and goodbyes are to be done in the lobby, as only employees are able to take pets back to the kennel area to settle them in. All daycare and boarding guests will not be allowed to wear their own collars due to safety but will be issued at drop off, a Tab Band collar with their name and villa number. Collars and leashes will be sent home with you.

Resort Lobby Hours/Check-in/check-out

Monday-Friday: 7:00 am-6:00 pm

Saturday: 8:30 am-4:00pm

Sunday: 10:00 am -5:00pm

Pets may be checked in at any time during our lobby hours and please note that our lobby is closed on major holidays. Check out is by 12 noon and an afternoon pick up fee of \$18 will be charged for pick ups after 12pm

Payment requirements

- Payment is required upon pick up.
- A credit card is required to hold all reservations.
- We require ½ cost of the reservation for all holiday bookings. This is only refundable if the reservation is canceled 48 hours prior to the boarding booking.
- Extended stays of a month or more we require ½ the cost of the stay.
- No Shows-a guest who does not show up on their scheduled arrival date and does not call to cancel will be charged ½ the cost of the reservation.
- We do not accept checks.
- We offer no refunds on products or services, but will credit your account to be used toward your bill at a later stay.

Health

The safety of our guests is our top priority, therefore, we require that all pets in our care, must be current on the vaccines listed below. We require proof from a licensed Veterinarian and are unable to accept home administered vaccinations. For your convenience, you may fax or email your vaccination records in advance.

Dogs:

Rabies: 1 or 3 years

DHP and Parvovirus: 1 or 3 years

Bordatella: 6 months or 1 year

Canine Influenza Bivalent (H3N2 & H3N8)

Cats:

Rabies: 1 or 3 years

FVRCP: 1 or 3 years

Feline Leukemia: 1 year

Puppies and kittens must be 16 week of age before they are able to board at NTPR. Geriatric pets (large dogs over 12 years/small dogs and cats over 14 years) have a more difficult time being away from their families and often not able to have updated vaccines, so we ask that you consider boarding with your veterinarian, who is better equipped to handle their special needs.

Fleas and ticks: Your pet is required to be free of fleas and ticks and be on a monthly treatment plan. If your pet is found to have fleas or ticks, we will attempt to contact you to discuss your options. If we are unable to reach you, we will administer Capstar and give a flea bath at your expense.

Medications: If your pet requires medication while in our care, we will be glad to administer them. A \$3 flat rate a day will be applied to your invoice. We ask that all medication be in its original bottle, so that we are clear on what it is and the quantity that we are administering. Medications should not be included in pre- packaged food.

Pet Restrictions

Pets that we can't board are:

- Aggressive or feral animals that are unable to be safely handled by our Pet Care Staff
- Females that are pregnant or in heat
- Pets who have been diagnosed with a contagious disease
- Pets recuperating from recent (past 10 days) invasive medical procedures
- Pets with serious medical conditions that require frequent veterinary attention

Daycare

Parents, daycare is a place for social dogs to play, socialize and interact in a off leash supervised group setting. Please acknowledge that dogs can be unpredictable in behaviour and be aware that there is some risk of accidents (scrapes, nicks, tender

paws ect from running and playing hard) that can happen in a free play setting, when dogs are being dogs.

Dogs that demonstrate signs of aggression will be separated from all other dogs and possibly be denied further entry into daycare.

Puppies are welcome in group play after 16 weeks of age but we ask that at 7 months of age they must be spayed or neutered to be able to continue in a group setting.

Daycare hours are Monday-Friday 7:00 am-6:00 pm and Saturday 8:30am- 12:30pm.
*Reservations may be required before and during holidays

Mom and Dad, we are all pooped by the end of the day, late pick-up charges for day care will begin at 6:00pm per the rate of \$5 for each 5 minute increment. Thanks for being on time!

Please inform us if an alternate pick-up person is coming for your pet(s). That person must be listed in the Emergency Information Section in the Guest Information Form.

Guests will not be allowed to participate in daycare until 30-60 minutes after mealtime to prevent bloat.

Packing for their stay

Food and Treats-We have a full kitchen, so feeding your pet like you do at home is no problem. Please bring your pet's own food to avoid any type of upset tummy due to food change. Otherwise a low-residue dry food will be provided at a cost of \$5/day.

Owner provided food must be prepackaged and individually portioned and labeled with the guest's name on each container/bag. Please feel free to bring your pet's treats during their stay.

Please note that we do not allow rawhides or cooked bones

Toys & Bedding -Overnight guests, you are welcomed to bring some favorite toys but we do not allow tennis balls, or ripped open squeaky toys.

You may provide a bed, blanket or tshirt that smells like home, to comfort your pet. Please note that these items may be laundered and that New Tampa Pet Resort is not responsible for the loss or destruction of toys and bedding.

Hurricanes - Parents, for the safety of your pet, our employees and their families, please be aware of National Weather Service Hurricane "Watch" and "Warning" declarations while your pet is staying with us. When a Hurricane "Warning" is officially posted for our area, we ask that you or a family member or friend that is listed on your emergency card pick your pet up immediately