

Posh Pet Hotel House Rules

Posh Pet Hotel
6710 S. Dixie Highway, West Palm Beach, FL 33405
T 561.225.1559 • F 561.828.3750 • www.poshpethotel.com

Our lobby is closed on the following Holidays so therefore we can not accommodate arrivals or departures on: New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. On these dates, a two-night minimum stay is required. Even though we offer 24-hour/365 days a year supervised animal care, our lobby is only open during the hours listed above.

POSH PET HOTEL HOURS

Monday – Saturday 7am – 7pm
Sunday 8am – 4pm

RESERVATIONS

Posh Pet Hotel reserves the right to refuse services and admittance to any Pet Guest who lacks proof of vaccinations, displays signs of contagious health conditions, demonstrates aggressive behavior or does not meet our health and temperament standards.

• **Boarding**

Posh Pet Hotel rooms/suites can only be guaranteed if the reservation is confirmed in advance.

A reservation can only be confirmed if the following is on file:

1. A credit card deposit at the time of booking. During Non-Peak/Holiday periods, a one-night deposit is required and during Peak/Holiday periods, a two-night deposit is required.
2. Proof of current vaccinations. Absolutely no Pet Guest, for any service, will be admitted without current vaccines.
3. Signed copies of Posh Pet Hotel House Rules, Client Agreement, and Dog/Cat Guest Profile Forms.
4. An Overnight Check-In Form must be completed for every Pet Guest's stay.
5. Prior to extending a boarding, current balance must be paid in full.

• **Daycare**

Reservations are highly recommended for staffing purposes. Non-reservation dogs may be turned away if the ratio of dog to staff is reached. Daycare will be closed to the public on the following Holidays: New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

• **Grooming**

Reservations are required. Although we do try to accommodate every dog or cat, the Salon & Spa books quickly. It is highly recommended to book your appointment several weeks in advance.

CANCELLATION POLICY

- **Non-Peak/Holiday** – Cancellations that occur within **three (3) days prior to check-in**, for Non-Peak/Holiday periods, will result in forfeiture of your one (1) night deposit. To avoid the forfeiture of your one (1) night deposit, please cancel Non-Peak/Holiday reservations at least three (3) days prior to arrival with us.
- **Peak/Holiday** – Cancellations that occur within **five (5) days prior to check-in**, for Peak/Holiday periods, will result in forfeiture of your two (2) night deposit. To avoid the forfeiture of your two (2) night deposit, please cancel Peak/Holiday reservations at least five (5) days prior to arrival with us.
- **Peak/Holiday periods include:**
2017: May 26-29, June 30-July 5, September 1-4, November 20-28, December 18-31, **2018:** Jan 1-2
- This includes a “no-show” which is defined as not showing up for your scheduled reservation by the close of business of your check-in day, at which time, the room will be released and the reservation cancelled, and deposit forfeited.

ARRIVALS

- Arrivals and Departures occurring outside of Lobby hours is available, but for the safety of our staff, is strictly by appointment only and will incur additional fees.
- **6:00 a.m. – 7:00 a.m.** – Any Pet Guests dropped off between 6:00 a.m. and 7:00 a.m. will incur an early drop off fee of \$20.00. This charge is due to the fact that the Pet Guest will occupy a suite until Daycare begins at 7:00 a.m., resulting in the care and sanitization of that suite.

DEPARTURES

- **Check-out time for Boarding Guests is 12:00 p.m.**
All Pet Guests picked up after 12 p.m. will incur a Daycare fee per Pet Guest. The Daycare fee is given at a discounted rate of \$25.00. You may apply a Daycare package to cover this charge.
- **Last pick-up for all Pet Guests is 7:00 p.m. Monday – Saturday, and 4:00 p.m. on Sunday.**
Any Pet Guest picked up after 7:00 p.m. but before 7:30 p.m. Monday – Saturday, and after 4:00 p.m. but before 4:30 p.m. on Sunday will incur a \$15.00 late pick-up fee, per guest.
- Any Pet Guest that is not picked up by 7:30 p.m. Monday – Saturday, and 4:30 p.m. on Sunday, will have to board with us for the night, and will incur a boarding fee associated with a room capable of accommodating your pets.

PET HEALTH & SAFETY

Posh Pet Hotel takes great pride in the health and safety of our Pet Guests.

- Posh Pet Hotel accommodates pets that are healthy, fit, and able to walk unassisted. Pet Guests with terminal illnesses and in the late stages of an illness cannot be accommodated at Posh Pet Hotel. Posh Pet Hotel also cannot accommodate Pet Guests that require medical treatment beyond the dispensing of oral and topical medications. (i.e. drains, bandage changes, suture removal, etc.)

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- All Pet Guests must be in good health and not have been exposed to any contagious or communicable illnesses (i.e. Giardia, Kennel Cough) within a 30-day period prior to check-in. Posh Pet Hotel will require veterinarian documentation proving a clean health record after treatment and/or medication has been administered and completed. This information needs to be faxed in advance to Posh Pet Hotel at 561.828.3750.
- **All Pet Guests must be on a monthly flea and tick preventative.**
This is for the safety of your pet and other Pet Guests, no exceptions.
We also require that each Pet Guest receive a dose of Capstar, at a cost of \$5, at check-in to eliminate possible fleas.
If fleas or ticks are discovered at check-in, a flea bath will also be required at Owner's expense.
- Pet Guests that require specialized care and/or attention are welcome to participate in our Posh Special Care Program at an additional fee of \$20.00 per day.
Please discuss your pet's needs with our friendly staff at the Front Desk to make sure that we can properly provide the care your pet needs.
- Posh Pet Hotel reserves the right to decline reservations to Pet Guests that may require additional assistance beyond our Posh Special Care Program. Any Pet Guest displaying signs of the following, but not limited to, will not be accepted: incontinence, severe lack of mobility, epilepsy, etc.
- **All Pet Guest medications must come in original bottle prescribed from a veterinarian.**

VACCINATION REQUIREMENTS

Pet Guests must meet vaccination standards before admittance to Posh Pet Hotel.

Dog Requirements:

Rabies – Current in the last year for puppies and past 3 years for adults.

DHPP – Current in the last year.

Bordetella – Current in the last year, or 6 months depending on the vaccination provided.

Fecal Exam – Current in last year.

Cat Requirements:

Rabies – Current in the last year for kittens and past 3 years for adults.

FVRCP – Current in the last year.

Feline Leukemia – Current in the last year.

Fecal Exam – Current in the last year.

Dog Guests

- All dog guests 16 weeks (4 months) and older must provide proof of current vaccinations. Titers are accepted with proper documentation.
- Puppies must be at least 12 weeks of age and have completed the first two series of vaccinations, including the bordetella vaccine.
- **Vaccination documentation must be confirmed (3) days prior to check-in for Non-Peak/Holiday periods and (5) days prior for Peak/Holiday periods.**

Cat Guests

- All cat guests 16 weeks (4 months) and older must provide proof of current vaccinations. Titers are accepted with proper documentation.
- All cat guests must be spayed and neutered.
- **Vaccination documentation must be confirmed (3) days prior to check-in for Non-Peak/Holiday periods and (5) days prior for Peak/Holiday periods.**

DAYCARE REQUIREMENTS

Daycare is for social dogs to play and have fun. All dog guests will be placed in a group based on their size and temperament. Since safety is our primary goal, Daycare is not for every dog. It is not a place for aggressive dogs to learn to be social. To be accepted into Daycare, each dog must complete an evaluation. In order to have an evaluation, each dog must:

- Complete and sign a Daycare Application acknowledging risk factors.
- Be at least 12 weeks of age and have completed first two series of vaccinations, including a bordetella vaccine.
- Meet published vaccination standards.
- At 1 year of age, all puppies must be neutered to continue participating in Daycare, otherwise they will be placed in the Day Stay program. Un-spayed females may participate in Daycare unless they are in heat. Once they are in heat, they will promptly be moved to Day Stay, incurring additional fees.
- Pass Daycare evaluation.
- Lunch meals incur an additional fee, \$3.00 for owner provided food, or \$5.00 for Posh Pet Hotel House Cuisine.

DAY STAY

Day Stay is for dogs that do not play well in the pack environment, females in heat, and intact males. Day Stay guests receive four outings a day, (2) potty breaks, and (2) individual playtimes with a Posh Staff Member. Due to the extra personal attention, Day Stay incurs additional fees.

Day Stay is \$35.00 per day, unless boarding, then it is discounted to \$20.00 per day. The \$20.00 per day is in addition to the boarding cost per day.

FOOD

Pets are fed twice daily – in the morning and evening. However, we can also accommodate lunchtime feedings. Posh Pet Hotel prefers that you provide your pet's food, as to not upset the pet's stomach. Please put each feeding in separate Ziploc bags, labeled with the pet's name. Please make sure that you bring enough food for your pet's entire stay. If your pet runs out of food, Posh Pet Hotel will feed your pet our house cuisine for a fee up to \$5/meal. If you choose to not bring your pet's food, Posh Pet Hotel offers our house cuisine, Fromms Family Food brand, for \$5/meal.

We also offer an all natural, premium wet food for \$6.95/meal.

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BEDDING/BELONGINGS

Posh Pet Hotel provides clean and comfortable bedding for your pet. In order to maintain a sanitary and controlled environment, outside bedding is not permitted. A clean, disposable t-shirt with your scent is permitted to help reduce separation anxiety. Posh Pet Hotel accepts a new or new-like hard chew rubber toy for your pet's stay. Posh Pet Hotel will write pet's name on all of their belongings.

DEPARTURE BATHS

Posh Pet Hotel requires that all dogs boarding three (3) days or longer receives a departure bath, at a discounted rate of \$20, for small dogs up to 45lbs., and \$30 for large dogs 46 lbs and up, before going home. The departure bath discounted rate is for boarding pets only. Please speak with our Front Desk if you would like to upgrade to a Spa Bath or Spa Groom.

MEDICATIONS

Posh Pet Hotel staff can administer oral and topical medications at the cost of \$1.00 per dose, up to a maximum cost of \$5.00 per day. Medication must be in the original bottle prescribed by a veterinarian, and the correct dosage indicated on the Overnight-Check-In Form.

PROPERTY DAMAGE

Posh Pet Hotel reserves the right to charge an additional property damage fee to Owners whose dogs damage any of our rooms/suites. Property damage includes damage or destruction of beds, walls, televisions, etc. To avoid the potential of any unexpected fees, Posh Pet Hotel strongly recommends that Owners who believe their dogs may cause property damage to speak with a Posh Staff Member to determine the best room type and amenities for their dog.

PRE-PAID PACKAGES

- **Daycare** - Pre-Paid Daycare Packages may be used any day of the year except on the following Holidays: New Years Day, Easter Sunday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Pre-Paid Daycare Packages are nonrefundable and have no cash value. Pre-paid Daycare Packages are not transferable to any other family member or friend. Pre-Paid Daycare Packages have an expiration date of one (1) year after the purchase date. Monthly Pre-Paid Daycare Packages expire thirty (30) days from the date of purchase.
- **Boarding** - Posh Pet Hotel offers a Pet Guest boarding ten (10) consecutive days or longer a 10% discount off the nightly rate. Additional Pet Guests from the same family that are sharing the same suite will receive a 20% discount off the nightly rate.

PAYMENT

Payment is due at check-out. We accept Visa, Mastercard, Discover, and American Express. Gift Cards and personal checks are gladly accepted after your 2nd visit. Returned checks will incur a returned check fee.

EXTENDED STAY PAYMENTS

Stays exceeding two (2) weeks require payment of services after the first two (2) weeks of boarding, and then at the end of each week thereafter. Client must maintain a valid credit card on file to be charged accordingly.

Client Signature: _____ **Date:** _____

Name (Please Print): _____ **Pet's Name:** _____