

POULSBO PET CLUB GROOMING GUIDELINES

Velkommen til Valhöll Day Spaw

Your pet is incredibly important to us. At Poulsbo Pet Club, we are committed to providing and delivering a grooming experience that is safe, compassionate, and tailored to your pet's individual needs. Please take a moment to review the following guidelines and policies before your appointment.

LOBBY HOURS:

Monday-Sunday 8:00 AM-6:00 PM

SAFETY

Please bring your pet in on a non-retractable leash. Please discourage your pet from interacting with other pets in the lobby.

FORMS

Please have the following forms completed and signed before arrival.

- Pet Profile
- Service Agreement

All forms and agreements can be found on your customer portal.

Failure to have current forms and signed agreements on file may result in a cancelled reservation. All reservations can be made on our website for your convenience or by phone during lobby hours.

VACCINATION RECORDS

Current vaccination records will need to be uploaded to your customer portal or brought into the resort before your reservation. Records must always be kept up to date for your pet to receive proper care and attention.

Vaccination records can be obtained from your veterinarian and can be emailed to: Records@PoulsboPetClub.com

VACCINATIONS

Proof of vaccinations from your veterinarian is required for all guests:

- Rabies: 1 or 3 years

- DHLPP: 1 or 3 years
Distemper, Hepatitis, Leptospirosis, Parainfluenza, and Parvovirus
- Bordetella: every 12 months

Bordetella (oral or injectable) must be administered at least 30 days before your pet's arrival. The Bordetella nasal vaccination must be administered at least 30 days before arrival.

All guests must not have been exposed to any contagious diseases within the 30 days preceding check-in.

Poulsbo Pet Club takes all precautionary measures to ensure the health and the well-being of every guest in our care through proper cleaning, disinfecting, and ensuring fresh air flows through the resort.

Vaccine type and immunization protocol can influence the success or failure of vaccinations. Many factors may impair an animal's ability to develop immunity after a vaccination.

Owners agree and are aware that vaccinations do not protect against all communicable illnesses that may affect a guest.

HEALTH CARE GUIDELINES AND REQUIREMENTS

All guests must be free of communicable diseases and have no visible stitches or open wounds. Owners will need to certify that their pets are in good health and have not been sick in the last 30 days. Guests who have been ill with a communicable condition in the previous 30 days will require a veterinarian certification of health to be admitted or readmitted into the resort.

While guests are in our care, they will have the opportunity to interact with other pets. Please note that various airborne strains of viruses can cause tracheobronchitis, also known as "canine cough."

While vaccinating every year helps support immunity to some strains, it does not provide immunity to all airborne strains, nor can it eliminate all risk of developing tracheobronchitis. This is not due to any circumstance or condition at our facility, and owners must agree that Poulsbo Pet Club is not liable for any illness suffered by the guest during or after their stay, including, but not limited to, tracheobronchitis.

Poulsbo Pet Club will not be held responsible for any allergic reactions suffered by the guest. Owner certifies that any allergies their pet has are clearly communicated to staff upon check-in.

Poulsbo Pet Club reserves the right to refuse to accept a guest if it appears to us that the guest is sick, shows the presence of fleas, or their behavior could jeopardize the health and safety of other guests and our staff.

Guests showing symptoms of diarrhea, vomiting, coughing, and/or sneezing will not be accepted into Aloha Pet Resort and Spa. These symptoms may be easily spread to other guests. If your pet has any of these, please get in touch with your veterinarian for treatment and keep your pet at home until they are feeling better.

Guests showing symptoms of puppy warts, "canine cough", worms, fleas, parasites, frequent or liquid diarrhea, vomiting, or another potentially contagious condition, illness, or injury will be isolated from the other members. Owners will be contacted to determine the best course of action. If they cannot be reached, the dog may be taken for treatment by a veterinarian at the owner's expense if deemed necessary by our staff.

All dogs must be spayed/neutered after 6 months of age to continue attendance. For the health and safety of all members, a monthly flea and tick preventative is required. NOTE: A flea collar is not sufficient.

APPOINTMENTS

Drop-Off & Pick-Up

- Please arrive on time.
- If you are more than 5 minutes late, your groomer may not be able to complete the service on time.
- Once your pet's grooming is complete, you'll receive a call or text.
- Pickup is expected within 1 hour.
- Late pickups may result in a \$35 Day Stay charge.

Booking Future Appointments

- We recommend booking your pet's next visit at checkout.
- Our schedule fills quickly, and pre-booking ensures your pet stays on a healthy grooming routine.

Consultation & Coat Care

- Please plan to spend an extra 5 minutes for your appointment so we can learn about your pet and your grooming preferences.

Coat Care Education

- Your groomer will guide you on coat maintenance and recommend the ideal grooming schedule for your pet's breed and lifestyle.

HEALTH, SAFETY & EMERGENCIES

Medical Conditions

- Grooming may reveal or exacerbate underlying medical conditions.
- You are responsible for any resulting veterinary costs.
- PPC is not liable for pre-existing or hidden conditions.

Accidents

While rare, minor accidents can happen (e.g., nicks, scratches, nail quickening).
In case of an accident:

- You'll be notified.
- If urgent medical care is needed and you are unreachable, PPC will seek emergency veterinary care at your expense.

Veterinary Authorization

- By signing this release, you authorize PPC to seek immediate veterinary care for your pet in the case of a medical emergency.

GROOMING POLICIES

Cancellations & No-Shows

- Cancellations and reschedules must be made at least 72 hours before the scheduled appointment.

- Late cancellations within 48 hours or no-shows may incur the full service charge for the appointment.
- A card on file is required to reserve grooming services.

Extended Stays

- Pets left over 1 hour before or after their appointment will incur a \$35 Day Stay fee, which includes potty breaks.

Fleas & Ticks

- All pets must be on year-round flea/tick prevention.
- If fleas are found, a \$25 flea bath will be required.

Aggressive or Anxious Pets

- In the best interest and well-being of your pet, we reserve the right to stop or refuse service if your pet shows signs of aggression or extreme stress.
- You will be charged for services rendered up to that point.

Sedated Pets

- We do not groom sedated pets due to safety concerns.
- If your pet is sedated without our prior disclosure, we are not liable for any side effects and may discontinue our service.

GROOMING CONDITIONS

Matted Coats

Severe matting may require shaving to prevent injury and pain.

Risks include:

- Nicks, abrasions, and skin irritation
- Behavioral changes
- Uneven regrowth

By signing, you acknowledge that shaving may be necessary and consent to the risks.

Allergies

All products are vegan and all-natural, but allergic reactions are still possible. Inform us of any known sensitivities on your New Guest Form.

PAYMENTS & SATISFACTION

Payment Methods

Payment is due at pickup.

We accept:

- Cash, checks, credit/debit cards
- Card-on-file option available for convenience

Gratuities for your groomer are appreciated but never required.

Late Drop-Offs

- If you're late, your groomer may not be able to complete the groom.
- If rescheduled due to tardiness, a \$25 cancellation fee applies.
- If accepted late, \$1 per minute late fee will be added.

Satisfaction Guarantee

We want you to love your pet's groom!

- Please let us know at pickup if you'd like any adjustments.
- If you notice anything after you get home, please call us within 24 hours.
- After 24 hours, a return visit may require an additional fee.